



Kingsford Academy Australia

International Student Handbook

RTO Code: 45882 | CRICOS Code: 04036M

Version Control

Title:	International Student Handbook
Author:	Quality Assurance and Compliance
Version Number:	KAA -V3.1-011023
Date of Approval:	01.10.2023
Next Review Date:	11.08.2024
Coverage:	Student Rights and Responsibilities
File location:	SharePoint/KAA/ Student Handbook/ International Student Handbook

Summary of Changes

Date	Change
20.08.2021	Full Version 1.0 Newly developed International Student Handbook
11.08.2022	RTO and CRICOS Codes
01.10.2023	Updated welcome message Updated links

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Welcome to Kingsford Academy Australia

We are thrilled to extend to you a heartfelt welcome to Kingsford Academy Australia (KAA)! It is with great pleasure that we embark on this educational journey together.

At KAA, we take immense pride in offering top-notch vocational qualifications to students hailing from various corners of the world. Our team of experienced staff and trainers is devoted to ensuring that every student receives the finest educational opportunities available. Your unique cultural background and life experiences will undoubtedly enrich our campus community, and we look forward to learning from one another.

As an international student, you play a vital role in our diverse and vibrant campus life. KAA is dedicated to delivering professional adult education within a welcoming, informal, and supportive atmosphere. We are committed to preparing you to tackle the challenges of globalization and the demands of a globalized workforce. Our educational programs and pathways are meticulously crafted to hone the skills necessary for the international marketplace, producing industry-ready graduates and workforce professionals of the highest caliber.

I am pleased to inform you that our college is a proud Australian Registered Training Organisation (RTO), operating under the National VET Framework and regulated by the esteemed Australian Skills Quality Authority (ASQA). The qualifications you earn with us, derived from Australian National Training Packages, hold recognition not only nationwide but also internationally.

To assist you in your transition, we have prepared the International Student Handbook, which contains essential pre-arrival information. It offers valuable insights to help you settle into life in Sydney and our College. Additionally, the handbook provides guidance on navigating cultural differences, ensuring that your daily experiences are positive and enriching. Our KAA Student Handbook further outlines the specific requirements and expectations for enrolling and studying with us. It covers your rights and responsibilities, available resources, and the terminology related to vocational qualifications in Australia.

At KAA, we have created an environment that fosters effective teaching and learning, aimed at elevating educational standards, fostering economic development, and enhancing personal lives. We sincerely hope that you find our supportive learning environment and cultural experiences enriching throughout your studies with us. We wish you every success in all your future endeavours and look forward to being part of your academic journey.

Once again, welcome to Kingsford Academy Australia! Please feel free to reach out if you have any questions or need assistance at any time

Sumit Khanal
Chief Executive Officer
Kingsford Academy Australia

About Kingsford Academy Australia

Kingsford Academy Australia is an Australian Registered Training Organisation (RTO) operating under the National Vocational Education and Training (VET) Quality Framework ([VQF](#)). This is a regulated framework which is administered by the Australian Skills Quality Authority ([ASQA](#)). Our registration details will be located on the [National Register for VET](#).

Kingsford Academy Australia was first registered in 2020 and is at Kent Street, Sydney. It's legal name is Kingsford Education Group Pty Ltd.

We are required to maintain registration with the Commonwealth Register of Institutions and Courses for Overseas Students ([CRICOS](#)) to offer services to international student visa holders. All CRICOS registered training providers are regulated by ASQA under the The Education Services for Overseas Students (ESOS) Act 2000 ([ESOS Act 2000](#)) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code).

We deliver Australian Qualifications Framework ([AQF](#)) qualifications which are drawn from Australian National Training Packages and recognised within Australia and internationally. National training Package qualification are developed by Industry Skills Councils in consultation with industry bodies, regulators, training providers and other stakeholders.

KAA specialises in business and management training and maintain close professional links to industry within Australia to ensure our training is at the leading edge of industry developments.

Our Mission

Our mission is to deliver affordable, cutting-edge, and transformative education of the highest calibre to our students. We strive to empower learners by imparting industry-relevant skills and knowledge while fostering equal opportunities for all.

KAA is committed to providing professional adult education in a relaxed, informal and supportive environment whilst developing highly-skilled and job ready graduates.

At KAA, we believe that the key to success is to:

- Empower our students through education and training
- Provide progressive and innovative qualifications to enable our students to strive for excellence
- Ensure small class numbers so as to give students individual attention
- Provide students with qualified, experienced and committed trainers who have the knowledge and expertise in their field

Our expectation of you

At KAA, we expect you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief
- To comply with the rules and regulations of KAA
- To be honest and respectful. Do not plagiarise work or information and not conducting yourself in any way that may cause injury or offence to others
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules
- To monitor your own progress by ensuring that assessment deadlines are observed
- To utilise facilities and KAA publications with respect
- To respect other students and KAA staff members and their right to privacy and confidentiality
- To follow your trainer's instructions and attend all classes and be punctual.
- To complete all of the assigned workbooks and assignments
- Work safely and promote a safe training environment
- To be familiar and comply with Australian laws
- To be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the institute
- To not trespass or knowingly entering any place within the premises of the institute that is out of bounds to students

Where We Are

KAA, international students' campus is a hub of learning, diversity and community spirit. Our campus location places our students at the heart of bustling commerce precincts. Our campus location support not only our students' studies but also their lives off-campus.

KAA international students' campus is in Sydney CBD, Level 2, 545 Kent St. The KAA kitchen facility is located in Surry Hills, an eastern suburb of Sydney, in the state of New South Wales, Australia. Surry Hills is immediately south-east of the Sydney central business district in the local government area of the City of Sydney. Surry Hills is surrounded by the suburbs of Darlinghurst to the north, Chippendale and Haymarket to the west, Moore Park and Paddington to the east and Redfern to the south. Central railway station, the largest station on the Sydney Trains and NSW Train Link networks, sits on the western edge of Surry Hills. Surry Hills is also serviced by State Transit Authority buses. The Eastern Distributor is a major road, on the eastern edge of the suburb. Major thoroughfares are Crown

Street, Cleveland Street, Bourke Street and Foveaux Street. Surry Hills is within easy walking distance of the Sydney CBD, and is included in a widening network of cycleways

KAA Melbourne Campus is located at Level 8, 20 Queen St, Melbourne VIC 3000. Our Kitchen Facility is located at 80 Wentworth Avenue, Surry Hills NSW 2010.

Getting Started with KAA

If you are applying through an education agent, please contact them for specific details regarding your application. If you wish to contact KAA directly, please email: info@kaa.edu.au

For information on our courses and other information please visit our website: www.kaa.edu.au

Step-by-Step Application Process

Step 1 (Enquiry). Student enquiries made via an Agent, website, email, phone, etc. shall be provided with accurate and ethical marketing and pre-enrolment information, a copy of KAA Student Handbook, which contains important information for the student about the course entry requirements, enrolment process, visa eligibility requirements, living in Australia information, Refund Policy, Complaints and Appeals Policy etc. and course brochure.

Step 2 (Enrolment Application). If the student is interested to apply for a course with KAA, the agent or a representative from KAA or Student Support Manager shall provide [Enrolment Application form](#). A student shall submit the completed enrolment application form along with the evidence of IELTS proficiency (Average Score of 5.5 in Academic test) or equivalent, copies of High School Certificate (Year 12 or equivalent) outcome, qualifications/work experience and other relevant documents either to the agent, or KAA representative.

If the student is on shore, the documents must be provided to the Administration Officer via email or post:

Admissions Officer

Kingsford Academy Australia

Level 2, 545 Kent St, Sydney NSW 2000

Email: admissions@kaa.edu.au

Step 3 (Course Entry Requirement Test (CERT)). Once the completed enrolment application form along with evidence of IELTS proficiency (Average Score of 5.5 in Academic test) or equivalent, copies of High School Certificate or equivalent secondary schooling outcome, qualifications/work experience and supporting documents has been received, The Agent or representative from KAA shall conduct a Course Entry Requirement Test (CERT) to

assess the student's existing skills and knowledge. Once the student has completed the CERT, all documents- answered CERT, enrolment application form, evidence of IELTS valid score, copies of High School Certificate or equivalent secondary schooling outcome, qualifications/work experience, and supporting documents must be forwarded by the agent, representative of KAA to the Administration Officer via email or post:

Admissions Officer

Kingsford Academy Australia

Level 2, 545 Kent St, Sydney NSW 2000

Email: admissions@kaa.edu.au

The review of CERT tests along with improvement suggestions (if applicable) shall be notified to student via email. All applications shall be received either via post or email.

Step 4 (Student Offer). KAA will respond on the application for enrolment, and Course Entry Requirement Test (CERT), and if found suitable, the applicant will be sent a Letter of Offer and Student Agreement to ensure the position for the student in the next batch. Letter of Offer is valid for 14 working days only. After this date, the position will be offered to another applicant. It is important to note that the offer made by KAA is conditional based on the student meeting the minimum requirements for the course. The offer letter/agreement will

- Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
- Provide an itemized list of course money payable by the student (Summary of Fees)
- Provide information in relation to refunds of course money
- Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition
- Advise the student of his or her obligation to notify the registered provider of a change of address within 7 days while enrolled in the course
- The course content and duration and qualification offered if applicable
- Details of any arrangements with another registered provider, person or business to provide the course or part of the course

- Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- Information about the grounds by which the student's enrolment may be deferred, suspended, withdrawn or cancelled
- A brief description of the ESOS framework made available electronically by DOE

[ESOS Legislative Framework](#)

Step 5 (Confirmation of Enrolment). To accept the offer, the student must complete the offer letter and Student Agreement and return it to the KAA. The signed agreement must be received before the student offer expires. The student is also required to provide payment as indicated in offer letter for successful admission to a program. These documents must be submitted to agent or KAA representative. If the student is applying from within Australia, they are also required to supply a copy of their personal details and student visa page(s) from their passport and a copy of their OSHC card.

Agent or KAA representative or on shore overseas students should submit the Student Agreement and supporting documents by mail, or email with full invoiced payment to:

Admissions Officer

Kingsford Academy Australia

Level 2, 545 Kent St, Sydney NSW 2000

Email: admissions@kaa.edu.au

Once all required documentation and payment has been received, KAA will send the student the following items:

- a Confirmation of Enrolment form (eCOE)
- confirmation of course commencement details
- a tax invoice for the payment of tuition fees
- Overseas Student Health Cover (OSHC) information
- Student Visa / Travel / Accommodation Confirmation Form

These documents shall be sent to the student's nominated email address. The student may also nominate to have these document sent to the agent.

Step 6 (Visa / Travel / Accommodation). Once the student is in receipt of the Confirmation of Enrolment, they may apply for a Student Visa (subclass 500). The student applies for the visa at the Australian local Embassy or diplomatic mission within their country of origin. If the

student is not successful in securing a visa, they must notify the KAA as soon as possible to access a full refund of their paid tuition fees (e.g. \$1500 of total tuition fees). The student will not be refunded the application fee (\$250).

The student is also required to arrange their travel and temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Once these arrangements have been made, the student is requested to notify the KAA of the following:

- Confirmation of Student Visa (subclass 500)
- Confirmation of temporary accommodation including address, Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- phone number
- Contact details on arrival in Australia (must include a mobile phone where possible)

This information is to be provided in the KAA Student Visa/ Travel/ Accommodation Confirmation Form and submitted to the agent or KAA representative directly by mail or email to:

Admissions Officer

Kingsford Academy Australia

Level 2, 545 Kent St, Sydney NSW 2000

Email: admissions@kaa.edu.au

Step 7 (Induction / Course Commencement). The student shall be notified of the course commencement details at the point of confirmation of enrolment. On arrival at KAA (usually 10:00am a week prior to the commencement date), the student will participate in an induction program. It is critical that the student's personal details are confirmed including the following:

- Accommodation details
- Contact details – mobile phone number and email address
- Next of kin details
- Overseas Student Health Cover (OSHC)
- Individual needs
- USI requirements

Introduction to Australia

Covering a total area of 7.69 million square kilometers, mainland Australia is the world's largest island - but smallest continent.

In distance, the continent stretches about 3700 kilometers from north to south and 4000 kilometers from east to west, making it the sixth-largest nation after Russia, Canada, China, the United States and Brazil.

Australia is also the only continent that is governed as a single country. It is sometimes informally referred to as an 'island' continent, surrounded by oceans.

Our ocean territory is also the third-largest in the world, spanning three oceans and covering around 12 million square kilometers. We also have one of the most urbanised and coast-dwelling populations in the world, with more than 80 per cent of residents living within 100 kilometers of the coastline. Australia currently has a population of almost 26 million people.

Cities, states and territories

Australia is divided into six states and two territories.

Canberra is the national capital and the center of government. It is located approximately 290 kilometres south of Sydney in the Australian Capital Territory (ACT).

Queensland is Australia's second-largest state in size. The state capital is **Brisbane**, the third most populated city in Australia.

New South Wales is Australia's oldest and most populated state. It was originally settled as a penal colony on the shores of Port Jackson where the bustling capital city of **Sydney** now stands. More than a third of Australians live in New South Wales, and **Sydney** is the nation's largest city.

Victoria is the smallest of the mainland states in size but the second most populated. **Melbourne** is the capital and is Australia's second most populated city.

South Australia is a state in the southern central part of the country which covers some of the most arid parts of the continent. It is the fourth largest of Australia's states and shares its borders with all of the mainland states and the Northern Territory. The state capital is **Adelaide**, the fifth-largest city in Australia.

At the top end of Australia lies the **Northern Territory**. **Darwin**, on the northern coast, is the capital, and Alice Springs the principal inland town. Alice Springs is the physical heart of Australia, almost exactly at the nation's geographical centre.

Western Australia is Australia's largest state by area. About three-quarters of the state's population live in the capital **Perth**, which is the fourth most populated city in Australia.

Tasmania is separated from mainland Australia by Bass Strait and is the smallest state in Australia. The capital, **Hobart**, was founded in 1804

Climate

Australia experiences temperate weather for most of the year but the climate can vary due to the size of our continent. The northern states typically experience warm weather much of the time, with the southern states experiencing cooler winters. Australia is also one of the driest continents on earth with an average annual rainfall of less than 600 millimetres. Like all countries in the southern hemisphere, Australia's seasons are opposite to those in the northern hemisphere. December to February is summer; March to May is autumn; June to August is winter; and September to November is spring.

Introducing Sydney

Sydney, capital of New South Wales and one of Australia's largest cities, is best known for its harbour front Sydney Opera House, with a distinctive sail-like design and Harbour Bridge. It's home to beautiful beaches, iconic buildings, historic landmarks, award-winning restaurants, and a vibrant culture.

Take a stroll along Circular Quay and soak up the atmosphere or visit Queen Victoria Building in the heart of Sydney's CBD. Sydney offers an array of cultural activities for people of all ages. Sydney is home to an abundance of cafes, canteens, restaurants, kiosks, gourmet food trucks, popup eateries etc. Sydney is a great place to access international brands and local designers whose wares can be found in shopping centres, outdoor strips and market-style popups throughout the city. Sydney's idyllic parks have garnered international attention for their natural beauty and unspoiled old world feel. You'll find plenty of things to see and do in Sydney. Sydney Harbour is a natural playground, and the views are world-class. There's a wide-ranging cultural life, a dynamic food scene and vibrant cityscape of outstanding contemporary and colonial architecture. Iconic beaches – most notably Bondi and Manly – and five major national parks deliver unforgettable outdoor experiences.

Source: <http://www.sydney.com/destinations/sydney>

Cost of Living

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. This includes funds to cover travel, tuition and living expenses. Students may have to demonstrate sufficient funds to cover these expenses for themselves and their accompanying family members while staying in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not to rely on such work to meet all their expenses.

As per Department of Home Affairs, from October 2023, Student visa students and their family members must have access to the following funds to meet the living costs requirements:

- \$ 24,505 per year for the main student or the guardians
- \$7,862 per year the student's partner / spouse
- \$3,952 per year for each of the student's children

You can also find further information regarding household expenditures by following this link: <https://www.abs.gov.au/statistics/economy/finance/household-expenditure-survey-australia-summary-results/latest-release#spending-around-the-country>

Student must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

While Department of Home Affairs, requires student visa student to possess above mentioned fund, cost of living in Sydney varies per student visa student's lifestyle. A general guide to costs of living (*accommodation, groceries, eating out, gas, electricity, phone and internet, car (after purchase) and entertainment*) per week can be found in the below link

- [Expatistan](#)

Notifying change of address

You must tell KAA:

- the address where you live in Australia within seven calendar days of arriving in Australia.
- if you change the address where you live within seven calendar days of the change.
- if you change education provider within seven calendar days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.

Visas

Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may better to submit an application with the assistance of an accredited agent due their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa, you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed **CAAW form** to ensure your accommodation and welfare is approved by your education provider.

You must ensure to **allow enough time** for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specific in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within seven calendar days.

For a full list of **mandatory** and **discretionary** student visa conditions please visit the [DHA](#).

General Conditions of your visa

All international students applying to enter a training program being offered by KAA must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements – [Click Here](#):
 - Be a genuine temporary entrant – [Click Here](#)
 - Meet English language test score requirements – [Click Here](#)
 - Demonstrate financial capacity – [Click Here](#)
 - Hold Overseas Student Health Cover (OSHC) – [Click Here](#)
 - Meet the personal health requirements – [Click Here](#)
 - Be of good character – [Click Here](#)

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa student may be able to satisfy the Department of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application. This is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to KAA as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Click Here](#).

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit [DHA](#) for the latest information.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Most agents speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

Please Note: Education Agents are NOT licensed to provide migration advice. Please check the KAA website for a full list of agents.

Working in Australia

If you have been granted your student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 20 hours per week during recognised vacation periods offered by RTO Name and scheduled during the course. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#When>

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office <https://www.ato.gov.au/Individuals/Tax-file-number/>.

Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag. If you are travelling with your family you will need to include their documents as well. **Keep all documents in your carry-on luggage.** In case you lose the originals, make copies that can be left behind with family and sent to you.

Keeping in Contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone know where you are and how to contact you by phone or by post.

On your arrival please contact the College on 02 8318 7776.

Documents

You should prepare a folder of **official documents** to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from KAA
- Confirmation of Enrolment (CoE) issued by KAA
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions



On Your Flight

Wear comfortable, layered clothing so that you can adjust per the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

What to bring to Australia

You might need to include (most can also be purchased in Australia):

- | | |
|---|--|
| <input checked="" type="checkbox"/> alarm clock | <input checked="" type="checkbox"/> scientific or graphics calculator |
| <input checked="" type="checkbox"/> bath towels, bed sheets, pillow cases | <input checked="" type="checkbox"/> camera |
| <input checked="" type="checkbox"/> dictionary (bilingual) | <input checked="" type="checkbox"/> micro recorder for lectures |
| <input checked="" type="checkbox"/> small sewing kit | <input checked="" type="checkbox"/> spare spectacles or contact lenses |
| <input checked="" type="checkbox"/> music CDs or iPod | <input checked="" type="checkbox"/> your optical prescription |
| <input checked="" type="checkbox"/> sporting equipment | <input checked="" type="checkbox"/> photos of friends and family |
| <input checked="" type="checkbox"/> toiletries | <input checked="" type="checkbox"/> swimming costume |
| <input checked="" type="checkbox"/> umbrella | <input checked="" type="checkbox"/> small gifts from home |



The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

Clothing

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

Bringing Goods

Bringing a PC or laptop into Australia may be a little more complicated. Laptop computers and other similar electronic equipment for personal use may be brought in duty free provided the Department is satisfied these goods would be taken back on departure. However, if there is no intention to re-export the laptop on departure from Australia, any applicable Customs duty and GST will be payable if passenger concession has been exceeded.

General goods such as gifts, souvenirs, cameras, electronic equipment, leather goods, perfume concentrates, jewellery, watches and sporting equipment worth AUD900.00 is allowed for people aged 18 years and above. For people below 18 years, the concession is limited to AUD 450.00.

Personal goods owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required.

Refer [Entering or Leaving Australia](#) for further details.

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something

is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit [AQIS](#).

Getting from the Airport

Train

Airport Link is a fast and convenient way to reach the centre of Sydney. Trains run approximately every 10 minutes and the journey to the city takes only 13 minutes. The international and domestic rail stations link directly to the City Circle line, which means most city destinations are within a short walk of stations. You shall require an Opal Card to travel

via Sydney's train, bus and ferry system. You can get an Adult or Child/Youth Opal Card from the Airport Train Station, Relay and WH Smith. Train Ticket fares and other details are available at [Opal Website](#).

More details are available on [By Train](#).

Taxis

Each terminal has its own sheltered taxi rank with supervisors on hand during peak times to ensure a smooth flow of taxis for travellers.

Taxi Rank Locations, Taxi Fares and few Taxi companies are available on [By Taxi](#).

Source: <http://www.sydneyairport.com.au/go>

Accessing Money

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$2000 to AU\$5000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either **Traveller's Cheques** or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Sydney, you can also change money at any bank or at currency exchanges at Major Shopping Centres

Electronic Transfer

You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus Logo**. Check this with your financial institution before leaving home.

Credit Cards

All major international credit cards are accepted in Australia but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Temporary Accommodation

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.



Staying with Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

Bringing My Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home Affairs [DHA](#)). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you must prove that you can support them financially. The cost of supporting a family in Australia is very high.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information visit the Department of Home Affairs ([DHA](#)).

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options:

- Public Schools: <https://online.det.nsw.edu.au/schoolfind/locator/>
- International Student Program: <http://www.decinternational.nsw.edu.au/study/schools>

Further information about living in Australia is available at: [Life in Australia](#)

The Department also published The *Life in Australia* booklet in several language. This publication is filled with helpful information and is recommended reading. The booklet is available online at: [Life in Australia booklet](#)

Before Leaving Home

Things to Do



- Apply for passport
- Arrange student visa
- Make contact with KAA
- Arrange for immunisations and medications from my doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Arrange Overseas Student Health Cover (OSHC) Insurance
- Pack bags being sure to include the following:

- Name and contact details of an institution representative
- Enough currency for taxis, buses, phone calls etc.
- Important documents:
 - International Student Handbook
 - Passport
 - Letter of offer
 - Confirmation of Enrolment
 - Certified copies of qualifications & certificates
 - Travel insurance policy
 - ID cards, drivers licence, birth certificate (or copy)

Upon Arrival in Australia



- Call home
- Settle into accommodation
- Contact KAA
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend International Student Orientation
- Get student ID card
- Advise health insurance company of address & get OSHC card
- Open a bank account
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations

(E.g. music, sporting and cultural clubs).

Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

Credit transfer

Credit transfer is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

What is competency based training?

Competency based training is training that develops the required knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualifications in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units and be included in a course and the elective units which are available.

Delivery of Training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within the timeframes prescribed. Students are

advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

KAA takes responsibility for the quality of the training and assessment being provided to students, and for the issuance of AQF certificates.

Results and certificates

On completing the training program with KAA, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by KAA will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI will link to an online account that will contain your training records and results (transcript) that you have completed.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your student visa number.

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these

circumstances [Click Here](#). Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [Click Here](#).

Legislative and Regulatory Responsibilities

KAA is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that KAA has recognised it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While KAA has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at www.legislation.nsw.gov.au/ (State) and www.comlaw.gov.au (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- both of the following apply:
 - the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection.
 - the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose. or
- the individual has consented to the use or disclosure.

Anti-Discrimination Act 1991

Sect 6 -Act's anti-discrimination purpose and how it is to be achieved.

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Sect 3 – Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;

- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia at the following link: [Click Here](#)

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

Standards of Registered Training Organisation 2015

The Council of Australian Governments' (COAG) Industry and Skills Council is responsible for endorsing vocational education and training (VET) standards. The Council consists of the Australian, state and territory ministers with responsibility for industry and/or skills within their jurisdiction. All registered training organisations (RTOs) in Australia are responsible for ensuring they fully comply with the Standards at all times as a condition of their registration. The Standards are enabled by the *National Vocational Education and Training Regulator Act 2011* (NVR Act), which aims to:

- provide national consistency in regulation of the VET sector, using a standards-based quality framework and a risk-based approach
- promote quality, flexibility and innovation in VET
- promote Australia's reputation for VET locally and overseas
- promote a VET system that meets Australia's social and economic needs
- protect students undertaking or proposing to undertake VET in Australia, and
- ensure access to accurate information regarding the quality of VET.

National Code 2018

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 is a set of nationally consistent standard that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a student visa. The National Code is established under the *Education Services for Overseas Students (ESOS) Act 2000*. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code.

The objectives of the National Code are:

- support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments
- establish and safeguard Australia's international reputation as a provider of high quality education and training by:
 - ensuring that education and training for overseas students meets nationally consistent standards, and
 - ensuring the integrity of registered providers
- protect the interests of overseas students by:

- ensuring that appropriate consumer protection mechanisms exist
- ensuring that student welfare and support services for overseas students meet nationally consistent standards, and
- providing nationally consistent standards for dealing with student complaints and appeals
- support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

The ESOS Framework

The KAA is committed to providing quality education and protecting your rights.

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

CRICOS

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enrolls or teaches overseas students, must be registered on CRICOS.

Education institutions must also register each course they offer to overseas students.

Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach overseas students.

To determine if an institution or course is registered on CRICOS, please check the publicly available website at: <http://cricos.education.gov.au/>

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DIAC) data.

Through PRISMS education institutions notify DIAC of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as

evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DIAC to issue a student visa.

Education providers also use PRISMS to notify DIAC of students who may have breached the terms of their student visa - for example when the student has not been attending classes.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

Protection for Overseas Students

Overseas students on a student visa, must study with an education provider and in a course that can be found on the Commonwealth register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/> CRICOS registration guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
 - How to use the provider's student support services.
 - Who the contact officer is for overseas students.
 - How to apply for course credit.
 - How to apply for enrolment deferment, enrolment suspension or cancellation.
 - The provider's requirements for satisfactory progress in the courses of study.
 - How attendance will be monitored.

- How to use the provider's complaints and appeals process.
- The student responsibilities include:
 - Satisfy the student visa condition.
 - Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
 - Meet the terms of the written agreement with the provider.
 - Inform the provider of any change of address.
 - Maintain satisfactory course progress.
 - Follow the provider's attendance policy.

A full copy of the ESOS Framework is available at the following link: [Click Here](#)

Overseas Student Health Cover

It is a condition of your Student visa that you maintain adequate health insurance arrangements for the duration of your visa.

All international students are required to pay the OSHC for themselves and all dependent members of their family staying with them in Australia

If you are currently studying in Australia, then you must provide a copy of your health cover membership records showing your name, membership number and date of expiry.

It is the student's responsibility to check the conditions of this health cover. Please refer to the following websites for more details and providers of OSHC:

[Google - Overseas Student Health Cover](#)

[OSHC Australia](#)

Medical treatment in Australia is expensive and many of the unforeseen accident or sickness, your insurance will cover many of the expenses.

To cover you for the duration of your training you will need cover for a minimum of one year. OSHC can assist you to meet the costs of medical and hospital care if needed when in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

You can obtain OSHC online by visiting the OSHC providers' websites. You have the right to choose your own OSHC provider even where KAA makes a specific recommendation. It your choice!

Visit the [Department of Health](#) to view their valuable OSHC Frequently Asked Questions.

Course entry requirements

All international students applying to enter a course with KAA must:

- Be over the age of 18
- An overall IELTS band 5.5 or equivalent and above ([Acceptable English Test Score](#))
- Have completed an equivalent secondary schooling level of Year 12 School Certificate.
- May or may not have suitable work or life experience.
- Meet the Student Visa 500 subclass requirements [Click Here](#).
- Exceed minimum pass level in all three sections of Course Entry Requirement Test (CERT)

International English Language Testing System (IELTS)

IELTS is the world's most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. KAA course entry requirement is a minimum IELTS General Score of 5.5. A general score of 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. The person should be able to handle basic communication in their own field.

KAA may require you to submit evidence of your IELTS proficiency (General Score of 5.5) with your enrolment form. This will depend on the results of the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Click Here](#).

Applications for enrolment that are not accompanied with this evidence will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website for further information:

[IELTS Testing Centre online search](#)

Enrolment procedure

KAA undertakes to make training available to all persons who:

- Meet course entry requirements;
- Complete the KAA enrolment application form (available on request);
- Agree to abide by KAA's expectation of students; and
- Make suitable payment of fees before the commencement of training.

To enrol into a course as an overseas student at KAA, students must complete a Student Agreement Form.

The form should be completed in full and submitted by mail or fax with full payment to:

Admissions Officer

Kingsford Academy Australia

Level 2, 545 Kent St, Sydney NSW 2000

Email: admissions@kaa.edu.au

The enrolment application form must be accompanied by:

- Evidence that verifies your identity and current age (date of birth)
- evidence of IELTS proficiency (General Score of 5.5) or equivalent
- evidence of a School Certificate or equivalent secondary schooling outcome

When we receive your application, our agent/ representative of KAA or Student Support Manager will conduct a Course Entry Requirement Test to assess your existing skill and knowledge.

If you are already in Australia and have not yet been assessed for English language proficiency, you should locate testing centre which are available throughout Australia.

[IELTS Testing Centre online search](#)

If you require support to prepare yourself for an IELTS assessment, you may consider attending a specialist course offered by [NSW TAFE](#).

Verification of IELTS and Education Level

KAA reserves the right to validate the IELTS proficiency assessment and the submitted evidence of School Certificate equivalence. Verification may be undertaken by:

- **IELTS proficiency.** KAA will utilise [the IELTS Results Verification Service](#) to assess the validity of all evidence submitted of IELTS proficiency.
- **School Certificate equivalence.** Where evidence submitted by an student does not clearly demonstrate the equivalence to the Australian School Certificate, the student will be required to obtain a confirmation from the [Board of Studies, Teaching & educational Standards NSW](#).

Electronic Confirmation of Enrolment

Upon approval of your application, an electronic confirmation of enrolment (eCoe) will be generated and forwarded to Department of Home Affairs and yourself at the address provided on your application with an official receipt for the fees paid (refer payment methods below). It is the student's responsibility to apply for a student visa. If your application is not complete, our Student Support Manager will contact you.

When you receive your eCoe, it should be taken to the visa section of your nearest Australian Diplomatic Mission (i.e. Consulate, High Commission or Embassy) where you can make application for a student visa. (For information, go to www.dfat.gov.au/missions). You will be unable to apply for a student visa without the eCoe.

Successful Student Visa

If your student visa application is approved, you should contact KAA and provide evidence of approval. KAA will contact you to confirm your timetable, start date and all other arrangements for your study with KAA.

Unsuccessful Student Visa

If your student visa application is NOT approved, you must contact KAA and advise us and apply in writing for a refund of student fees in accordance with our Fee Refund Policy.

Student Orientation

An orientation session is arranged for all students. At this time, information will be given to allow your stay to be as fruitful and successful as possible. Most of your questions will be answered at orientation, however always feel free to ask about anything you are unsure about.

At the orientation, you will be provided with details of how to access the current version of the KAA International Student Handbook (KAA Website). You will also be provided with information on your timetable, textbooks, and college facilities.

All students are required to complete a declaration of understanding. This will happen as part of your orientation. This declaration is a statement that:

- You have understood and accept student requirements while at the KAA.
- You understand and accept all the details provided in this handbook.
- You have been offered the opportunity to request learning support.

Orientation/Induction usually takes place one week before the class starts.

Student support services

During your enrolment, KAA will deliberately engage with you on a number of occasions. We do this through requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

What support is available?

KAA will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Pre- Enrolment Support
- Studying and Learning Coaching
- Academic Support
- Counselling Support
- Disability Access
- Medical Services Referral
- Legal Services Referral
- USI Help
- Housing / Accommodation Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the Academic Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. KAA is committed to our student’s welfare both during and after hours of study.

Individual need	Support Service
For Overseas students	Close student liaison is to be maintained by the Student Support Manager (SSM) who will act as a central point of contact. The SSM will provide advise and assist students with:

Individual need	Support Service
	<ul style="list-style-type: none"> • transition to life and study in a new environment https://www.service.nsw.gov.au/transaction/support-international-students • Accommodation options information: https://www.studyaustralia.gov.au/en/life-in-australia/accommodation • legal services https://rlc.org.au/our-services/international-students http://www.ombudsman.gov.au/about/overseas-students • emergency and health services <ul style="list-style-type: none"> ○ Call: 000 ○ For other services http://www.health.nsw.gov.au/pages/emergency.aspx http://www.ambulance.nsw.gov.au/Calling-an-Ambulance/When-its-not-a-medical-emergency.html http://www.health.nsw.gov.au/pts/Pages/default.aspx • Student may also be referred to Counselling services: <ul style="list-style-type: none"> ○ Lifeline 13 11 14 ○ Beyond Blue 1300 22 4636 ○ Salvation Army Family Welfare Centres ○ CatholicCare, Family Support Service • facilities and resources: <ul style="list-style-type: none"> ○ Library ○ Computer Lab ○ Online Resources • complaints and appeals processes; and • any student visa condition relating to course progress and/or attendance as appropriate.

Individual need	Support Service
Language, literacy and numeracy skill levels	If a student's language, literacy and numeracy skills are not at the required level the student will be referred to an ELICOS college to achieve the required standard before being enrolled in KAA's programs. It will be reflected in new COE.
Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided	Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the student handbook, the applicable course flyer and prospectus and the summary of fees and charges. It is preferable that these sessions are conducted face-to-face with KAA agents/ representatives.
Recognised difficulties in studying and learning	<p>Where appropriate to the program students identified with recognise difficulties in studying and learning are to be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the student and to engage the student in discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct student back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing student support to study:</p> <p>Effective Study skills A useful quick overview of study skills www.adprima.com/studyout.htm</p> <p>How to Study A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org</p>

Individual need	Support Service
	<p>Study Guides and Strategies</p> <p>A wide ranging overview of the skills needed at all stages of student life.</p> <p>Study Skills Self-Help</p> <p>Covers important skills such as time management, note taking and exam preparation.</p>
Academic Support	<p>To assist students with their assessments, there may be referencing workshops, formatting workshops, language workshops, and plagiarism workshops. Students are advised to contact their respective course trainer or course coordinator/s for any additional academic support.</p>
Student suffers from a nervous/anxiety disorder.	<p>We can accommodate by giving individual attention away from others involved in the training program. Training and assessment deliberately offered in a relaxed mode without time pressures.</p>
Student required counselling support and advice about their personal situation	<p>The student counselling service is designed to assist overseas students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student.</p> <p>The Student Support Manager at KAA is not professional counsellor, however can assist students as a first point of contact</p> <p>Student may be referred to:</p> <ul style="list-style-type: none"> – Lifeline 13 11 14 – Beyond Blue 1300 22 4636 – Salvation Army Family Welfare Centres – Catholic Care, Family Support Service <p>The nearest mental counselling service is</p> <p>Life Resolutions</p> <p>2/300 Elizabeth St, Surry Hills</p> <p>Phone: 1300 668 256</p> <p>https://resolutionlife.com.au/</p>

Individual need	Support Service
USI Help	<p>The USI system generates a unique student number which students can use though out their studies in Australia. The USI allows access to a full range of study information fast and easy.</p> <p>KAA Administration staff will request consent from the student to generate a USI for them and record the students generated USI into RTO Manager (KAA Student Management System).</p>
Students with a disability or medical condition	<p>All possible allowances may be provided to persons with disabilities.</p> <p>Assessors are to use their judgement in assessing the student's ability to perform tasks in a safe manner.</p>
Students with visual impairment	<p>Students with visual impairment can be supported by supplying internal learning resources with a larger printed font.</p> <p>Students can also be supplied with audio recordings of learning sessions where available.</p>
Students who are Aboriginal and Torres Strait Islander	<p>Refer to ATSI Cultural Awareness Policy</p> <p>http://www.workingwithindigenoustralian.info/content/Culture_1_Culture.html</p>

Students will be informed about major changes in KAA e.g. relocation of campus before 20 days of such changes.

Monitoring student attendance and progress

Under the National Code 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress and attendance in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

Satisfactory course progress is defined as a student successfully completing all required subjects/units in every term of their program in order to achieve the qualification. Satisfactory

course attendance is defined as a student attending at least 80% of scheduled course contact hours for each study period. KAA monitors and records the course progress and attendance of students on a regular basis. We do this by monitoring successful completion of assessment tasks and class attendance via an attendance record that requires the student's signature at the start and end of a training day. A student who is identified as falling behind in successful assignment completion or having unacceptable attendance to scheduled sessions will be managed via a range of intervention strategies. If a student fails to pass at least 50% of the units he studied in two consecutive terms or if his attendance falls below 80% without any acceptable reason, KAA will report them to DHA after implementing intervention strategy which failed.

An intervention strategy is an individual student plan developed by the Academic Manager and corresponding Trainer/Assessor aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, training to develop study habits or adjustment to study program. KAA will do everything we can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, KAA will notify the student in writing of its intent to make a report to the Department of Education and of their right to access the complaints and appeals processes. This report may result in the cancellation of the student visa by the Department of Home Affairs.

Student deferral or suspension

Students, unable to attend for a period of time, may lodge an Application to Defer Studies for approval by the Academic Manager. Deferment is usually granted once only and for a period no longer than two terms. The return date will be at the discretion of the institute. Students will be advised of such requirements at the deferment interview. An Application to recommence studies must be completed and approved by the Academic Manager.

A student's enrolment may only be deferred or suspended where compelling or compassionate circumstances exist.

KAA appreciates that students experiencing difficult circumstances may need to temporarily take leave from their studies. Student visa holders are entitled to request a temporary deferment or suspension from their education provider where they have compassionate or compelling reasons to do so.

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. It may also include when

a student does not receive their visa in time, major political upheaval or a natural disaster in the student's home country.

In these situations, the student is generally allowed to remain on a student visa, provided they are still enrolled in their course of study and intend to resume their studies.

KAA may also cancel or suspend the enrolment of a student for inappropriate behaviour. Where this occurs, the student will be notified in writing and be informed of their right to access the complaints and appeals processes.

KAA will inform its decision on deferral or suspension in writing to the student and to Department of Education via PRISMS.

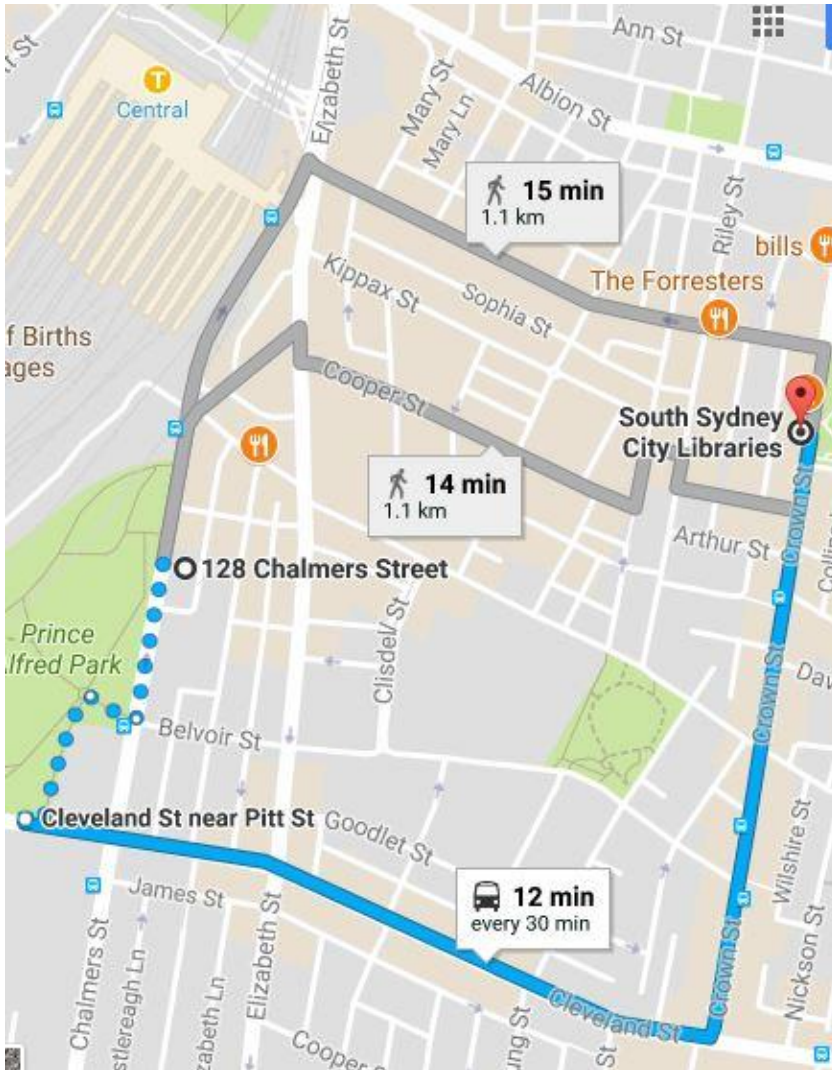
Change of education provider

Under the National Code 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a letter of release or can demonstrate exceptional circumstances. KAA will only consider issuing a letter of release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form and refer to the Fee Refunds Policy. If granted, a letter of release will be issued at no cost to the student. Where a letter of release is not granted, the student will be provided with written reasons for refusing the request, and be informed of their right to lodge an appeal.

Student amenities

KAA has extensive amenities available for students' including:

- close public transport
- toilet facilities
- tea and coffee area
- disabled access
- photocopying facilities
- telephones
- quiet study areas
- computer room
- recreational centre
- library
- counselling and referral facilities



Student resources

KAA provides students with access to a comprehensive range of written, video, and online resources. These materials may be accessed for study use. There is also a wide range of textbooks for student to access on request in in-house library. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources. An online portal is provided where student can access

to reading materials relevant to course they are studying. However, they cannot use it for submission of assessments. Students can also use on-campus WiFi free of cost. They can avail facilities from public library as well. The nearest public library, South Sydney City Library, is in 15-minute walking distance.

Student counselling

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer for referral to our Student Support Manager.

The Student Support Manager can suggest access to specialised support for those who may need further external help or may direct the student to Academic Manager/PEO may refer the student to professional counsellors. All discussions regarding this are in the strictest of confidence.

Continuous improvement

KAA is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available at reception. You are encouraged to provide feedback to KAA so we can improve our services in the future.

Your language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach KAA will:

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available

Your safety

KAA has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

Unsafe locations

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar of which areas to be careful of you can check with a trainer or Academic Manager.

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

If you have any questions or concerns about these things, please check with your Academic Manager.

KAA is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student orientation.
- No smoking within KAA buildings.
- Report all potential hazards, accidents and near misses to the KAA staff;
- No consumption of alcohol on KAA premises or during contact hours;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
- Report safety concerns to a KAA staff member immediately.

Electrical equipment

Within the training automotive environment, you will be using a wide range of electrical equipment. The following guidelines are to be applied:

- Electrical equipment that is not working should be reported to KAA staff immediately.
- Electrical work should only be performed by appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.
- All personal equipment used at college must have a valid 'testing tag' to confirm that the equipment has been assessed for safety.

- The college can arrange tagging and testing for students. A fee may apply.

Fire safety

KAA will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation.

Students are to be familiar with the location of all EXITS and fire extinguishers.

It is the user's responsibility to understand fire drill procedures displayed around the premises.

Students are to attend and participate in annual fire safety sessions on fire safety procedures and the use of fire safety devices.

First aid

Provision for first aid facilities is available, on the first floor of each campus located at reception. All accidents must be reported to KAA staff. The accident and any first aid provided must be recorded by staff involved.

Lifting

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by KAA unless they do so voluntarily and taking all responsibility for any injury caused.

Never attempt to lift anything that is beyond your capacity

When lifting, always bend the knees and keep the back straight when picking up items.

If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work and study areas

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.

Place all rubbish in the bins provided.

Ensure that tearoom bench spaces are left clean and tidy and that all dishes are washed.

Do not sit or climb on any desks or tables.

Fairness and equity

KAA is committed to providing a fair and equitable environment for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy,

race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated and is illegal under the requirements of the Anti-Discrimination Act 1977.

You are responsible for:

- ensure non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the school.
- report any discriminatory behaviour or harassment to your trainer.

All KAA staff members (including contractors) will be informed that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from KAA staff members and we apply complaint handling procedures that adopt the principles of natural justice and procedural fairness at every stage of the process.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of KAA that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. A student may also make an enquiry directly with the Anti-Discrimination Board of NSW [Click Here](#).

Access to your student file and record

You have the right to access your student file at any time. You may want to review previous assessment results to monitor your progress and confirm areas identified for improvement.

You can access your student file just by making a request to the KAA reception area. You will be asked to complete a register of access. You will be provided with the record to view. KAA can arrange to provide a copy of your records if required. You will not be permitted to take the original student file away as this is our record of your training and assessment which we are required to retain. KAA can also provide you with a record of results which details the units of competency you have completed at that time and the units of competency you are yet to complete. A record of results can be requested at the KAA reception area.

Your privacy

KAA takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- KAA will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- KAA is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases KAA will seek the written permission of the student for such disclosure. KAA will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that KAA is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how KAA is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at [OAIC- Privacy Complaints](#).

Course Fees

Fees are payable when the student has signed the Student Agreement to signify their acceptance of enrolment offer made by KAA. Fees must be paid as per KAA requirements, in full within 14 calendar days of receiving an invoice from KAA. KAA may discontinue training if fees are not paid as required.

Students are required to pay a registration fee of AUD250* on the enrolment application form and the required initial fee payable as indicated in the offer on successful admission to a program. The balance of fees payable for the course must be paid at least 14 calendar days prior to the commencement of each term/semester (four terms per year) unless prior arrangements have been made and confirmed in writing.

* The registration fee of enrolment application form is non-refundable

The indicated initial fee in the offer must be paid before a Confirmation of Enrolment can be issued. Each subsequent fee must be paid in full, on scheduled dates in order to maintain a valid enrolment.

These fees are subject to variation from time to time in regard to Consumer Price Index (CPI) changes within Australia. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course

Tuition Fee Protection

KAA is required to apply the Student Tuition Protection Scheme (TPS) through the commonwealth managed fund known as Overseas Student Tuition Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on [Study in Australia](#)

Student cancellation

Students who cancel their enrolment part way through a training program must notify KAA in writing at the soonest opportunity if consideration of fee reimbursement is required. Once KAA is notified a refund will be issued for the component of training not commenced. KAA is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

Purchase of student guides

KAA uses learner guide and training materials that have been contextualised in-house to meet the needs of our specific cohorts. They can also borrow them from KAA in-house Library.

Refunds

Students who cancel their enrolment before the commencement of a training program may be entitled to a refund of fees paid. Approved requests for refunds will be processed and transacted within working 28 days of receiving a written claim from a student.

Where a student cancels, KAA will not refund monies for the text he purchased from IBSA, unless a written request for a refund is received and KAA is satisfied that the text is in as-new condition.

No processing fee applies to all refunds. Course fee refunds are calculated from the date a written refund application is received, on the following basis only:

- **Prior to commencement.** A full refund will be made in case of visa refusal excluding the enrolment application fee.
- A student who gives notice in writing of withdrawal or cancellation 28 calendar days or more prior to the scheduled commencement date of the course will be entitled to a 70% refund of fees paid excluding the enrolment application fee.
- A student who gives notice in writing of withdrawal or cancellation less than 28 calendar days prior to the scheduled commencement date of the course will be entitled to a 50% refund of fees paid excluding the enrolment application fee.
- **After commencement.** A student who gives notice in writing of withdrawal or cancellation after the commencement of the course will not be entitled to a refund of fees paid.

No refund will be paid to a third party unless the student indicates the name and address of the person to whom the refund should be paid. If no name and address are provided, the refund will be sent to the student's home address.

All applications for refunds must be made using an [application for refund of course fees](#). These are available from the Student Support Manager.

All refunds will be made in Australian Dollars without any accrued interest.

If a student's visa is cancelled due to poor attendance/unsatisfactory course progress or any other form of misconduct, then no fee will be refunded.

Refunds approved in accordance with this policy will be paid within working 28 days of receiving a written claim from a student.

This policy, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection laws. Students seeking to make an external complaint about any administrative decision should do so after following the organisation's appeals processes.

There may be grounds for refunds under "Exceptional Circumstances" and which may affect either a full or partial refund of a student's tuition fee, including:

- Death of a student or a close family member (parent, sibling, spouse or child)
- A political, civil or natural event

Where this policy does not adequately cover a particular circumstance, KAA may consider an individual's case. The final decision rests with the Chief Executive Officer of KAA or nominee.

Payment method

KAA accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request).
- Cheque (made payable to KAA).
- International Money Transfer – must include funds to pay for the receipt of the money transfer.
- Payment in cash is not accepted.

Changes to terms and conditions

KAA reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed seven calendar days prior to changes taking effect. No changes will apply retrospectively.

Making a complaint or appeal

KAA is committed to providing fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

– <https://www.kaa.edu.au/>

Once you have completed the required form you are requested to submit this to the Student Support Manager either in hard copy or electronically via the following contact details:

Student Support Manager

Kingsford Academy Australia

Level 2, 545 Kent St, Sydney NSW 2000

Email: studentsupport@kaa.edu.au

If you are having any difficulty accessing the required form or submitting it to us, please contact us at the following number: 02 8318 7776

What is a complaint?

A complaint is a negative feedback about services or staff that has not been resolved locally. A complaint may be received by KAA in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to KAA within **seven calendar days** of the student being informed of the decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling procedure

KAA applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which is available on the KAA website.

- A person who makes a complaint or an appeal must be **provided with a written acknowledgement** within **5 business days** from the time the complaint or the appeal is received. This acknowledgement is intended to provide the personal assurance that KAA had received the complaint or the appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person that they will receive a written response within 14 calendar days.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within seven calendar days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints/appeals are to be kept by KAA including all details of lodgement, response and resolution. KAA will maintain a complaints/appeals register to be used to record the details of the complaint/appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint/appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided with an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, KAA is obliged to inform this person about this complaint/appeal or allegation and provide them with the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meetings via electronic means. KAA will maintain a detailed record of these meetings in the form of a record of the conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- The handling of a complaint/appeal is to commence within **seven working days** of the lodgement of the complaint/appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided with a written response to the complaint/appeal, including details of the reasons for the outcome. A written response must be provided to the person within **14 calendar days** of the lodgement of the complaint/appeal.
- Academic Manager will first consider all of the complaints and appeals. If the student is not satisfied with his decisions, then the student can go for CEO.

- Complaints/appeals must be resolved to a final outcome **within 60 calendar days** of the complaint/appeal being initially received. Where KAA Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint/appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, KAA will attempt to resolve complaints/appeals as soon as possible. A timeframe to resolve a complaint/appeal within 30 calendar days is considered acceptable and in the best interest of KAA and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint/appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two weekly intervals.
- KAA shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint/appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints/appeals are to be handled in the strictest of confidence. No KAA representative will disclose information to any person without the permission of KAA Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints/appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for KAA to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by KAA as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why the proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

KAA also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third party review of decisions made by KAA.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of KAA to investigate the matter, then in these circumstances KAA reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent person

KAA provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow KAA to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Learning Support Officer of their request who will initiate the process with the Chief Executive Officer.

In these circumstances, the KAA Chief Executive Officer will advise of an appropriate party independent of KAA to review the complaint (and its subsequent handling) and provide advice

to KAA in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within 14 working days of their review being requested.

Where the KAA appoints or engages an appropriate independent person to review a complaint/appeal, the KAA will meet the full cost to facilitate the independent review. Where the person making a complaint or seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the KAA may seek the person making a complaint or seeking an appeal to contribute to the cost of engaging this person and undertaking the review.

Following an independent review, advice received from the independent person is to be accepted by KAA as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by KAA and the Chief Executive Officer feels that they may be biased or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

An example of an independent party is

Resolutions Institute

Level 1 and 2

13-15 Bridge Street

Sydney NSW 2000

Phone: +61 2 9251 3366

Freecall: 1800 651 650

Email: infoaus@resolution.institute

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by KAA or the independent third party, they have the opportunity for a body that is external to KAA to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by KAA may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.

- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.
- In relation to any educational issue, Australian Skills Quality Authority:
<https://www.asqa.gov.au/complaints/complaints.html>
- Overseas students can also communicate with The Overseas Students Ombudsman who:
 - investigates complaints about problems that overseas students have with private education and training in Australia
 - provides information about best practice complaints handling to help private education providers manage internal complaints effectively
 - considers, free of charge, external appeals under Standard 8 of the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students
 - Please find more information on the OSO website (<https://www.ombudsman.gov.au/complaints/international-student-complaints>)

Record keeping & confidentiality

A written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least 2 years to allow all parties to the complaint appropriate access to these records, upon written request to the Student Support Manager. These records will be maintained at KAA Office at Surry Hills.

All records relating to complaints will be treated as confidential and will be covered by KAA's Privacy Policy.

Assessment arrangements

'Competent' or 'Not Yet Competent'?

There are two possible assessment outcomes of competency based assessment either '*Competent*' that is you have demonstrated sufficient skills and knowledge or '*Not Yet Competent*'. If you receive a not yet competent result – it is not something to get worried about. Sometimes there are simple but important things that you may have overlooked but need to be covered. You will be given specific feedback on which aspects of your performance and what needs to improve and additional training to support you to become competent.

Assessment attempts

You will be allowed to resubmit each task for each assessment three times, subject to course completion timeframes. If after three submissions (and additional training) you are unable to demonstrate that you are competent in the unit or units of competency, KAA may apply further charges for additional assessment.

The assessment environment

At KAA, there is a strong focus in undertaking assessment as though you are working in a real automotive workshop. This approach is supported by our simulated work environment and local policy and procedure. At times the environment will be busy and specific items of equipment will be in high demand. This reflects the actual workplace environment. This requires that you plan your activities and work cooperatively with other student to complete your work.

Completion dates

These can vary and you will find a timetable provided to you which specifies assessment submission dates. You should work diligently to complete all assessment tasks on the due date.

Submitting authentic work

All work submitted must be your own work. KAA verifies this in the following ways:

- student confirmation and declaration
- additional verbal questions are given to students on a random basis
- Comparison of work style and quality for all work undertaken.

Graded assessment

KAA does not apply graded assessments. You will get either a Pass (Competent) or Fail (Not Yet Competent)

Assessment methods

You are required to demonstrate your skills and knowledge across the applicable assessment tasks. Your assessor will gather sufficient assessment evidence from a range of sources using a number of different assessment methods. Depending on your course, the following assessment methods are used:

- **Observation of practical skills.** The practical demonstration allows the observation of skills integrated with knowledge during its practical application.
- **Project / Written Report / Case Study.** Students will be required to complete practical projects that simulate the workplace. Students are required to produce a range of written records or reports. Detailed instructions for these assessment tasks are issued to the student at the commencement of the unit.
- **Knowledge assessment.** Students are required to prepare responses to knowledge questions and activities. Knowledge questioning assessments will be provided to students by the assessor at an arranged time and the student will be required to individually complete the assessment. The student may research their answers from the course training materials and notes as well as other sources.
- **Role Play.** Students are required to demonstrate a range of tasks in whilst being observed by the assessor. This type of assessment may require the student to prepare and submit documents for use in the demonstration.

Submitting Assessments

Completed written assessments are due to be submitted either (a) electronically or (b) in some cases handed in to your Trainer (e.g. hard copy assignment, projects, portfolios etc.) by the specified time on the date advised by your Trainer.

You are entitled to Three (3) attempts for each assessment, but only if each assessment is submitted by the due date and is complete. This means that when you submit your assessment (with all sections and questions complete) on time, but it is Not Yet Satisfactory (NYS), you will have another Two (2) attempts to demonstrate a Satisfactory (S) result.

If your first attempt is not submitted by its due date, or it is submitted but is incomplete, you will forfeit the first two attempts and only have One (1) final attempt to gain a Satisfactory result.

If you are NYS on the first attempt, but fail to resubmit your assessment on the second attempt (resubmission) due date, you will forfeit your final attempt and will receive a Final Result of NYS for the assessment and a Final Result of Not Yet Competent (NYC) for the unit.

If your second attempt (the resubmission) is submitted on the due date, and a genuine attempt is made to rectify the gaps outlined by your trainer in Marking Guide feedback, but you are still NYS, you will have a final attempt to rectify the assessment. You have three working days from the day you receive assessment feedback from your trainer.

If you resubmit the assessment in its original state and no changes have been made, the assessment will receive a Final Result of NYS and no further attempts will be granted.

In order to gain your full qualification, you must demonstrate competency in each Unit of Competency in your course. If you fail to do so, you will be provided with only a Statement of Attainment for the units you have successfully completed.

Very Important

Please note: Students must submit complete work for all sections of the assessment, in order for the first attempt of the assessment to be accepted. Incomplete assessments will not be accepted, and the student will be advised that this is a Non Submission.

Training arrangements

The courses are delivered in a classroom environment and conducted face-to-face in Training sessions are trainer led in group sizes of no more than 25 students.

The training program is undertaken using a planned schedule. Training sessions will include the demonstration, explanation and practice. There are simulation corners in the class room where real-life work environment will be produced to introduce the students with actual work-place.

In addition to face-to-face learning, students will also complete self-paced study to assist them in building their professional knowledge and undertake work toward their assignments.

Students will typically attend formal training sessions two to four working days per week depending on the course. Each day has scheduled training over 4 to 8 hours, depending on the course of study.

Recognition of your existing skills and knowledge

In accordance with the requirements of the VET Quality Framework, KAA provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and

improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in KAA's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

If you consider that you have existing skills that may be recognised please inform KAA when you submit your application.

Credit transfer for your current competence

KAA acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is a Credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

Evidence requirements for Credit transfer

A student will be required to present his or her statement of attainment or qualification for examination by KAA. These documents will provide the detail of what units of competence the

student has been previously issued. Students must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The student is required to submit copies only which are certified as a true copies of the original by a Justice of the Peace (or equivalent).

Credit transfer guidelines

The following guidelines are to be followed in relation to Credit transfer:

- Students may not apply for Credit transfer for units of competence or qualification which are not included in KAA's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for Credit transfer and KAA does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and students will be advised to seek recognition.
- Credit transfer is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

Issuing Qualifications and Statements of Attainment

KAA will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that KAA is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to KAA have been paid.
- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning

outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course that included units of competency only or where the student achieved one or more units of competency as part of enrolment in a qualification based course but the student did not achieve all of the units of competency to receive the full qualification.

Academic Misconduct

Students are expected to conduct themselves in a quiet, courteous and orderly manner at all times during College hours. It is expected that all KAA teachers and staff will be treated with courtesy and respect at all times. For academic and behavioural misconducts, KAA can take action against the student ranging from fine to cancellation of studies to reporting to DoE.

Plagiarism

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Plagiarism includes the following:

- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement
- Constant non submission of assessments by their due dates

Referencing and plagiarism

Where you are making significant reference to the work of others you must acknowledge this by providing the name of the author and the publication information. If you do not acknowledge other authors, you are incorrectly claiming work as your own. This is called plagiarism. In all Australian educational institutions, plagiarism is unacceptable.

Cheating

Cheating includes the following:

- Providing or receiving information from other students.
- Copying from another student
- Bringing in unauthorised material to the examination
- Using unauthorised material in the examination
- Failing to follow Trainers' instructions on conduct during examinations.
- Plagiarism or cheating may result in a NOT Competent result for the unit and/or suspension or cancellation of enrolment.

Non-Academic Misconduct

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the College's reputation and name
- Steal College or other students' property
- Damage College or other students' property
- Engage in unlawful activities on College premises
- Misuse College equipment
- Threaten, bully, harass, abuse, discriminate or vilify College staff members or students
- Disrupt classes and fail to follow Trainers' and other College staffs' reasonable directions
- Falsify Medical Certificates and other documents
- Physical fighting on College grounds, in class and anywhere else on College premises
- Provide College with false documents e.g. Qualifications, Statements of Attainment, References

Academic and non-academic misconduct offences may result in the termination of a student's enrolment.

Unlawful activity

KAA reserves the right to instantly terminate any student who participates in an unlawful activity and will report any such behaviour to the legal authorities.

Classroom Behaviour

Students should respect their trainers and fellow students at all times and not participate in any misconduct.

Students are requested not to speak in languages other than English in the classroom.

The use of inappropriate language/swearing is not permitted anywhere in the college and most specifically will not be tolerated in the classroom.

Students and staff should leave rooms neat and tidy. No food or drinks are permitted in the lecture room. Chewing gum is not permitted on College premises.

Students are not to enter the staff room or staff kitchen. Students who wish to leave their lunch or morning tea in the fridge or use heating facilities should ask their trainers or a College representative for assistance.