

## STUDENT REQUIREMENTS

The Occupational Health & Safety Act, Sexual Discrimination Act, Disability Discrimination Act, Racial Discrimination Act, Racial Hatred Act, Vocational Education, Training & Employment Act, Education Service for Overseas Students Act, Copyright Act, Privacy, Commission for Children and Young People Act and Regulations, Aged Care Act, Home and Community Care Act, Health Quality & Complaints Act, Nurses Act, Health (Drugs and Poisons) Regulations, Disability Services Act, Guardianship and Administration Act, Power of Attorney Act, Mental Health Act and Regulations, Family Services Act and other relevant legislation (where applicable) impact students in such a way that they are obliged to follow the following student rules:

**ENROLMENT PROCEDURE:** Hope College offers course placement based on satisfactory completion of the enrolment process. All students are required to complete the Application Form and pay \$100 Registration Fee (non-refundable). Should any special needs or language & literacy needs (LLN) be identified, Hope College will make reasonable adjustments necessary to create outcomes more achievable for everybody. If LLN help is needed we will refer Australian residents to specialist support at TAFE ALAN (Adult Language & Numeracy) Department, where tuition is free. **Aged & Disability Care students:** are required to complete a questionnaire and be interviewed prior to enrolment.

Acceptance of your enrolment is based on completed & approved enrolment paperwork, payment of the Registration Fee and on the understanding that you have understood & will obey the Student Rules & have not deliberately given false, misleading information or withheld personal information pertinent to your ability to complete a course including all Vocational Placement requirements. Hope College reserves the right to change or cancel timetables, class locations, advertised courses, students, registration status, teacher & other such details due to any circumstances beyond our control affecting enrolments. Course commencement depends on enrolments, accreditation & registration. Every effort will be made to advise students of changes.

By enrolling with Hope College, you agree to fully pay for the course, complete all required assessments, attend all classes or regularly submit assessments, participate in vocational placement and fulfil student conduct requirements. Hope College undertakes a duty of care toward its student body to supply all course materials, mark assessments & answer questions, provide support services, career guidance & counselling and advise international students regarding their accommodation, transport and travel needs.

**ACCREDITATION:** Our Community Care courses are registered with Training and Employment Recognition Council (Qld), VETAB (NSW) and CRICOS in both Qld & NSW. Hope College courses, training, staff & students will be bound by the Training Reform Act 2003; Vocational Education, Training & Employment Act 2000 & Educational Services for Overseas Students Act 2000.

**VOCATIONAL PLACEMENT (VP):** Vocational Placement is on the job training. Responsibilities and requirements are outlined in the VP packs available from administration for your particular course. VP providers must have appropriate insurance that covers voluntary workers. **Working with children and young people under 18 years of age:** In NSW it is compulsory for you to complete a 'Prohibited Employment Declaration' to work with children. Students outside of Qld and NSW must meet their relevant state government requirements. **Aged Care & Disability:** vocational placement work must be performed with a suitable aged or disability provider. Providers may have specific requirements for VP students. Therefore, as a condition of enrolment, students must complete a questionnaire and attend a suitability interview. VP duties may include providing care and support to clients, assisting with personal hygiene and manual handling tasks. Aged Care & Disability students complete a minimum of 100 hours and maximum 240 hours VP work on average to complete the course.

**STUDENT CONDUCT:** All staff and students are encouraged to maintain high ethical standards. **Aged & Disability Care** students are required to abide by the code of conduct and protocols of their vocational placement organisation.

**ACCESS & EQUITY:** Our policy is to ensure equal opportunity & access to all our courses for all students regardless of gender, race, age, nationality, marital status, physical ability, religion, political or Christian faith convictions. Hope College's staff responsibilities for access and equity are provided for in Hope College's policies and procedures manual. To successfully complete their course, students must fulfil all course requirements including student conduct and vocational placement requirements.

**ASSESSMENTS:** The course materials explain all assessment requirements to become competent. Students who are assessed as 'Not Yet Satisfactory' will need to take supplementary assessments or provide extra evidence to be assessed as competent. *The student will be issued with a Supplementary Assessment Request Form and will have 30 days from the date on the form to produce the extra evidence. Evidence submitted after 30 days will incur a \$50 administration fee.* Any form of cheating, photocopying etc. will require a personal interview with the Principal and the student may be dismissed from the course. It is the student's responsibility to complete all their assessments on time. **Internal Students:** *All outstanding assessments must be handed in to the student registrar before VP work is undertaken. Students who have not handed in all assessments by this date cannot be placed for VP work.*

**AWARDS & RESULTS:** Subject to the successful completion of all assessments or achieving recognition of the skills and knowledge required and payment of fees, students will receive an award or statement of attainment within 21 days. Results will be issued to external students after their assessments have been marked; internal students on graduation day end of each college term. No award, results or statements of attainment will be issued with fees outstanding.

**EXTERNAL STUDENTS ONLY:** The course fee covers the cost of all the course materials listed and postage of these materials from us to you. It does not cover postage of assignments from you to us. Course materials will be sent to you in modules as you progress with your studies and submit assignments. Further course materials can be issued upon request subject to your account being paid in full. External students can cover against possible loss/damage to course materials with the \$20 Insurance Plan. Course materials will be insured for the duration of the course against fire, theft and damage in the home as well as damage or loss in transit. Cover commences upon payment.

**Graduation:** External students wishing to attend graduation & be presented with an award need to submit assessments & Vocational Placement Records, by 2 weeks before graduation ceremony.

**PAYMENT OF FEES.** **External students:** must order and pay for each module/course before it is posted. **International students:** pay as per the "Payment in Arrears Agreement" as stated by the ESOS Act 2000. This money will be placed in the "International Students Trust Fund". If fees are not paid, your student status will be revoked. If an international student's visa is cancelled because of a breach of a visa condition no refund is available. **Australian internal students:** are required to pay their fees with two options:(1) Two payments in Week 1 & Week 4 (2) Periodic payment made direct to Hope College Bank Account. 'Financial Policy for Internal Students' is available from administration. Payments will be reviewed in week 4 of each term. Failure to make payment by close of business Wednesday of Week 4, will result in cancellation of student status. Centrelink will be notified. The student will be advised by mail. There are no exceptions to this policy. No awards or statements of attainment will be issued while any fees are outstanding.

**Re-enrolment Fee:** \$100 for students who withdraw from studies but recommence after 12 months.

**CANCELLATION OF ENROLMENT & REFUNDS:** Students may cancel their enrolment by writing within (5) days after midnight of the day on which they signed the enrolment agreement. Students will receive a complete refund, less the registration fee. After week one a full refund will be given less your registration plus \$100 administration fee. After week two a 50% refund will be given less your registration plus \$100 administration fee. After week three - no refund. All students must use the college refund form, enclose the original letter of acceptance or, in the case of international students, the original eCoE (Electronic Confirmation of Enrolment) form. Students seeking refunds must apply in writing within 30 days of withdrawal. Refunds will only be available on the following basis: deferment, approved reduction in class hours or legitimate dissatisfaction with the course/facilities. If an international student's visa is cancelled because of a breach of a visa condition no refund is available for fees already paid. If an international student does not start a course on the agreed date, because of circumstances beyond their control (i.e. visa not granted) then any monies paid will be refunded, less the registration fee. If an international student withdraws before their course completion the policy mentioned above will apply. All refunds will be issued (in Australian dollars) to the individual who originally paid the fees. This agreement does not remove the right to take further action under Australia's consumer protection laws. Refunds will be posted within 30 days (as specified in the ESOS Act 2000.)

**COMPLAINTS AND APPEALS POLICY:** Any complaints and appeals must be lodged in writing to the Principal within 30 days of the complaints and appeals. The Principal will conduct an investigation, assess the situation and take appropriate action within 14 days. If the subject of complaints or appeal is found to have a substantial outcome, Hope College will rectify the matter based on the resolution achieved. For any complaints and appeals related to teaching, assessments, finance, fellow students, trainers, administration or alleged breach of civil law, the Principal will arrange a meeting with the staff member/trainer and the student to discuss the issue and seek to resolve it. If this approach is not satisfactory, resolution will be offered through an independent complaints and appeals resolution committee within 14 days consisting of the Principal an independent person & the student. If the complaints and appeals are not resolved to the student's satisfaction, you will be referred to an appropriate authority or Government Department. This process does not circumscribe the student's right to pursue other legal remedies.

**APPEALS POLICY:** Students have the right to appeal against an assessment decision with which they are not satisfied. Appeals should be submitted in writing to the Principal within 30 days of receiving notification of your results. The Principal will conduct a re-assessment in consultation with the assessor. If the outcome of the appeal does not satisfy the student, a further appeal may be made within 14 days of notification of the result, to an independent arbiter who has agreed to conduct appeals without bias. Contact details are available from the Principal. Beyond this, an appeal may be lodged with the Executive Committee of the Queensland Community Services and Health Industry Training Council, 303 Adelaide St., Brisbane Q 4000. If the student is still not satisfied, a further appeal can be submitted to the Training and Employment Recognition Council Locked Mail Bag 527, GPO Brisbane Q 4001 Ph: 1800 600 039.

**RTO'S OBLIGATION TO RECOGNISE:** Hope College recognises and accepts Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO). Direct Credit Transfer (DCT) will be given to any student who has successfully completed units in any of our accredited courses with another RTO. You will need to produce your original Statement of Attainment or a certified copy for our records prior to commencement of studies. There is no fee for DCT.

**PRIOR LEARNING:** Recognised Prior Learning (RPL) will be given to students who have completed studies or have previous experience in the area of their selected course. Students must supply appropriate documentation or evidence that will be matched against criteria for each unit. Students will need to show that their knowledge is current, to ensure they are up to date with current practices. RPL must be applied for prior to commencement of studies. The document "RPL Information for Students" details the cost, procedure & documentation required and can be obtained from administration. Students must complete an RPL application and send to Hope College with relevant documentation and RPL fee. Hope College will process your application and advise you of the outcome within 30 days. If your evidence confirms that you are competent, you will receive recognition. Where gaps are identified, you may provide further evidence or attend those units required to complete the award. DIAC & or Centrelink will be informed of any such changes.

#### International Students:

If RPL is granted to a student and this leads to a shortening of the student's course, the International Student Registrar is responsible for ensuring that any change of course duration caused by the RPL process is reported to DIAC and that the student remains in full-time study. Please note: If the student finishes their course early they must either enrol in another CRICOS registered course or depart Australia immediately, unless they have permission by DIAC to remain in Australia.

**USE OF PERSONAL INFORMATION:** All student personal information remains confidential. Personal information will be securely stored and only made available to other employees of Hope College, Centrelink, Assurance Fund Manager (ESOS 2000 Act for promoting compliance with visa conditions & migration control), Training & Employment Recognition Council, VETAB, DETYA & DIAC (student status & visa conditions) & VP providers (may require evidence of a suitability card & or police check). Students have a right to access and challenge information held on file & need to inform referees whether they wish their reference to remain confidential. Hope College will only release student personal information to other bodies or people with the student's written permission. In supplying the requested information the student is deemed to have consented to the use of that information for these purposes, this includes the use of personal photos for promotional purposes.

**OCCUPATIONAL HEALTH & SAFETY (OHS):** The college recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, voluntary workers and visitors and will endeavour to ensure they do nothing to place themselves or the local community at risk of injury or illness. **Student responsibilities:** when on site at Hope College, any regional campus or vocational placement worksite, students are responsible to follow all OH&S policies and procedures, report all identified hazards to the OHS representative, comply with lawful instructions and not behave in a willful or reckless manner.

**SEXUAL HARASSMENT:** Hope College recognises the Sex Discrimination Act and its definition of sexual harassment. We seek to maintain a campus that is free of any form of unfair treatment because of one's sex or marital status or because one is pregnant or potentially pregnant. Hope College strictly prohibits any unwanted or unwelcome sexual behaviour by students, which makes a person feel offended or humiliated. The Principal will deal with the instigator.

**ANTI-DISCRIMINATION:** Hope College aims to promote equality of opportunity for everyone by protecting staff and students from unfair discrimination. Hope College prohibits direct or indirect discrimination based on gender, age, race, nationality, marital status, physical ability or political convictions.

**RACIAL DISCRIMINATION:** Hope College prohibits any act of direct or indirect racial vilification. Hope College believes that racial discrimination is to treat someone less favourably because of his or her race, colour, descent, national origin or ethnic origin than someone of a different 'race' would be treated in a similar situation.

Any action or comment that 'offends, insults, humiliates or intimidates' because of racial differences will not be tolerated at Hope College. The Principal will deal with the instigator.

**COPYRIGHT:** Under the Copyright Act 1968, copyright owners have exclusive rights to do certain things with their material. Reproducing copyright material without the copyright owner's permission will usually be an infringement of copyright. Exceptions to the infringement: *Fair dealing for the purpose of research or study:* Allows a student or researcher to copy protected material. Copying 10% or one chapter of a published literary, dramatic or musical work of 10 pages or more, and one article from a periodical is deemed fair. *Fair dealing for the purpose of criticism or review:* Allows reviewers to make a fair use of copyright material provided they acknowledge the work; or Library provisions: As a non-profit library, Hope College Library has the right to reproduce or communicate copyright work for a student to be included in their study manuals.

**CLASS ATTENDANCE:** Internal students are required to attend all classes. The trainer will mark the roll at the start and end of class. Students who arrive late or leave early must obtain a permission slip (blue) before entering or leaving the class. Completed slips must be given to the trainer. Incomplete slips will be recorded as a class absence. Sign in sheets must be completed individually & truthfully. Incorrect entries receive \$30 penalty. Employment is not permitted during class times. Smoking is not permitted in any of our buildings. Mobile phones must be turned off during class. Austudy students may drop to 75% workload with Centrelink approval.

**SICKNESS:** Sick students must phone the college. Sickness extending beyond 1 working day: Doctor's certificate will be required & must be presented to the lecturer upon return to class. Non-presentation of the certificate results in the student being marked as absent. 3 sick days for any class, will require an interview with the lecturer to ascertain if the student can continue the term. Students may be advised to defer. No refunds will be issued on the grounds of student sickness. Students need to advise administration in writing if their sickness extends over 4 weeks (attach Doctor's certificate).

**WITHDRAWING FROM CLASSES:** Should a student decide to withdraw from a class they must pay for the module (\$30). Registration fees are not refundable. Australian students will be given permission to swap ONE internal module for an external module per year, on the basis of extreme hardship. (\$20 fee applies).

**PENALTY:** DIAC requires international students to attend 85% of all classes. Students will be reported to DIAC if they fail to meet minimum attendance. 3 working day absences per module will constitute NYC. Normally no supplementary exam will be available and no refunds will be issued due to student absence. Students may choose to continue after three absences by receiving extra tutoring (\$150 fee); four absences by receiving extra tutoring (\$180 fee).

**INTERNATIONAL STUDENTS:** The offer of course placement may depend upon requirements for English language skills, or bridging courses where these are considered necessary. Hope College may arrange for the

assessment of a prospective international student's proficiency in English. International students must attend all classes & study full-time and are not permitted to study by distance education. Student Visa conditions: Work rights are available only after one term (maximum of 20 hrs/ week). All course requirements (20 hours per week) must be fulfilled. 100% class attendance is required. Less than 85% attendance, poor academic progress and/ or non-payment of fees will cause visa revocation. International student health cover must be maintained. Students must obtain prior approval from DIAC for any course or college changes during first year of study. Falsifying attendance or academic records will cause a student to be dismissed. Deferral of enrolment in a course except on the grounds of illness, evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student, will result in cancellation of enrolment and student visa. International students will be advised in writing at the beginning of their course of their duty to advise Hope College of any change in their address and phone details during the course. Automatic visa cancellation will occur if these conditions are not fulfilled. Attendance of all international students is recorded systematically, including non-attendance due to illness, evidenced by a medical certificate, or other exceptional compassionate circumstances beyond the control of the student, e.g. bereavement. Students must supply suitable documentation. Class absence for more than five consecutive days without approval will result in failure. DIAC will be advised of any change to enrolment, duration, poor attendance or any other condition to meet the visa conditions

Information in this handbook was accurate at time of printing; details subject to change without notice.