

RTO Code - 45560 | CRICOS Code - 03816B



# CRICOS STUDENT HANDBOOK

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## MESSAGE FROM CEO

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### WELCOME TO SPRING HILL COLLEGE

Dear Student,

We are thrilled to welcome you to Spring Hill College! We are excited that you have chosen to embark on your educational journey with us in Australia. This is a significant step, and we congratulate you on making this important decision. We are here to support you every step of the way, so please feel free to reach out with any questions, both before and after your enrolment.

On your first day at Spring Hill College, you will be introduced to our dedicated staff, who are here to assist you with any concerns or clarifications you may have. Our friendly team is always available to provide guidance and support.

This handbook, also available on our website, contains essential information about our college, policies, and life in Australia. We encourage you to read through it carefully as it will help you become familiar with Spring Hill College, our staff, and our rules. Keep this handbook with you during your time here for reference.

We hope that you will make new friends, enjoy your time here, and most importantly, engage actively in your training programs. This active participation will pave the way for success in your chosen career.

Your feedback is invaluable to us. As you progress through your studies, we invite you to share your experiences, helping us continuously improve the quality of education and support we provide.

We look forward to being part of your educational journey at Spring Hill College!

Best regards,  
Robinder Singh



## Section 1. LIFE IN AUSTRALIA

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### 1.1 WHY AUSTRALIA?

Australia is one of the most desirable destinations for overseas students to study because of its excellent educational system, well regarded universities, and friendly, diverse culture.

#### 1.1.1 Why Australia is a popular choice for international students?

Quality Education System: Australia's education system is globally recognized for its high standards and rigorous quality controls. Government regulations ensure that institutions consistently maintain these standards.

- **Low Cost of Living and High Living Standards:** Compared to other English-speaking countries, Australia offers a relatively low cost of living while maintaining a high quality of life.
- **Proximity to Asia:** Australia's geographic location makes it an attractive destination for students from Asian countries due to its accessibility.
- **Regulated Institutions:** Educational institutions in Australia that enrol international students must comply with rigorous regulations. These regulations ensure that students receive accurate information about their courses and that their financial investments are protected.

Australia is divided into six states and two major mainland territories, along with other minor territories:

**States:** New South Wales, Queensland, South Australia, Tasmania, Victoria, and Western Australia.

**Mainland Territories:** Northern Territory and Australian Capital Territory.

This structure provides a diverse range of environments and opportunities for international students to explore during their studies.

Please refer to the following websites to get general information about living in Australia.

- **Locations in Australia:** Discover your dream study destination in Australia and experience the best of both worlds with a high-quality education and a stunning natural environment. Find the perfect place to enhance your academic journey. <https://www.studyaustralia.gov.au/en/life-in-australia/locations-in-australia>
- **Living and Education Cost in Australia:** Becoming aware of Australia's average cost of living is crucial for your financial planning. Click on the link and check out this excellent Cost of Living Calculator to get a better understanding. The purpose of the Cost-of-Living Calculator is to provide you with a general idea of possible costs in Australia and to assist you in thinking about how you spend your money. <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>
- **Working while studying:** Working while studying is a great way to gain practical experience and get a taste of the local culture. The Australian international student visa allows you to work while

you study. Look for jobs that offer flexible hours to balance your study and work commitments.

<https://www.studyaustralia.gov.au/en/work-in-australia>

- **Health and safety in Australia:** Australia is generally a very safe and welcoming place to live and study, consistently ranking among the safest countries in the world. No matter where you are in the world, it is important to look after yourself and be aware of any risks. This is particularly important for when you first arrive and are adjusting to your new surroundings.

<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia>

- **Transport information:** Australia has a well-developed transport system that includes various modes of transportation to cater to its diverse geography and large distances between major cities. <https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/driving-and-transport>

## 1.2 AUSTRALIAN PEOPLE AND LIFESTYLE

Australians are generally friendly, easy-going people who work hard during the week and enjoy a relaxed laid-back lifestyle during the weekend. Australian people enjoy outdoor activities, such as sport, beach activities, backyard barbecues and family picnics. Young people like spending time with their friends – going to sporting events, music festivals, concerts, live performances, night clubs and restaurants are quite common forms of socialising.

## 1.3 BRINGING YOUR FAMILY TO AUSTRALIA

Australians are generally friendly, easy-going people who work hard during the week and enjoy a relaxed laid-back lifestyle during the weekend. Australian people enjoy outdoor activities, such as sport, beach activities, backyard barbecues and family picnics. Young people like spending time with their friends – going to sporting events, music festivals, concerts, live performances, night clubs and restaurants are quite common forms of socialising.

## 1.4 WORKING IN AUSTRALIA

If you choose to work in Australia, you have the same rights and obligations in the workplace as any other employee. You can find out more about your rights before you apply for a job from the fair work ombudsman at <https://www.fairwork.gov.au/>

You will need to obtain a tax file number (TFN) to work in Australia. Please visit the Australian tax office website at <https://www.ato.gov.au/> for information about their requirements and the application processes.

While your student visa allows you to work 48 hours per fortnight, please understand that it is not necessarily easy to find work in Australia. You cannot depend on your income in Australia to pay for your fees or living expenses. Your ability to find work depends on your English proficiency, qualifications, previous work experience, skills, a positive and friendly attitude.

Several international students work on a casual basis in the following types of jobs:

- taxi drivers.
- wait-staff at restaurants.
- check-out counters at retail shops
- farm work
- general office administration
- cleaners

Some international students may find work in their own professional area of expertise or experience; however, it may take time to find your preferred job.

## 1.5 ACCOMMODATION

Most international students over the age of 18 live independently in shared or private rental accommodation. Some international students opt to live in homestay accommodation, while others may have the option to live with friends and family. The information below will help you to decide about your choice of accommodation.

### 1.5.1 Additional Spending Money

As well as the money you will need to pay for your homestay, you will also need extra money to pay for other living expenses. Refer to the section on costs above.

### 1.5.2 Rental Accommodation

Students can choose from a variety of accommodation options, including, homestay with local families or private rental homes.

These websites can help international students to arrange a place to live:

- <https://www.rent.com/>
- <https://www.realestate.com.au/rent/>
- <https://www.domain.com.au/>
- [www.flatmates.com.au](http://www.flatmates.com.au)

You can find share accommodation or rent a unit or house with friends. Searching for the right place could take a couple of weeks, so it's recommended that you book temporary accommodation before arriving.

### 1.5.3 Residential Tenancies Authority (RTA) - Queensland

The Residential Tenancies Authority (RTA) looks after the laws for renting a place to live in Queensland [the Residential Tenancies Act 1994 and the Residential Services (Accommodation) Act 2002]. The law gives tenants, landlords and agents an understanding of their rights and responsibilities when renting. The RTA can help you learn more about your rights and responsibilities as a tenant. Please note that Residential Tenancy Authority services do not apply to students living in Homestay. For more information visit <https://www.rta.qld.gov.au/>

### Get advice on:

- what to do when you're starting a tenancy
- your rights and legal responsibilities as a tenant
- how to get your bond back
- what to do if you have a problem when renting

## 1.6 TRANSPORTATION

Depending on where Students live, students either:

- Walk; or
- Ride bicycles; or
- Catch trains or buses.

Sometimes students need to use two buses or a bus and train if they live a long way from their college. You will need to cover the cost (if any) of your transportation to and from college each day.

### 1.6.1 Queensland Public Transport

Queensland Transport Link: <https://translink.com.au/>

This link can be used for:

- Tickets & fares
- Travel information.
- Apply for concession.
- Apply for go card.
- Plan your journey.

TransLink operates Queensland public transport including trains, buses, and public ferries.

## 1.7 MEDICAL SERVICES

As an international student on a student visa, you are required to have Overseas Student Health Cover (OSHC) for the duration of your studies. This is a requirement of your student visa and is compulsory.

All international students would have paid for private Health Insurance, from an Australian company, prior to their arrival in Australia. If you arranged your own OSHC, you would need to visit your OSHC provider's office with your passport to obtain your membership card. If Spring Hill College has arranged OSHC on your behalf, your membership card will be provided at Orientation.

OSHC provides cover when you need to visit a doctor or go to Hospital. The level of cover will depend on your individual policy entitlements and rates charged by the medical practitioner/service provider. You may possibly be required to pay at the time of consultation approximately \$80 – \$8100. Pay, and obtain a receipt from the doctor's receptionist to make a claim from your OSHC provider. Waiting periods may

apply for pre-existing conditions and pregnancy related services. Further details can be obtained from your OSHC provider. OSHC provides benefits for prescription medicines. You are required to pay a contribution towards the cost of each prescription item.

### 1.7.1 How to find a doctor?

To find a doctor in your area, you can use the find a health service tool on the healthdirect website <https://www.healthdirect.gov.au/> or you can call their 24 hour health advice at 1800 022 222 and you can also search for the kind of doctor you need.

Also, check with your OSHC provider, who may have special arrangements in place with certain doctors. If you are sick, you should see a doctor immediately.

#### 1.7.1.1 Doctors located close by to the campus:

##### Brisbane

- Our GP Medical Centres Spring Hill

Address: 2/448 Boundary St &, Fortescue St, Spring Hill QLD 4000

- Turbot Street Medical Centre

level 1/375 Turbot St, Spring Hill QLD 4000

### 1.7.2 What are you covered for? OSHC may help you pay for

- Medical practitioners (including specialists) who treat you at the doctor's surgery, Hospital or at home.
- Pathology services such as blood tests
- X-rays
- Hospitals – Public or Private
- Emergency ambulance transport (medically necessary). OSHC pays 100% of the charge for medically necessary ambulance transport when medical attention is required immediately.

### 1.7.3 what to do in case of an emergency?

**For any emergency where Police, Fire Brigade or Ambulance assistance is required immediately call '000'.**

Our PEO is available at all times on **0423459623** for **emergencies**. Please use this number after hours **strictly for EMERGENCIES ONLY**. If your enquiry relates to an administrative matter, please contact Spring Hill College Reception during office hours.

### 1.7.4 How 000 works

000 calls are answered by an operator who will ask which service you require - Police, Fire or Ambulance. The operator will ask relevant questions, and arrange an appropriate response from the local Police, Ambulance or Fire Service. 000 Calls are free on all mobile phones.

Useful emergency service websites:

### Queensland

- Police Service - <http://www.police.qld.gov.au/>
- Ambulance Service - <http://www.ambulance.qld.gov.au/>
- Fire & Emergency Services - <https://www.qfes.qld.gov.au/>

## 1.8 LEGAL SERVICES IN AUSTRALIA

Students are advised to carefully select legal advisors, particularly in relation to migration advice.

### 1.8.1 Migration Agents

In Australia, migration agents must be registered with the Office of the Migration Agents Registration Authority (Office of the MARA) to provide immigration assistance services.

A registered migration agent can advise on visa requirements, help an applicant lodge a visa application and deal with the Department of Home Affairs on an applicant's behalf, usually for a fee.

If an applicant chooses to seek migration advice, e.g. because they do not feel confident lodging an application, or if their case is complex, it is important that a registered migration agent is used.

**Note:** An applicant does not have to use a migration agent to lodge a visa application with the DHA, and a migration agent cannot influence the outcome of the application.

### 1.8.2 Lawyers and Solicitors

If you haven't used a lawyer/ solicitor before, you may not know where to find one, what to expect when using one, or what to do if things don't work out as you expected.

You can use the Queensland Law Society website to find a registered lawyer:

[https://www.qls.com.au/For\\_the\\_community/Find\\_a\\_solicitor](https://www.qls.com.au/For_the_community/Find_a_solicitor)

## 1.9 DEPARTMENT OF HOME AFFAIRS

If you need to contact the Department of Home Affairs, the contact details are as follows: National telephone numbers:

- General enquiries: 131 881
- Translating and Interpreting Service: 131 450

## 1.10 UNDERSTANDING YOUR VISA CONDITIONS

### 1.10.1 Remaining Visa Compliant

Once you have received your visa, there are requirements you must meet for it to remain valid, some of the requirements include:

- You must remain enrolled and maintain satisfactory course progress and attendance.
- If you wish to change your qualification level, you will need to apply for a new student visa.
- Provide your Australian address to your institution so they can contact you and let them know if you change address.
- You must continue to be able to support yourself financially while you're in Australia.
- Do not breach the working conditions applicable to your visa.

### 1.10.2 Visa help and assistance

- The Department of Home Affairs website provides all information in relation to visa requirements, responsibilities and compliance.
- Education agents can also help with your visa application and paperwork (as well as your course application)

### 1.10.3 Student Visa Conditions

The following information relates to the mandatory conditions of your student visa. It is important that you are aware of, and abide by, your visa conditions at all times. Different visa conditions may apply to you and any family members included on your student visa.

- You must maintain adequate arrangements for health insurance (OSHC) while you are in Australia.
- You must not engage any work before your course start date. You are also not permitted to work more than 48 hours per fortnight when your course of study is in session.
- You must remain enrolled in a registered course. You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa.
- You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.
- You must continue to maintain your eligibility as a person who would satisfy the criteria for the grant of your visa.
- You must ensure that adequate schooling arrangements are maintained for your school age dependents who will be in Australia for more than three months on the visa.

You must notify your education provider within seven days after arriving in Australia of your residential address. You are also required to notify them of any change to your residential address in Australia within seven days after the change.

For further information on your visa and relevant conditions, refer to your visa grant notification, visit the Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/stud> or Visa Entitlement Verification Online (VEVO) at [https://www.homeaffairs.gov.au/busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](https://www.homeaffairs.gov.au/busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

## Section 2. SPRING HILL COLLEGE AS A VET REGISTER TRAINING ORGANISATION

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### 2.1 ABOUT

Spring Hill College (SHC) is a Registered Training Organisation, first established in 2022. The Provider Code is 45796 and the CRICOS Code is 03977G. Spring Hill College is registered with the Australian Skills Quality Authority to deliver nationally accredited Vocational and Training (VET) across Australia.

Our programs are designed to meet the needs of international students, the industry, and we strive to continuously evolve our offerings to meet the changing needs of our students and the world around us. We are proud to offer a range of programs in a variety of fields, including Hospitality, Business and security operations.

### 2.2 OUR VISION

Our vision is to give every student the best learning and development experience, and to uphold the shared values of integrity, responsiveness, impartiality, accountability, respect, leadership, and a commitment to human rights. Our college focus on students to attain hands-on and minds-on educational training augmented with academic proficiency.

### OUR MISSION

The primary purpose of the college is to provide excellence in education with a learning environment in which faculty, staff and students can discover, examine critically, preserve and transmit the knowledge, wisdom and values that will help to improve the quality of life for all. The college seeks to help students to develop an understanding and appreciation for the complex cultural and physical worlds in which they live and to realize their highest potential of intellectual, physical, and human development.

### 2.3 OUR GOALS

Spring Hill College is dedicated to:

- Delivering high-quality training programs for all our students.
- Ensuring compliance with the VET Quality Framework and relevant international education legislation.
- Treating all students fairly and equitably.
- Respecting students' rights and privacy.
- Providing a supportive and safe learning environment.
- Offering counselling and support services.
- Allowing students access to their personal records upon request.
- Providing constructive feedback on academic progress.

## 2.4 REGULATORY FRAMEWORK

As a Registered Training Organisation (RTO), Spring Hill College is committed to meeting our obligations under the ESOS framework and regulatory framework that governs the Australian Vocational Education and Training sector and protects both RTOs and students.

For detailed information please click on the following links for more information:

[National Vocational Education and Training Regulator Act 2011](#)  
[ESOS Act 2000](#)

Your rights and responsibilities as an international student on visa are listed in the framework.

## 2.5 ACCESS, EQUITY, STUDENT WELFARE AND ADMISSION

Every student who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package and Genuine Student Requirement guidelines, will be accepted into any training/assessment program. Spring Hill College will incorporate the principles of equity into all programs. Students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio- economic background or disability.

## 2.6 NATIONAL RECOGNITION

Spring Hill College recognises the assessment decisions of any other Registered Training Organisation (RTO) and the Statements of Attainment and Qualifications issued by any other RTO.

## 2.7 LANGUAGE, LITERACY AND NUMERACY

Spring Hill College recognises that all vocational training includes language, literacy and numeracy tasks and all the College trainers and assessors provide:

- course materials, resources and assessment tools and tasks that do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed.
- clear models of the language/literacy/numeracy task.
- opportunities for repeated and supported practice; and
- opportunities for independent practice.

Where some students require additional practice and training Spring Hill College provides language support. If Spring Hill College does not have specific support required by specific learners, Spring Hill College will assist the student in identifying alternative training organisations that can provide the specialist support.

## 2.8 ASSESSMENT

Spring Hill College is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by Spring Hill College remains consistent with the National Assessment Principles.

**There are four Principles of Assessment – Reliability, Fairness, Flexibility and Validity.**

If you are required to repeat any subjects, miss any practical assessments, a payment of AUD\$300 for each unit will be charged.

### 2.8.1 Competency based assessment.

Competency based assessment is a system for assessing a person's knowledge and skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts.

Throughout a course a portfolio of evidence will be collected and can take the form of the following assessment methods:

- Short Answer - Questions which need answers of a single word, a few words, a sentence or paragraph.
- Project - An exercise or research task from which time constraints have been largely removed. It usually involves the work being carried out without close supervision.
- Group Discussion / Oral interview - A means of generating information on a student's ability to listen, interpret, communicate ideas and sustain conversation.
- Multiple Choice - A question or incomplete statement followed by four or five options from which the student selects the best answer.
- Case Study - Allows opportunity for students to display process and problem-solving skills in a set of integrated tasks in a simulated context.
- Practical Exercise - A task which involves an application of knowledge. The work will be carried out under close supervision and may be open or closed book.
- Observation - Involves observing the demonstration of a student's performance.
- Role Play - Presents students with the opportunity of displaying behavioural and interpersonal skills in a simulated context.

Assessment activities undertaken by Spring Hill College always follow the methodology outlined below:

- Assessment procedures are fully explained to students. Throughout all training, students are regularly reminded of the ongoing availability of assessment.
- Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods of assessment.

The appeals and reassessment process are also outlined.

## 2.9 RE- ASSESSMENT

If a student receives an unsatisfactory result for any assessment item, they will have two (2) further opportunities to attempt the assessment. The trainer has the discretion to allow an additional attempt if deemed necessary.

## 2.10 ONLINE/ DISTANCE COURSES

Spring Hill College does not offer any courses online or through distance delivery to international students on student visas enrolled in a full-time course. However, course content can be delivered online. It is preferable that students have their own laptops to enhance their learning experience.

## 2.11 REASONABLE ADJUSTMENTS

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected, dependant on the student's personal learning needs. This means that where students are identified with a learning need, a discussion on a fair and reasonable alternative way of gathering evidence of competence will be discussed with you.

## 2.12 STUDENT WELFARE, GUIDANCE AND SUPPORT SERVICES

All students at Spring Hill College are treated as individuals and are offered advice and support services, which assist students in achieving their identified outcomes.

Students have access to the Principal Executive Officer (PEO) and Student Support officers to get support, advice and guidance on general academic issues, welfare matters and difficulties.

Spring Hill College does not offer professional counselling services; however, the College can arrange psychologists, professional career counsellors and guidance counsellors, if required. Fees may apply.

Please remember that we are here to help, please do not hesitate to contact any of the below Spring Hill College staff and they will happily assist.

PEO details	
Name	Robinder Singh
Email	ceo@Spring Hillcollege.edu.au
Phone Number	0423459623

## 2.13 ACCESS TO STUDENTS' RECORDS

Each student's records are available to them on request. Students' records are not available to other people unless Spring Hill College is requested in writing by the student to allow such access. Please refer to the Privacy and Personal Information Policy for details.

## 2.14 ISSUING OF CERTIFICATION

- Students who have completed their qualification will be identified by Spring Hill College administration staff, at the end of study period.
- Administration staff will check the student record to confirm all the units of competency satisfactorily completed. They will also ensure that all the student's marked assessments and portfolio of evidence is included in the student file. If any completed assessment record is missing, the administration staff will follow up with the relevant trainer/s and/or student to locate any missing marked assessment/s.
- Administration staff will check that student fees are paid in full. Certificates are not issued until all relevant fees have been paid in full.
- The above process is completed within 30 days from the course end date.

In cases, where a student has completed additional units of competency due to clustering of units or timetabling by Spring Hill College, the student may request a separate 'Statement of Attainment' for the unit/s of competency completed. There is no charge for this service.



## Section 3. SPRING HILL COLLEGE'S ENROLMENT PROCESS

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You can apply to Spring Hill College institute directly or through one of our agents. Details of registered agents can be accessed through our website.

To apply for a course at Spring Hill College, you need to follow the following steps:

### 3.1 STEP 1 - ELIGIBILITY AND MINIMUM ENTRY REQUIREMENTS

All applications from international students will be assessed against the following criteria:

- Genuine student (GS) requirements as set by the Department of Home Affairs to establish genuine intent to enter Australia temporarily.
- Age: Must be 18 years or over. Spring Hill College does not accept students under 18 years of age.
- English language requirements: To enrol in any course, a student must meet one of the following conditions.
  - IELTS 6 with nothing less than 5.5 in any band
  - TOEFL iBT 64 (scores from a test taken on or before 25 July 2023 are accepted only)
  - PTE 50
  - CAE 169
  - Minimum of Upper intermediate level from an approved ELICOS College
  - Minimum of Upper intermediate (B2) level of SHC's Oxford Placement test
  - Statement from educational institution or similar evidence that confirms that English was the language of instruction, if at least five years' studies completed in Australia, UK, USA, Canada, New Zealand, South Africa or Republic of Ireland
  - Confirmation that the student has successfully completed in Australia in the English language either the Senior Secondary Certificate of Education or studies at the Certificate IV or higher level, in the two years before applying to Spring Hill College

English exemptions and required evidence are online with the Australian DHA and susceptible to review please see below for further see <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>

- Academic requirements
  - Evidence of a Vocational Education/University Certificate of up to Certificate IV or equivalent to Year 12 Academic qualification.

### 3.2 STEP 2 - STUDENT APPLICATION

All international students need to apply to Spring Hill College using the prescribed 'International Student Enrolment Form', which needs to be submitted complete and signed. Students should attach the following documents:

- Evidence of English proficiency
- Evidence of Academic requirements
- Certified Copy of passport (or original sighted by Spring Hill College)
- Completed Pre-Enrolment student declaration form

### 3.3 STEP 3 - SPRING HILL COLLEGE STAFF ASSESS THE STUDENT'S APPLICATION

All applications from international students will be assessed against the following criteria:

- Spring Hill College staff will check whether all the supporting documents have been provided as listed above.
- If all the documents have been provided, the student's completed Enrolment Form is assessed by Spring Hill College staff who make a judgment about whether:
  - The prospective Student meets the course eligibility requirements, as per the criteria stated above.
  - The training program is appropriate for the applicant's needs, taking into account their existing skills and competencies.

### 3.4 STEP 4 - SPRING HILL COLLEGE STAFF ISSUE A LETTER OF OFFER TO SUCCESSFUL APPLICANTS OR A LETTER TO UNSUCCESSFUL APPLICANTS

Spring Hill College staff will issue a 'Letter of Offer' to successful applicants.

The Offer will include the following information:

- Detail of the Enrolment
- Payment plan
- Payment details
- Orientation details
- Spring Hill College team and condition of acceptance of offer.
- Administrative fees
- Refund guidelines.
- Complaints and Appeal Policy and Procedure
- Deferment, Suspension and Cancellation Policy and Procedure
- Privacy policy

### 3.5 STEP 5 - STUDENT MUST SIGN ACCEPTANCE OF LETTER OF OFFER AND PAY COURSE FEES

The student must accept the offer by signing the 'Letter of Offer' prior to or at the same time as making the required payment for the course. The signed Letter of Offer and proof of payment must reach Spring Hill College before the relevant due date.

Spring Hill College will not accept the course fee from an enrolling student until the signed letter of offer and acceptance has been received by Spring Hill College.

### 3.6 STEP 6 - SPRING HILL COLLEGE TO ISSUE AN CONFIRMATION OF ENROLMENT (COE) THROUGH PRISMS

- After the student has signed the acceptance and paid the required fees by the due date, Spring Hill College will issue an 'Confirmation of Enrolment' (COE) through the Provider Registration and International Student Management System (PRISMS)
- Spring Hill College will email a copy of the COE to the student and/or his/her nominated agent and instruct the student/agent to advise Spring Hill College once the student visa application has been granted.

[Note: The COE is a key document required to lodge a student visa application]

### 3.7 STEP 7 - STUDENT TO USE (COE) TO LODGE STUDENT VISA APPLICATION

- The student or his nominated agent can apply for a student visa after obtaining the CoE.
- The student/agent should notify Spring Hill College once their student visa has been granted.
- The student should make travel arrangements in order to arrive in Australia a few days before the course start date.



## Section 4. LOCATION, FACILITIES AND SERVICES

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### 4.1 SPRING HILL COLLEGE MANAGEMENT AND STAFF

Our management is deeply committed to ensuring that you receive a high-quality training programme and support services at Spring Hill College

All our staff are highly experienced and qualified to support you during your study program at Spring Hill College.

### 4.2 SPRING HILL COLLEGE OFFICE HOURS

Spring Hill College Class times are Monday - Friday between 9:00am – 5:00pm

The administration office is open Monday - Friday from 9:00am – 5:00pm

We are closed on public holidays.

### 4.3 SPRING HILL COLLEGE DELIVERY LOCATIONS.

Brisbane Campus: level 1/54/58 Brookes St, Bowen Hills QLD 4006

### 4.4 RESOURCES

#### 4.4.1 Online Resources

Spring Hill College students have unlimited wireless access on campus to assist with their online research. Computer facilities are available during college hours.

A number of online libraries are recommended to students, as most reference materials are now available online. The following are some of the recommended library collections online:

- National Library of Australia <http://www.nla.gov.au> (FREE)
- Libraries Australia <http://librariesaustralia.nla.gov.au/apps/kss> (FREE)
- Free e-books <http://www.e-booksdirectory.com> (FREE)
- The Free Library <http://www.thefreelibrary.com> (FREE)
- Questia <http://www.questia.com/Index.jsp> (Free trial available; Monthly subscription can be purchased)

#### 4.4.2 Hard Copy Resources

The college has a small resource library to support the specific subjects taught in class.

As experienced educators, we recommend that students use the electronic resources and the Local City Council libraries for research, as is the common practice in academic and professional circles.

### 4.4.3 Computer and Internet

Bringing your own laptop/computer is required at Spring Hill College. As all our learning resources are available online there is a significant advantage of having your own laptop/computer when studying. As well as using your laptop in class for research, self-study and submission of assessments.

At a minimum the operating systems required for Laptops/computers are either Windows 10 or macOS 10.14 for Mac computers. The capability to produce Microsoft Office documents is also a requirement.

The college does have limited computer facilities for the use of students as a short-term solution. Free wireless is available to students within the college building. Students MUST adhere to the college policies when using the college computers and Internet facilities.

### 4.4.4 Photocopying

Students will be provided all the required learning resources for their courses. Limited photocopying facilities are available to students through the reception. Students are required to pay for this service. Alternatively, students can get materials photocopied externally.

### 4.4.5 ID Cards

Students will be issued a college ID card on arrival. The ID card can be used at various public places and public transport where concessions may be offered to students. Students must always carry their ID cards when they are on campus or undertaking any college related activity outside the campus. Replacement ID cards will be issued at an additional charge of \$20.

## 4.5 PUBLIC TRANSPORT CONCESSION

Spring Hill College can assist in arranging transport concession where available, for its full-time students. Please contact Reception for assistance.

## 4.6 STUDENT BREAKOUT AREA

Each campus has a student breakout, this area is designed to enhance the learning experience by providing versatile and supportive environments that cater to various student need.

Breakout areas provide a setting for students to interact with their peers, fostering social connections and networking opportunities.

This area is also designed to ensure that students have access to a comfortable and conducive environment for study and collaboration, which can be especially beneficial for those who may not have a suitable space at home.

## 4.7 STUDENT ACTIVITIES

Spring Hill College organises some activities for students throughout the year. Students can sign-up for these activities through the college Reception. Depending on the activity students may be required to pay a cost.

## 4.8 STUDENT SUPPORT SERVICES

We are always available to help you. We understand that you are new to Australia and may have a lot of questions when you start your studies and during your stay in Australia. Please do not hesitate to talk to us at any time.

- Academic, progress and general career advice or job search skills training.
- Bullying/ harassment matters.
- Health matters.
- General questions about Australia, Australian culture, expected norms of behaviour, dress code, food, shopping or anything else, or if you are feeling home sick.

To access any of the above services please contact your respective campus managers.

- For study/ training/ study plan/ assessment related matters, please contact your class teacher/ trainer in the first instance.
- For financial or fees-related matters, please contact Accounts receivable via email: [admissions@SpringHillcollege.edu.au](mailto:admissions@SpringHillcollege.edu.au)

### 4.8.1 Counselling support and services

Counselling support services are available for all students regarding any welfare matters.

Specialist psychologist/professional counsellor. We can make arrangements for you, as required. We do not charge a fee for helping with the arrangements; however, these services are available on a fee-for service basis.

### 4.8.2 Other support options

While we do have internal staff capable of offering welfare and guidance services, we will work with you to accommodate and refer you to relevant professional services such as:

- Centrelink 131 021
- Mission Australia Helpline 1300 886 999
- Lifeline 131 114
- Interpreting Service 131 450

## Section 5. SPRING HILL COLLEGE – COURSE INFORMATION

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### 5.1 STUDY PERIOD – DURATION AND BREAKS

Training is offered by Spring Hill College in accordance with pre-determined study and break/holiday periods, as defined per each course of study. Details of specific study periods and holidays are provided to you at orientation.

Students requiring additional leave of absence which are outside of the pre-determined break/holiday periods, must gain approval from Campus Manager using Spring Hill College Deferment, suspension or cancelation of Enrolment form. This form must be completed and returned to Admin 2 weeks prior to the start date of the additional leave of absence being applied for. Leave of absence must be for complete weeks, starting on a Monday, this is to ensure you do not miss any days you have paid for. Please note, Spring Hill College will not approve any holidays outside of this period unless in verifiable compassionate and compelling circumstances.

### 5.2 TIMETABLES

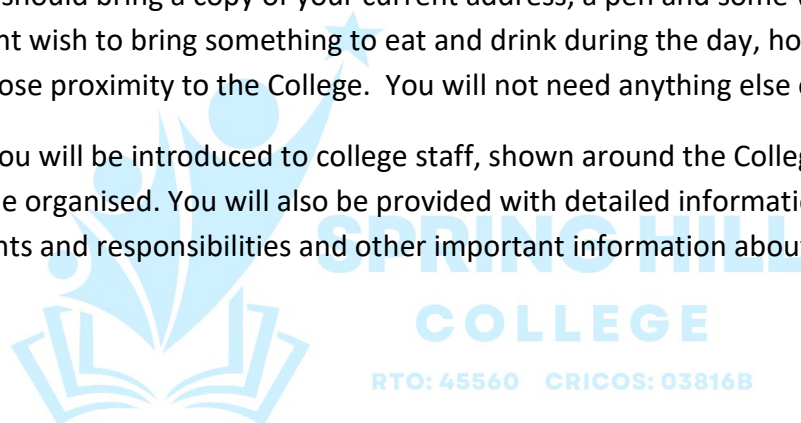
A detailed class timetable, as relevant to your intake date, will be provided at Orientation.

### 5.3 WHAT TO EXPECT ON YOUR FIRST DAY AT SPRING HILL COLLEGE

As a new student at Spring Hill College, you will receive an email from Spring Hill College approximately one week prior to your commencement date welcoming you.

You will be expected to arrive at 10:00 am on Orientation Day and 9:00am on a regular class day. On Orientation Day, you should bring a copy of your current address, a pen and some writing paper and your laptop. You might wish to bring something to eat and drink during the day, however there are a few food outlets in close proximity to the College. You will not need anything else on the first day.

On Orientation Day you will be introduced to college staff, shown around the College facilities and your Student ID card will be organised. You will also be provided with detailed information about the College, your course, your rights and responsibilities and other important information about your enrolment at Spring Hill College.



## Section 6. YOUR OBLIGATIONS AS AN INTERNATIONAL STUDENT AT SPRING HILL COLLEGE

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We will endeavor to provide you with high quality training programs and support services. We hope you enjoy your study with us.

As an international student at Spring Hill College, you will be required to comply with the following:

### 6.1 SUBMIT YOUR ASSESSMENTS BY THE DUE DATE

If you require an extension, please contact your Campus Manager via email to request it. Spring Hill College (SHC) may grant extensions, except in cases involving compassionate or compelling circumstances, where additional time may be warranted.

### 6.2 MAINTAIN SATISFACTORY ACADEMIC PROGRESS

This is a condition of your student visa. You are encouraged to talk to your teachers if you are experiencing difficulties in coping with your academic program. The college will try and help you with strategies and support options. Ongoing failure to maintain satisfactory academic progress can result in the cancellation of your student visa. See further details in the Attendance, Course Progress and Intervention Policy included in this handbook.

### 6.3 MAINTAIN SATISFACTORY ATTENDANCE

Maintaining a minimum of 80% attendance throughout the study period is a mandatory condition of your student visa. If attendance falls below this threshold, Spring Hill College will offer strategies and support options to help improve attendance. However, consistently failing to meet the required attendance may lead to the cancellation of your student visa. For more information, refer to the Attendance, Course Progress, and Intervention Policy included in this handbook.

### 6.4 MAINTAIN OVERSEAS STUDENT HEALTH COVER

Maintain Overseas Student Health Cover for the duration of your studies in Australia, whilst on a Student Visa.

### 6.5 CONTACT DETAILS

Provide Spring Hill College your current residential address and contact details. Students MUST notify College Reception within 7 days if you change your address in Australia or your mobile number and email.

### 6.6 ANTI BULLING

Spring Hill College has a responsibility to ensure that the rights of its students are safeguarded. These includes the right to a learning environment free from discrimination and harassment. By definition,

bullying is repeated oppression, psychological or physical, of a less powerful person or group by a more powerful person or group of persons. Any action, which impinges on these rights, is strongly condemned by Spring Hill College. Actions, which fall into this category may include the following:

Harassment – unwelcome and offensive behaviour that humiliates, intimidates and/or undermines a person or group.

Bullying – persistent pattern of behaviour over a period of time that may include verbal abuse, physical assault, unjustified criticism, insults, spreading false or malicious rumours about someone.

Sexual Harassment – any verbal or physical sexual conduct that is unwelcome and uninvited. It may include pinching, touching, rude or offensive jokes, noises or displays of sexually graphic or suggestive materials.

Racial Discrimination – behaviour in a public place that incites hatred, serious contempt or ridicule of a person or group of people because of their race. A person's race includes their colour, country of birth, ancestry, ethnic origin or nationality.

## 6.7 DISCIPLINARY BEHAVIOUR

Anyone experiencing disagreeable, embarrassing or unpleasant behaviour (whether this be sexual or general in nature) from any participant, trainer or other person while attending an Spring Hill College course, should report such incidents to the campus manager. Where the matter is believed to be sexual harassment, female participants will be referred to a senior female member of staff for advice and assistance.

Anyone believed to be engaging in any activity, which falls into one of the above categories will be investigated and may be asked to leave the campus and may be dismissed from their course. Where required, relevant authorities will also be contacted.

### 6.7.1 Student code of Conduct

Spring Hill College makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students. All students must agree to:

- respect other people's rights to hold different positions and views in our society which is accepting of diversity.
- be receptive to others point of view.
- not discriminate against another person for their beliefs, nationality, religion, age, associations or gender.
- not impose their own values on other students.

- be mindful and respectful that every student has the right to learn with equal opportunity, to develop their maximum potential.

### **Improper or Inappropriate Behaviour from our Students:**

Improper or inappropriate behaviour is not permitted by any of our students and includes but is not restricted to:

- persistent disruptive behaviour
- verbally abusive or hostile behaviour affecting fellow students and/or staff.
- behaviour of a discriminatory nature
- acting in a lewd way
- physical, written (including through social media) or verbal assault on staff, other students or members of the public or behaviour which is perceived to be threatening.
- cheating in an assessment/examination
- plagiarising another person's work
- theft from staff or students
- slander or harassment (whether verbal, sexual or otherwise) of staff or other students.
- being on training premises and consuming or having consumed and under the influence of alcohol and/or non-medically prescribed drugs.
- smoking or the use of prohibited or illegal substances at training premises.
- deliberate misuse of our equipment or materials, including computing and electronic resources including accessing websites containing illicit, obscene or violent material or content, downloading music, movies or other files illegally or knowingly installing or bringing malicious or illegal software onto the computers.
- inappropriately using of phones, cameras and other recording devices electronic devices in class.
- carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on training premises.
- arson of training premises and/or property
- wilful or malicious damage to training property or equipment.

In addition, any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service. The student will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions. All reported improper or inappropriate behaviour will be investigated and may result in suspension or cancellation of enrolment.

### **6.7.2 Serious Misconduct**

Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to cancellation of your enrolment. The department will also be notified, which may impact your visa conditions.

Misconduct of a criminal nature will be also reported to the appropriate authority including the police for prosecution as appropriate.

Students facing any misconduct investigation will be advised of all their rights including the right to appeal the outcome decision.

## 6.8 PLAGIARISM AND CONTRACT CHEATING

Using someone else's language, thoughts, ideas, or expressions and presenting them as your own is plagiarism. If you use the words or ideas of others in your assignments, you must reference them accordingly. Your trainers will provide further information on referencing and plagiarism during orientation and/or in class. Contract cheating involves purchasing assessment materials from a person or service and submitting it as your own. Both plagiarism and contract cheating are considered major misconduct, and any student found to be engaging in these services will face disciplinary action.

## 6.9 REPORTING INCIDENTS

If you have an accident whilst in training, you must advise your trainer immediately. Any work-related injury must be documented on an Incident Reporting Form and reported to Spring Hill College's office.

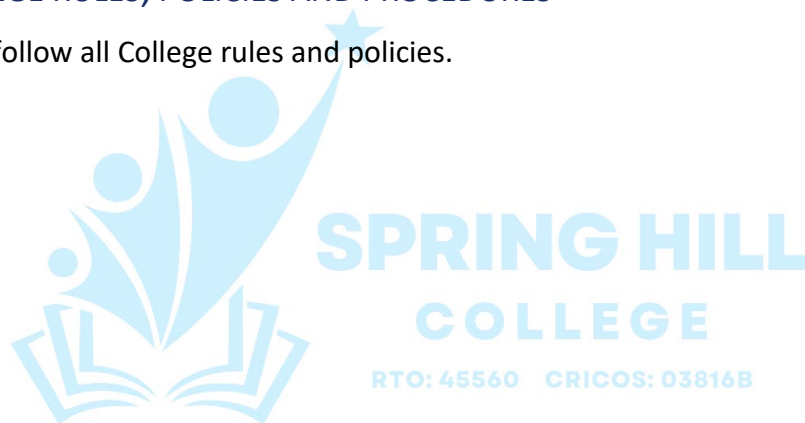
It is your responsibility to fill in all forms and return them as soon as possible. Remember that for time lost because of injury or illness, you must provide a Medical Certificate from your doctor.

All minor accidents are to be treated by our First Aid Officer.

For any Critical incident refer to critical Incident policy under the policy section.

## 6.10 FOLLOW COLLEGE RULES, POLICIES AND PROCEDURES

You are expected to follow all College rules and policies.



## Section 7. IMPORTANT POLICIES AND PROCEDURES FOR CRICOS STUDENTS

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### 7.1 ATTENDANCE, COURSE PROGRESS AND INTERVENTION POLICY

#### 7.1.1 Purpose

The purpose of this policy is to specify Spring Hill Colleges' approach to recording and monitoring student attendance, course progress and intervention in compliance with the National Code 2018, with the requirements of the ESOS Framework and specifically the ESOS Act 2000 and student visa requirements.

Spring Hill College has chosen to implement the [Department of Education–DIBP approved course progress policy and procedure](#).

#### 7.1.2 Scope

This policy applies to all the international students studying in Australia on a student visa and who are enrolled in VET qualifications offered by Spring Hill College.

#### 7.1.3 Principal

##### 7.1.3.1 Monitoring Course Attendance

Spring Hill College ensures that there is a clear correlation between students' academic progression and class attendance. The administration team review student attendance regularly to identify students who are at risk of not maintaining satisfactory attendance requirements.

On orientation day, students receive their course timetable, which includes details such as class start and end times, term breaks, and any holidays. This helps students plan their schedules and stay informed about important dates throughout the term.

##### 7.1.3.1.1 Recording Student Attendance

- The admin team of each campus uses the approved attendance register which includes details such as student name, student ID, course details and class information.
- If the admin team is aware why the student was absent, an "SUSP" or "S" (whichever is applicable) will be recorded in the attendance register.
- The attendance register is given to the trainers at the start of the week.
- Before using the attendance register, the trainer checks that the Course/Unit details on the class attendance register are accurate and marks the corresponding boxes to confirm the record is true and accurate.
- The attendance is recorded twice daily on full days– once for each session at 9:00 am and 1 pm.

- If a student has not signed the attendance register within 30 minutes after the class starts, the trainer will mark them as 'A' for the session.
- If a student is late the student will sign beside the 'A' and their record will reflect as absent for the session.
- The trainer/assessor returns the completed attendance register to administration at the end of the specific group's academic week.

#### 7.1.3.1.2 Calculating Student Attendance

- The attendance is calculated over each study period.
- The attendance data from the attendance register is recorded in the SHC's attendance monitoring tool by the administration team.
- A formula is configured in the attendance monitoring tool which determines the student's projected attendance.
- The attendance monitoring tool facilitates any necessary student communications.

#### 7.1.3.1.3 Notification of unsatisfactory attendance

Notification of missing 5 consecutive scheduled days:

- Any absences of 5 consecutive scheduled days or more without approval will be investigated as a matter of urgency.
- The admin will attempt to contact the student directly after it has been identified that the student has missed 5 consecutive days.
- If the student is not reachable the admin will contact the student's agent or next of kin or emergency services.
- Where contact is established, the admin will arrange a time to meet and counsel the student with the campus manager and explain the importance of notifying the college when absent. This appointment should be scheduled as soon as possible and, where possible, within seven (7) days of establishing contact.
- Once a student's attendance drops below the defined levels and there is no possibility of the student reaching that level by the end of the study period, the formal process will begin.

<b>Student warning Notifications</b> <i>(All the warning letters are sent to students by SHC's admin staff)</i>		
First Warning Letter	When a student's projected maximum possible attendance falls between 90% and 85% over the study period	Students will receive first warning letter as a communication to attend a meeting to identify reasons for not attending and remind the student of their enrolment responsibility to maintain attendance as per their visa requirement.
Second Warning Letter	When a student's projected maximum possible attendance falls between 85% and 80% over the calculation period	Students will receive a second warning letter – students will be notified that a further fall in attendance may lead to the student being reported to DoHA for breach of their student visa. Admin will schedule an intervention meeting between the student and the campus manager.

<b>Student warning Notifications</b> (All the warning letters are sent to students by SHC's admin staff)		
		In the event of the No show the student will be called for follow-up advising of the no show and requiring a show cause as to why they failed to attend the meeting.
Notice of Intention to Report	When a student's projected maximum possible attendance falls below 80% over the calculation period that means the attendance has dropped below the defined levels and there is no possibility of the student reaching that level by the end of the study period	Students will receive a final warning letter - Notice of Intention to Report - Students will have 20 working days to appeal in writing their absences. Students are advised that they may initiate SHC's Complaints and Appeals Policy and Procedure. SHC will not finalise the student's attendance status in PRISMS until the outcome is finalized. (Refer to reporting section)

**Important Notes**

Warning letters are issued progressively and in order (First, Second, and Notice of Intention to Report), even if the attendance falls rapidly between calculations this is because Issuing warning letters progressively and in order ensures fairness, transparency, and compliance with regulations. It gives students multiple opportunities to address attendance issues while fostering communication and identifying underlying challenges. This approach minimises disputes, supports student well-being, and maintains the college's reputation by demonstrating a structured and compassionate process.

#### 7.1.3.1.4 Exemptions maybe Considered

- Compassionate and Compelling circumstances
- The intervention strategy has been implemented
- An approved deferment or suspension on the ground of compassionate or compelling circumstances

#### 7.1.3.1.5 Record Keeping

All records will be kept on the student's file and within student management system, including warning letters and the Notice of Intention to Report.

#### 7.1.3.2 Monitoring Course Progress

The purpose of this policy is to ensure that SHC's students maintain satisfactory course progress through the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory course progress and taking remedial actions.

The intention of this policy is to provide all the students with the best opportunity to meet their course requirements and study goals to ensure that students do not breach their visa requirements and complete their course within the expected duration specified in the students CoE.

### 7.1.3.2.1 Policy

- SHC outlines and informs the overseas student the requirements to achieve satisfactory course progress before they commence the course
- Students are assessed for their course progress at endpoint of each Study period.
- Resubmissions are not considered while monitoring course progress, unless compassionate and compelling circumstances apply.
- For satisfactory course progress students are required to achieve competency in a minimum of 50% of enrolled units in each study period.
- Students may apply for an extension via email from their trainer SHC may allow two weeks' extensions, except in compassionate or compelling circumstances that warrant additional time.

### 7.1.3.2.2 Procedure

- Once the unit is concluded the trainer enters the student's unit outcome in the unit result sheet including non-submissions.
- Admin reviews the unit result sheet and transfers the student final result on course progress monitoring tool weekly.
- Campus managers review the course progress monitoring tool to determine if the student has successfully completed at least 50% of the unit for the study period.
- Campus managers also monitor the course progress of the student weekly that are on intervention.
- Students who fail to achieve the minimum 50% competency will be sent notification of unsatisfactory course progress and will be required to attend an Intervention Strategy Meeting.

### 7.1.3.2.3 Notification of unsatisfactory course progress

<b>Student warning Notifications</b> <i>(All the warning letters are sent to students by SHC's admin staff)</i>		
First Warning Letter	Where a student achieves less than 50% course progress in a given study period	Students are advised to attend the intervention Strategy meeting with the Campus Manager within a week of issuing the first Warning letter.  Intervention Strategy will be recorded in the student's file and will be monitored by the Campus manager for course progress.
Second Warning Letter	Student who fails to adhere with the intervention strategy in the consecutive study period for which warning letter 1 was issued and the satisfactory course progress (above 50%) has not been maintained.	If the student is not adhering to the intervention Strategy a second Warning letter and a revised intervention Strategy is provided to the student in a meeting with Campus Manager.  Revised intervention will be recorded in the student file and will be monitored by the Campus manager weekly for course progress.

<b>Student warning Notifications</b> <i>(All the warning letters are sent to students by SHC's admin staff)</i>		
Notice of Intention to Report	Students who fail to achieve satisfactory academic progress in two consecutive study periods and have not engaged in an intervention Strategy previously will be issued with an intention to report letter	<p>All students who fall below the 50% satisfactory course progress requirement over two consecutive terms and have no supporting reasons shall be reported to DoHA via PRISMS for a breach of their visa condition, specifically not meeting satisfactory course progress requirements.</p> <p>Students are advised that they may initiate SHC's Complaints and Appeals Policy and Procedure. SHC will not finalise the student's course progress status in PRISMS until the outcome is finalized. (Refer to reporting section)</p>

#### 7.1.3.2.4 Student may appeal on the following grounds:

- Compassionate and Compelling circumstances
- The intervention strategy has been implemented
- An approved deferment or suspension on the ground of compassionate or compelling circumstances

#### 7.1.4 Intervention strategy

An intervention strategy will be applied if the student:

- Has been identified as "At risk"
- Where projected attendance falls below 90%
- is not achieving at least 50% competency for a study period

Student "At risk" must participate in an intervention strategy. The intervention strategy is developed to meet the student's needs and is documented in an Intervention Strategy Form.

- Students are monitored throughout the study period to ensure they are not 'at risk' of falling behind. This is done through observation, involvement in class, and timely assessment submission. Spring Hill College supports its students through ongoing monitoring and mentoring when this occurs.
- Trainers and Assessors regularly remind students that assessments MUST be completed in class.
- The Campus Manager develops an Intervention strategy to assist students in course progression/attendance. This may involve study plans and a calendar of important dates.

Intervention strategies discussed during the meeting but not limited to: 03816B

- identify the best support strategies to suit the situation and plan the implementation.
- academic and personal support/counselling is offered to the student internally or externally as appropriate.
- planned regular follow-ups and feedback from the trainer to track progress and keep communication open.
- re-sitting unit assessments.

- receiving individual assistance/mentoring.
- attending counselling (external assistance).
- receiving assistance with personal issues influencing progress (maybe external help).
- any other support appropriate to the individual circumstances.

All records MUST be recorded on an Intervention Form and signed and accepted by the student and a representative at Spring Hill College.

### 7.1.5 Extension to an expected course duration

Extensions to the course duration specified on the CoE will be allowed if all the following apply:

- compassionate or compelling circumstances apply (verifiable evidence is provided), and
- where an intervention strategy is in place (or is about to be implemented) for the student because they are at risk of not meeting course progress requirements.

### 7.1.6 Course Duration Variation

SHC will adjust the duration of a course for an individual international student if that student already has the skills and knowledge to complete assessment without attending training, while still ensuring the course requirements are adhered to.

If it becomes apparent that a larger group or cohort is progressing and not maintaining full attendance, SHC will consider reviewing the course structure including duration, and varying if required.

### 7.1.7 Reporting

Spring Hill College will only report unsatisfactory course progress in PRISMS if:

- the student's course progress remains unsatisfactory at the end of the notice period (20 working days); or
- the internal and external complaints processes have been completed, and the decision or recommendation supports the registered provider; or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
- the student has chosen not to access the external complaints and appeals process; or
- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

Spring Hill college will not report unsatisfactory course attendance on PRISMS if:

- if the student's attendance is at least 70 per cent
- if the student is maintaining satisfactory course progress

All records will be kept on the student's file and within the student management system, including warning letters and the Notice of Intention to Report.

*Note: For the purpose of the Course Progress, Attendance, and Intervention Policy refer to APPENDIX A: ACRONYM & DEFINITIONS section*



## 7.2 COMPLAINTS AND APPEALS POLICY AND PROCEDURES

### 7.2.1 Principals

Spring Hill College will ensure that:

- All students have access to the complaints policy and procedures and their rights as consumers.
- Spring Hill College will maintain the student's enrolment during the complaint process.
- The complainant is provided with information about the complaint's procedure.
- All complaints are dealt with confidentially, fairly and promptly.
- The complaint process is commenced within 10 working days from the date of complaint.
- Due to confidentiality reasons, the number of people involved in the resolution process will be limited.
- Officials involved in any aspect of the process will maintain absolute confidentiality at all times.
- The complaint resolution procedure promotes a conciliatory approach using mediation and open communication while acknowledging that in some instances this may be challenging.
- The rights of the complainant and respondent will be protected throughout the complaint resolution process.
- All parties have the right to representation during the complaint resolution process.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- The complainant is provided with a written response including the outcome and reasons for the outcome within 20 business days.
- Complainants reserve the right to lodge a complaint with external agencies at any point during the complaint resolution process.

### 7.2.2 Types of complaints

The complaints maybe about academic or non-academic matters including but not limited to:

- Application procedure
- Marketing information
- Training delivery and content
- Trainers, assessors or other staff of Spring Hill College.
- Assessment methods and assessment contents
- Student progress
- Issuing of award
- A third-party delivering services on behalf of Spring Hill College
- A student or a group of students of Spring Hill College
- Discrimination
- Harassment, bullying or victimisation.

- Breach of privacy
- Individual conflict arising from perceived inappropriate behaviours.
- Fee and other financial matters
- Fine and payments

## 7.2.3 Procedure

### 7.2.3.1 *Internal complaints and appeal*

The internal complaints and appeals processes are conciliatory and non-legal.

#### (a) Complaints against other students

- Grievances brought by a student against another student will be dealt with under the college's Code of Conduct Policy.

#### (b) Informal complaints resolution

- In the first Spring Hill College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- Students should continue to attend classes (if applicable) while the complaint is being processed.
- Students should contact their Trainer/ assessor in the first instance to attempt mediation/informal resolution of the complaint.
- If students are not satisfied with the outcome, they should contact the Student Support Officer who will attempt to resolve the matter.
- If the complaint is about the Student Support Officer, it can be directly brought to the PEO's attention.
- If the matter cannot be resolved through mediation, the matter will be referred to the PEO in writing and Spring Hill College's internal formal complaints and appeals handling procedure will be followed.

#### (c) Formal complaints handling procedure.

- The process of the complaint's procedure is confidential, and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- The student must notify the college in writing (a student may complete a Student's Complaints and Appeals Form) detailing the nature and details of the complaint or appeal.
- Written complaints or appeals are to be lodged with the PEO.
- Where the internal complaints and appeals process is being accessed by an international Student because the student has received notice by the college that the college intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or

suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.

- Complaints and appeals processes are available to students at no cost.
- Each complainant or appellant has the opportunity to present his/her case to the PEO.
- Students and / or the college may be accompanied and assisted by a support person at all relevant meetings.
- The formal complaints and appeals process will commence within 10 working days of the lodgement of the complaint or appeal with the PEO.
- Once the PEO has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file. A copy will also be retained in the internal 'Complaints and Appeals Register'.
- If the grievance procedure finds in favour of the complainant, Spring Hill College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- Spring Hill College undertakes to finalise all grievance and complaints within 20 business days.
- However, should detailed investigation be required, the process may take more than 60 days. The complainant or appellant will be notified of the expected duration of the investigation process should the process take 21-60 days.
- If more than 60 days are required, Spring Hill College will advise the complainant/appellant in writing, the reasons for why more than 60 days are required. Spring Hill College will regularly update the complainant or appellant of the progress of the matter.
- If the Complainant or appellant is not satisfied with the outcome of their complaint or appeal, Spring Hill College will refer the complainant to the Resolution Institute (at a shared cost with Spring Hill College) or the Overseas Student Ombudsman (no cost), the student can choose. This is the commencement of the external appeals process.
- Spring Hill College will maintain the student's enrolment throughout the internal appeals process, and the student must maintain their course progression.

### 7.2.3.2 External appeal Process

Overseas Students: If the student wishes to lodge an external appeal or complain about the decision, they can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas Students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <https://www.ombudsman.gov.au/complaints/international-student-complaints> or phone 1300 362 072 for more information.

They can complain to the Overseas Students Ombudsman if they believe the provider has not followed their policy or treated them fairly.

The Ombudsman can consider complaints about:

- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by the provider.
- Incorrect advice given by an education agent.

The Overseas Students Ombudsman can also investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. Students can also complain if a provider has failed to take action or is taking too long to take some action, like not providing course results in the normal timeframe, or not providing services included in the student's written agreement with the provider.

If Students have a complaint about the quality of training and assessment being delivered by Spring Hill College, they may be eligible to submit a complaint to ASQA.

<http://www.asqa.gov.au/complaints/complaints.html>

They can also contact the local state & territory consumer protection agency (sometimes called 'consumer affairs' or 'fair trading') who can provide information about their rights and options.

Spring Hill College will identify the potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence, for continuous improvement purposes.

Written records of all complaints and appeals and their outcomes will be maintained in the relevant person's file.



## 7.3 DEFERMENT, SUSPENSION AND CANCELLATION POLICY AND PROCEDURE

### 7.3.1 Purpose

The purpose of this policy is to establish the processes by which Spring Hill College will assess applications from international students for deferral (delayed commencement), suspension (leave of absence) or cancellation (withdrawal) of their enrolment to ensure compliance with the National Code 2018 – Standard 13.

### 7.3.2 Definitions

- Deferral – postpone the start of study.
- Suspension – temporarily put studies on hold will already be enrolled.
- Cancellation – permanently cancel an enrolment.
- Non-Commencement – student does not commence on their expected start date of their CoE and has not contact to defer their course.

### 7.3.3 Deferring

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness
- Serious illness or death of a family member necessitating a return to the student's home country.
- Serious injury
- Major upheaval in home country requiring student to return home.
- Natural disaster
- Unavailability of courses
- Visa delay

If a student wishes to defer, they must complete a Deferral, Suspension or Cancellation of Enrolment Form and lodge with Spring Hill College prior to course commencement. They must also attach any documentary evidence verifying their situation (for example, a medical certificate). Spring Hill College will assess the application and make a decision within seven business days. Deferral of studies is allowed for a maximum period of six months. If an international student's application for deferral or suspension is approved, Spring Hill College will notify the Department of Home Affairs through Provider Registration and International Student Management System (PRISMS). If the application is successful, a new CoE will be issued to the student.

### 7.3.4 Suspension

If a student wishes to suspend their studies, they must complete a Deferral, Suspension or Cancellation of Enrolment Form and lodge with Spring Hill College. They must also attach any

documentary evidence verifying their situation. Suspension of studies will only be granted if the application meets certain criteria:

- Compelling circumstances such as:
  - Serious illness or injury, where a medical certificate states that the student was unable to attend workshops.
  - Bereavement of a close family member such as a parent or grandparent (where possible a death certificate should be provided).
  - Major political upheaval or natural disaster in the home country requiring emergency travel; or
  - A traumatic experience such as involvement in, or witnessing of a serious accident, or witnessing or being the victim of a serious crime. Such cases as these should be supported by reports from police or psychologists.
- Compassionate grounds.

Suspension of studies is allowed for a maximum period of six months. During the suspension period, they will incur a fee of \$300 per week. If an international student's application suspension is approved, Spring Hill College will notify the Department of Home Affairs through Provider Registration and International Student Management System (PRISMS). If the application is successful and where applicable a new CoE will be issued to the student.

### 7.3.5 Suspension or cancellation of enrolment by Spring Hill College

Spring Hill College has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to Spring Hill College
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students
- If a student does not commence on their expected start date of their CoE and has not contact Spring Hill College within 7 calendar days to defer their course
- If the student behaves in a way which could potentially bring the college into disrepute
- If a student does not pay the required fees
- If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
- If the student has received two formal warnings from the college for disobeying College rules. A formal warning will be issued if a student:
  - Disobeys any College rules as set out in the Student Handbook
  - Knowingly engages in material plagiarism, cheating or academic misconduct.
  - Does not abide by the email and Internet rules as stipulated by the College.
  - Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member.

- Misuses or wilfully damages College facilities, equipment or property.

### 7.3.6 Cancelling an enrolment

Students wishing to cancel their enrolment must complete a Deferment, Suspension or Cancellation of Enrolment Form and attach all supporting documentation. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course, they must provide a letter of offer from an alternative provider. See policy on Transfer between Providers.

PLEASHC NOTE: Deferring, suspending or cancelling your enrolment may affect your student visa.

### 7.3.7 Non-commencement of studies

If a student (whose visa is already granted) does not commence on their expected start date of their CoE and has not contacted Spring Hill College to defer their course, will be contacted by Student Services within 2 days of the agreed starting date.

If the student does not commence the course or request a deferral within 7 days of the agreed starting date, Student Services will send a first and final warning letter informing the student of the Intention to Cancel due to non-commencement.

Spring Hill College will initiate the process to report a “non-commencement of studies” within PRISMS within 14 days of the agreed starting date. Students who are reported to DHA through PRISMS for a “Non-commencement of studies” do not have the right to access Spring Hill College appeals policy.

Spring Hill College will notify the student in writing of its intention to cancel or suspend their enrolment. Students may appeal any decision to cancel or suspend their enrolment.

This appeal must be made in writing to the PEO of the College within 20 business days from the date of the Intention to Cancel or Suspend Notice. Students should refer to the College’s Complaints and Appeals Procedures if they wish to lodge an appeal. If an international student’s enrolment is suspended or cancelled, Spring Hill College will notify the Department of Home Affairs through Provider Registered International Student Management System (PRISMS).

*NB. If the student accesses the Spring Hill College internal complaints and appeals process, the suspension and cancellation of the student’s enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.*

## 7.4 FEE, CHARGES AND REFUND POLICY AND PROCEDURES

### 7.4.1 Purpose

The purpose of this policy is to outline Spring Hill colleges approach towards practical and fair management of fee charges and refunds.

The information provided to students is designed to ensure that all details relating to fees and charges are known prior to enrolment and comply with relevant legislation regulations and standards. This policy will result in a fair and equitable refund policy for students of Spring Hill College.

This policy and associated procedures meet the requirements of Clauses 5.3 and 7.3 and Schedule 6 of the Standards for RTOs 2015 and Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as the ESOS Act 2000 and the ESOS (Calculation of Refund) Specification 2014.

### 7.4.2 Scope

This policy relates to students of Spring Hill College and applies to all staff and management of Spring Hill College.

### 7.4.3 Policy Statement

In compliance with Standard 3, this policy administers the following institutional standards as part of Spring Hill College’s operational and organisation standards:

- Spring Hill College’s written agreements with the students contain the amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of Spring Hill College).
- Spring Hill College’s written agreements with students clearly state the process for students to make an application for a refund.
- Spring Hill College’s written agreements contain a plain English explanation of what happens in the event of a course not being delivered.
- Spring Hill College’s written agreements contain the statement, “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

Every year, all fees and charges are reviewed and any modifications to the fees are reflected in the corresponding documentation. New fees and charges will generally only apply to incoming students.

### 7.4.4 Supplementary Fee and Charges

Students, at any time, may request additional documentation outside of the ordinary documentation that would be provided. Students may incur a fee for the administration required to provide these documents. Types of documents that can be requested are:

Description	Cost
Suspension Fee	\$200
Fee for non-submission of an assessment by the due date	\$50 each submission (paid before allowing access to the LMS)

Description	Cost
Reassessment fee - students have two (2) resubmissions for any assessment within the unit before a full reassessment	\$200 – to be completed during the next term break
Plagiarized Re-Assessments	\$200
Re-Issue of statement of attainment/ Qualification	\$50
Transfer fee	Nil
Fees for overdue payment of course fees	\$50 per week until outstanding fees are cleared
Credit transfer	Nil
RPL – Application fee	\$250
RPL – Per unit fee	\$500
EzyPay – Insufficient funds for Direct Debit transaction	\$9.90 per attempt
Administration Fee/ Enrolment Fee (Non-Tuition Fee)	\$500 (Cert III – Advanced Dip)
Re-enrolment Fee (non-refundable)	\$200
Deferment Fee	Nil
<i>Note: Credit Card surcharges will apply for Mastercard and VISA. Spring Hill College does not accept AMEX or American Express.</i>	

#### 7.4.5 Fee Protection - Tuition Protection service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

SHC can assure you of the security of your international student fees through our compliance with the Education Services for Overseas Students Act 2000 (ESOS Act), Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012, Education Services for Overseas Students (TPS Levies) Act 2012 and Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012 under the Overseas Student Tuition Protection Scheme (TPS) through the commonwealth managed fund known as Overseas Student Tuition Fund (OSTF). For more information about the TPS, please refer to the TPS website:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

The Fund (OSTF) is established under the Act to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia. Under the

legislation, the TPS Director or a delegate will be responsible to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the TPS Director.

### 7.4.6 Refund Application

Refunds of the fees will only be granted in accordance with the refund policy set out below. Enrolment fees (or the equivalent amount taken out of paid tuition fees, if original enrolment fee was waived), are non-refundable under any circumstances, except in the unlikely circumstances where Spring Hill College is unable to provide the course.

The refund will be paid to international students according to the following circumstances:

Circumstance	Refund due
Spring Hill College cancels course before commencement	Full refund of all fees.
Spring Hill College cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the default date).
Spring Hill College has not provided an Offer Letter or Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the default date).
Student withdraws up to four (4) weeks before course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than four (4) weeks before course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for the entire term are to be paid.
Student withdraws after commencement.	No refund. Fees for the entire term are to be paid.
The student's enrolment has been cancelled due to disciplinary action.	No refund. Fees for the entire term are to be paid.
Student breaches a visa condition.	No refund. Fees for the entire term are to be paid.
The student supplied incorrect or incomplete information, causing Spring Hill College to withdraw from the course offered before commencement.	No refund. Fees for the entire term are to be paid.

#### Important Notes

Incidental fees are all other fees apart from Tuition Fees and Enrolment Fees. For example, airport pickup and costs for excursion food and transport, provided students have the choice of making their own arrangements for purchasing these items from an alternative supplier. ONLY the unspent amount

will be returned. If the cost of the service or material has already been incurred this will NOT be refunded.
Fee refunds for special circumstances (illness, family circumstances) may be agreed upon, on an individual basis, at the discretion of the Campus Manager.
If a student withdraws and there is a refund due for their OSHC, then they must apply direct to the OSHC provider for any refund due. This will be subject to the provider's refund policy.
All date calculations are based on the date the form is received by VSHC, not the date the student completed the form (if different).
If the total fees paid do NOT include an enrolment administration fee, then SHC reserves the right to deduct the administration fee to cover expenses.

## Refund guidelines in the event that a course is not delivered by SHC

SHC will provide a refund of unspent course fees paid in advance where:

- The course does not start on the agreed starting day.
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

In the unlikely event that SHC is unable to deliver your course in full, you will be offered a refund of any unspent fees received by SHC, in respect of the course. The refund will be paid to you within four (4) weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment on an alternative course. You have the right to choose whether you would prefer a refund of unspent course fees, or to accept a place on another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

Upon enrolment, the signed statement of fees and availability of complaints and appeals process does not remove the rights of the student to take action under Australia's consumer law.

- If a student withdraws from his or her course and would like a refund, or to have fees reduced, they need to make a request in writing and submit a completed refund/remittance form.
- Applications for refunds must be received within 21 days of cancellation.
- Assessing refund requests will be based on the cost of the services Spring Hill College provided to the student.

### 7.4.7 Refund Request

Where a student believes that they have grounds for a refund, students should submit a written Application for Refund Request Form to the admin, stating valid reasons for their refund application.

The admin will in turn:

- present the application to Campus Manager.
- provide the student a written copy of the Campus Manager's decision and the breakdown of any money refunded.

- advise the student of their right to appeal the decision of SHC.

Refunds are at the discretion of Campus Manager.

#### 7.4.8 Payment Of Refunds

The refund will be paid to the same person or body from whom the payment was received on behalf of the student, unless the student gives direction to pay someone else. Refunds will not be paid to agents.

RTO may, at its absolute discretion, refund to the student some or all course money where it determines that there are extenuating or compassionate circumstances.

#### 7.4.9 Refund Approvals

All refunds must be approved by the Campus Managers. Exemptions to any of the abovementioned cases may only occur where the student has extenuating, or compassionate grounds as determined by the Campus Managers. “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

#### 7.4.10 Non-Payment Of Fees and Debt Collection for All Students

Students are required to pay all their course fees as they become due (as per the conditions outlined in the enrolment documentation). If fees are not paid on time, staff will attempt to make contact with the students to arrange an appointment with the Campus Manager and they will be given the opportunity to discuss any compassionate and compelling circumstances and get their fees up to date. Should staff be unable to establish contact with the student, a week after fees were due, Spring Hill College will charge a late fee of \$50 per week until owing fees are cleared and will send a Notification of Intention to Report for outstanding fees, which may lead to cancellation of the student’s enrolment. Ongoing delays in payment Spring Hill College fees may result in cancellation of enrolment.

#### 7.4.11 Refund Procedure

If you request for a refund is approved:

- We’ll let you know our decision in writing along with any refund or adjustment notice.
- All refund requests are to be authorised by the Campus Manager and applications processed within four (4) weeks of the application being received.
- Refund request is to be entered into the student management system and copies of evidence are stored within the student’s file.

## 7.5 TRANSFER BETWEEN THE PROVIDERS POLICY AND PROCEDURE

Overseas students are restricted from transferring from their principal course of study for a period of Six months. This restriction also applies to any course(s) packaged with their principal course of study.

Under Standard 7 of the National Code 2018, registered providers are required to not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing Six months of his or her principal course of study except where:

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

Spring Hill College will not seek to enrol a student who has not yet completed Six months of their principal course of study with another registered provider.

### 7.5.1 How to lodge a transfer request

Students can apply a release to enable them to transfer to another education provider. Applications for transfer from a student must:

- Be in writing.
- Relate to and provide details about the student's individual circumstances.
- Provide details as to the reasons why the application should be approved.
- In order to apply for release, students must have a letter from the receiving provider that a valid offer of enrolment has been made.
- All applications for transfer will be considered within 10 working days and the applicant notified of the decision. This period may be extended if the applicant fails to provide all relevant information/ documentation, however in such instances the College will advise the student of the additional information/documentation required to make the decision.
- Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications.

### 7.5.2 Issue of releases

A letter of release will be issued when Spring Hill College is satisfied that:

- A course is academically unsuitable for the student

- The course the student wishes to transfer to better meets the long-term goals of the student, whether these relate to future work, education etc.
- Compassionate or compelling reasons for the transfer exist
- The student can provide evidence that he/she was misled by Spring Hill College or its appointed representative regarding the course or Spring Hill College.

### 7.5.3 If the application is successful Spring Hill College will

- provide a letter of release at no cost to the student
- Update PRISMS

The Release letter will include information about whether or not, the student:

- Demonstrated a commitment to studies during the course;
- Had a good attendance record; and
- Paid all fees for the course.

### 7.5.4 Release not granted

A letter of release will be refused if a student is unable to provide satisfactory evidence that his/her course does not meet their long-term goals or it is academically unsuitable, or that the student cannot demonstrate compassionate or compelling circumstances for the transfer exit.

A release request will not be granted if:

- Spring Hill College forms the view that the student is trying to avoid being reported to the Department of Home Affairs for failure to meet the provider's academic progress requirements.
- The transfer may jeopardise the student's progressions through a package of courses.
- The intended course will not provide adequate preparation for further study, nor be recognised by higher education or VET providers as meeting their entry requirements and the transfer would be detrimental to the student's future study plans.
- Spring Hill College fees for the course that the student is currently enrolled in have not been paid in full. This includes any balance instalment payments applicable to the course. (Students are advised to read the Spring Hill College Refund Policy prior to seeking a release, as any pre-paid fees for future courses within a packaged program will not be refunded after the student has commenced their study at Spring Hill College)

Applicants will be informed in writing of the outcome and the reasons for the decision and the factors taken into consideration given the student's individual circumstances. All relevant documents will be retained in the student's file.

Students whose request for transfer has been refused may appeal the decision in accordance Spring Hill College complaints and appeals policy.

### 7.5.5 Internal campus transfer

Internal campus transfer requests are subject to enrolment availability and will only be considered during the study period if special circumstances apply. Students wishing to transfer their studies to another Spring Hill college must complete and submit the Campus Transfer Form at least 2 weeks prior to the date by which the transfer request is to take effect. Should you have any questions please speak directly with your respective campus manager to discuss your concerns.

### 7.5.6 Compassionate Or Compelling Circumstance

Spring Hill College classes any compassionate or compelling circumstance as those that are generally beyond the control of the student, when they have an impact on the student's course progress, attendance or wellbeing. Students must show evidence of such a circumstance wherever reasonable, e.g., a medical certificate may be requested. These include:

- Illness, injury or stress (vicarious stress)

Evidence required: a medical certificate signed by a doctor or general practitioner stating that the student was/is unable to attend classes for an extended period of time.

- Permanent or temporary disability (that has occurred during the duration of the course)

Evidence required: a medical certificate signed by a doctor or general practitioner stating that the student was/is unable to attend classes for an extended period of time.

- Bereavement of close family members

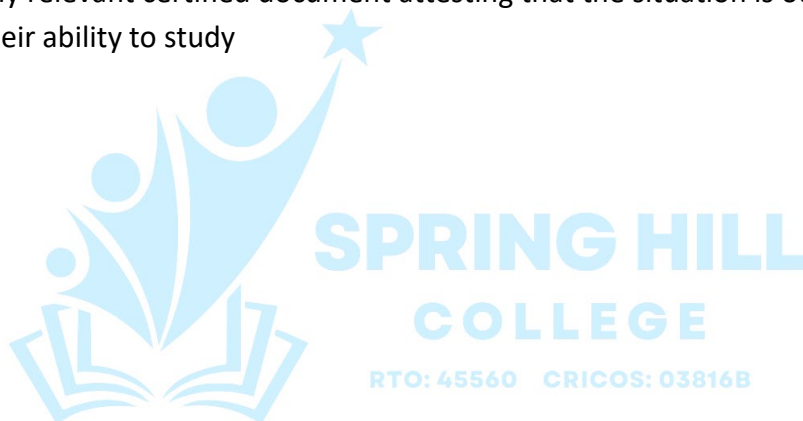
Evidence required (any of the following): Statutory Declaration, Death Certificate, a letter from a funeral home.

- Incident or issue causing distress to a student impacting on their capacity for study, e.g. involvement in a serious accident, witnessing or being the victim of a serious crime

Evidence required: Police report, counsellor/ psychologists' report.

- Other

Evidence required: any relevant certified document attesting that the situation is outside a student's control and affects their ability to study



## 7.6 PRIVACY AND PERSONAL INFORMATION POLICY AND PROCEDURE

Spring Hill College recognises the importance of your privacy and understands your concerns about the security of your personal information. The privacy policy describes how we manage your personal information and safeguard your privacy.

### 7.6.1 Principals

- Personal information is only collected where necessary to fulfil the organisations functions.
- Those giving personal information are informed of the purpose of collection and how their personal information will be used.
- Records containing personal information are kept secure and protected from loss or misuse.
- Students are informed of the right to access their own personal information.
- Permission is obtained from individuals before their details are used in publications, web sites or other marketing materials.

### 7.6.2 Procedure

#### 7.6.2.1 Collection of personal Information

The types of personal information we may collect, and hold includes (but is not limited to):

- information you give us when you apply to enrol in a course, including your name, address, occupation and contact details.
- information about other individuals we collect during the enrolment process.
- information about other people dealing with Spring Hill College

Personal information is collected through you completing our enrolment forms, telephone discussions, face to face meetings, business cards, web-forms and email list subscriptions. We may also collect personal information through our Spring Hill College social media sites, Google and other web-based analytics sites directly used for the purposes of Spring Hill College's marketing and communication activities. These third-party sites have their own privacy policies.

Generally, information collected may include:

- Name
- Address
- Date of Birth
- Gender
- Nationality
- Country of birth
- Next of kin details
- Contact Details
- Payment Details
- Financial Details



- Electronic details such as email address.
- Unique Student Identifier Number (USI)
- AVETMISS information to comply with the Data Provisions Requirements 2012 such as, but not limited to: disability (if applicable), educational history; ethnicity; English, literacy and numeracy proficiency.
- Photographs (for issuing ID cards)

#### *7.6.2.2 Sensitive Information*

Some personal information we collect may include 'sensitive information' like information relating to a student's health, racial or ethnic origin, etc. Sensitive information will only be used or disclosed for the primary purpose for which it was collected or a directly related secondary purpose, unless you agree otherwise, or where certain other limited circumstances apply (for example, where required by law).

#### *7.6.2.3 Indirect collection of personal information*

We may also collect your personal information through an education or migration agent acting on your behalf.

In order to manage complaints and grievances, we may collect personal information (including sensitive information) about you indirectly from publicly available sources or from third parties such as:

- your authorised agent/representative, if applicable
- applicants, complainants, respondents to a complaint
- employers or work placement hosts and their representatives where applicable.

We also collect personal information from publicly available sources for marketing purposes.

#### *7.6.2.4 Use and disclosure of personal information.*

Spring Hill College may use and disclose your personal information for the primary purpose for which it was collected, for reasonably expected secondary purposes, and in other circumstances, authorised by the Privacy Act. In general, we use and disclose your personal information for the following purposes only:

- to conduct our business as a registered training organisation
- to provide and market our services to prospective and current students.
- to communicate with you and your nominated agent, if applicable
- to comply with our legal obligations.

We may disclose your personal information to other members of Spring Hill College, other companies or individuals who assist us in providing education and/or support services or who perform functions on our behalf (such as education agents, accommodation service providers, partner institutions) regulatory authorities, and anyone else to whom you authorise us to disclose it. We will take reasonable steps to ensure that anyone to whom we disclose your personal information respects the confidentiality of the information and abides by the NPPs or equivalent privacy law.

We are required by law to provide data, which includes personal information, including sensitive information, to government departments and agencies at a State and Federal level. For example, we are required to provide data to the National Centre for Vocational Education Research who administers the AVETMISS data collection in accordance with National VET Provider Collection and the Data Provision Requirements 2012.

We are also required to confirm and verify student enrolment and attendance and participation information to the relevant Federal and State government departments, where government funding, subsidies or loans may be in place.

Sensitive information is disclosed only for the purposes for which it was given to us, or for purposes deemed to be reasonable or expected or agreed to by you.

We may use testimonials, photographs of training and support services and other similar marketing materials for the purposes of marketing and promotion. We seek your approval for using such marketing images and materials via our Enrolment Form. You may opt to not give us permission by sending us an email requesting that your photographs and testimonials be removed from any public domain.

Spring Hill College generally does not disclose information to overseas person/s or entities, except to the student's nominated agent / representative overseas. Where personal information is sent overseas for sound business reasons, Spring Hill College will ensure that the overseas entity / person receiving the information has a binding contractual arrangement that requires it to use the information in accordance with the Australian Privacy Principles

If you make a complaint or application of appeal, a copy of the relevant information will be made available to the respondent to enable a meaningful response. If you elect to make partial information available to the respondent, it may impact on our ability to resolve the matter in a fair and equitable manner.

We may disclose personal information to an external review body, the legal courts or such entities, if a complainant, applicant or respondent has made a decision to use an external dispute resolution body, such as the Commonwealth Ombudsman or the Overseas Students Ombudsman.

Due to the nature of the services provided, it is difficult to allow you to deal with us anonymously, except in cases where you are seeking general information about Spring Hill College or its services. In most other cases, we may require you to reveal your personal details in order to provide you with personalised training and support services relevant to your enrolment at Spring Hill College

#### *7.6.2.5 Access to personal information*

Spring Hill College endeavours to ensure that the personal information it holds is accurate, complete and up to date. Personal information is stored electronically in a consistent format and is updated as soon as errors are noted, or the information has changed.

Students are required to update their personal information as soon as practicable, and also check the accuracy of their information prior to the issuance of certification and testamurs.

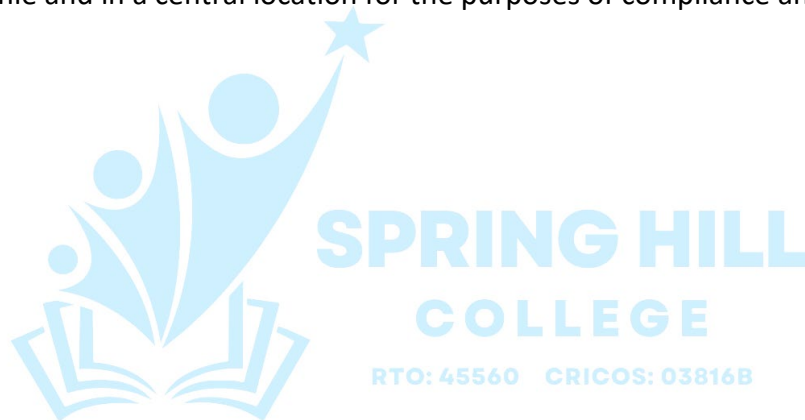
Subject to the exceptions set out in the Privacy Act, we will provide access to personal information directly to the person whose information is held by us.

Under the Privacy Act (Australian Privacy Principles 12 and 13) you may access your personal information or request a change / correction to your personal information held by us. You will be required to complete a Student Update Details Form and verify your identity in order to enable us to allow you access to your information or to change your personal information. Unless required by law, we will modify your personal information. In exceptional circumstances where we make a decision to not modify your personal information, we will provide written reasons for our decision.

#### *7.6.2.6 Management of personal information*

In accordance with the Privacy Act, we take reasonable steps to protect the security of your personal information. This includes protecting the information from misuse or loss and from unauthorised access, modification or disclosure, for example, by the use of physical security and restricted access to electronic records. Your personal information is stored in hard copy files and electronically on our password protected student data management system.

As a registered training organisation, we are required to retain your personal information, copies of any qualifications, Statements of Attainment and competency outcomes from assessed AQF qualifications and Accredited Courses for a period of 30 years. If we do not require your personal information for a permitted purpose under the NPPs, we will take reasonable steps to destroy it as soon as practicable. As per our Complaints and appeal Policy, we will retain records of any complaints and their outcomes on the relevant student file and in a central location for the purposes of compliance and continuous improvement.



## 7.7 COURSE CREDIT POLICY AND PROCEDURE

### 7.7.1 Purpose

Qualifications and experience can be assessed to Recognise Prior Learning (RPL), and VET Statements of Attainments issued by another Registered Training Organisations will be recognised for Credit Transfer by Spring Hill College.

### 7.7.2 Policy

Spring Hill College ensures that participant information and relevant marketing material contains advice that each education provider will recognise AQF qualifications and statements of attainment issued by other registered training organisations.

#### 7.7.2.1 Credit Transfer

Participants seeking mutual recognition for AQF qualifications and/or statements of attainment awarded by another recognised training organisation must present the original documents for sighting or a certified copy of original documents. Verified copies are to be kept on the individual participant's file. If a student is currently completing a qualification, when completion is expected is to be provided.

If a student withdraws from a course and later returns to the same course, the previously agreed credits will be automatically applied.

Spring Hill College ensures that its Education and Student Services teams are provided with guidelines and professional development in relation to credit transfer.

Credit Transfer is offered at no cost. The exception is where Credit Transfer is applied for a full qualification, in which case an administration fee of applies, which covers the cost of issuance of AQF documentation.

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

The process whereby students are assessed on evidence of previous learning, employment, industry activities and talents. The evidence must be authenticated (Position Descriptions, references, awards) and then mapped against subjects within the students chosen course of study. Where there is sufficient verifiable evidence that the student has comfortably attained all the unit's learning outcomes, they may be granted RPL for this subject. A non-refundable RPL application fee is charged at the time of submission. When RPL is recognised, a portion of the tuition fee will be charged. Please see the course Schedule of Fees for more information.

### 7.7.3 Procedure

#### 7.7.3.1 Credit Transfer

In order to apply for credit transfer, the student should complete the following steps:

- Complete the 'Credit Transfer Form'.

- Attach a certified copy of the transcript from the issuing RTO and highlight the units you wish to have applied to your current enrolment.
- Submit completed 'Credit Transfer Form' and transcript(s) to the Spring Hill College.
- The Spring Hill College, in consultation with a qualified teacher/trainer, will review and confirm whether the student is eligible for Credit Transfer within five (5) working days providing all necessary documents have been submitted. A longer period may be required where full assessment is required, particularly at peak enrolment times. If the student is eligible, the result will be applied to the unit within the Student Management System.
- The admin staff will advise the student in writing of the outcome of the credit transfer application:
  - Student is eligible for credit transfer and the result has been entered into the Student Management System, or
  - Student is not eligible for credit transfer and the reason why.

In the process of Credit Transfer and RPL request forms, Student Services staff will complete the following steps:

- Applicants are required to authorise release of information, which allows the admin staff to verify the qualification and/or statement of attainment.
- The trainer/assessor is to validate the AQF qualification and/or statement of attainment presented for mutual recognition by contacting the issuing authority.
- Overseas and domestic academic qualifications presented for an application for course credit will be authenticated by:
  - original documents (i.e. award and transcript of results) being provided by the candidate to the authorised by the Spring Hill College's representative; or
  - copies of the original documents (i.e. award and transcript of results) being provided by the candidate which have been notarised by a Justice of the Peace or equivalent authority.
- Verified AQF qualifications and statements of attainment are to be fully recognised and appropriately recorded on the participant's file.
- AQF qualifications and statements of attainment unable to be verified will not be recognised and the participant asked to provide further verifiable evidence if possible.
- Non verified claims for mutual recognition are to be recorded on the individual participant's file, together with details of any requests for further information and/or counselling undertaken.

### 7.7.3.2 Recognition of Prior Learning (RPL)

RTO: 45560 CRICOS: 03816B

#### **Step 1: Self-Assessment**

The student should discuss RPL opportunities BEFORE they commence their studies as it may mean that they are not required to attend the training sessions and will not have to complete the unit assessments.

If applying online, students can tick the box on the Application form indicating they are seeking to pursue RPL.

In order to apply for recognition of prior learning, there must be evidence provided that addresses and meet the requirements for the unit being applied for. The evidence may take a variety of forms; it may include but is not limited to:

- Results of any assessments
- Details of in-house courses, training programs, orientation, induction
- References/testimonials/Statements of Service/letters of support from current and/or past employers (must be on official company letterhead and provide current contact details of the employer)
- Workplace documents, licenses
- Resume, position description or job description.
- Membership of relevant professional associations
- Portfolio of work
- Diaries/task sheets
- Emails/letters
- Copies of presentations
- Photographs, videos

### **Step 2: RPL Interview will be arranged.**

The RPL interview provides the opportunity for the candidate and the assessor to have a professional conversation about the candidate's required knowledge and skills and review the evidence presented. The topics of discussion are drawn and assessed from the unit(s) of competence required skills and knowledge.

The interview is documented for evidence of required skills and knowledge. If the interview demonstrates the candidate's verbal knowledge is sufficient, the next step is to observe and assess the candidate's performance in practice.

### **Step 3: Demonstration Assessment**

Practical tasks provide the opportunity for the candidate to demonstrate the application of skills and knowledge of a unit of competence or full qualification. A range of evidence will be used to assess practical skills and knowledge to meet the evidence required to demonstrate competency.

### **Step 4: Third Party Report**

Students may be required to obtain Third Party Reports as supplementary evidence to authenticate evidence provided. This must be from persons who have directly observed the student demonstrate the skills and knowledge identified.

### **Notification of outcome**

After the assessment, the assessor will provide information about the student's skills and knowledge that have been recognised and whether the student has gained RPL. If the student has any skill gaps, the

assessor will discuss with the student and address the training options to complete their qualification. To be able to grant RPL, the assessor must be confident that the applicant is currently competent against all elements of competency within the/each unit and must ensure that submitted evidence meets the Rules of Evidence.

#### 7.7.4 Appeal

If the student is not satisfied with the RPL/Credit Transfer decision, he/she may appeal against the decision, with the appeal to be lodged within 20 working days of the date of the decision. Please refer to the Spring Hill College's Complaints and Appeals Policy.

*NB. If course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to DHA via PRISMS within 31 days after the event as specified under Section 19 of the ESOS Act*



## 7.8 CRITICAL INCIDENT POLICY AND PROCEDURE

### 7.8.1 Introduction

#### WHAT IS A CRITICAL INCIDENT?

A critical Incident may be defined as follows:

*‘A tragic or traumatic event or situation affecting a student or staff member which has the potential to cause unusually strong emotional reactions in the campus community.’*

Examples of Critical Incidents in the International Student arena would include, but are not limited to:

- **Death** (including death of a dependant residing in Australia)
  - Accidental
  - Suicide
  - Result of an injury or terminal illness
  - Murder
- **Serious Illness** which causes the deterioration of the student/staff member’s health over time.
- **Serious Injury** which prevents or severely affects the student’s ability to continue with or complete the course.

Serious illness or injury would probably not be considered a critical incident in the broader campus community.

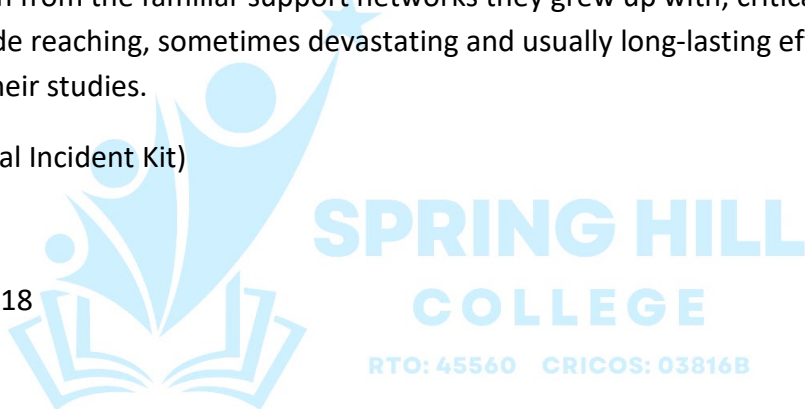
However, considering the relatively ‘close knit’ nature of most international student communities, and their physical isolation from the familiar support networks they grew up with, critical incidents of this nature can have a wide reaching, sometimes devastating and usually long-lasting effect on a student’s ability to cope with their studies.

(Source: ISANA: Critical Incident Kit)

#### Legislation

The National Code 2018

Standard 6.4



### 7.8.2 Procedure

All staff should not the following contact details for critical incidents

Spring Hill College Contact Phone Number in case of critical incident.

#### Emergency Contact details

Name	Police, Fire, Ambulance
------	-------------------------

Business Hours	000
After Hours	000

PEO Contact details	
Name	Robinder Singh
Email	ceo@Spring Hillcollege.edu.au
Phone Number	0423459623

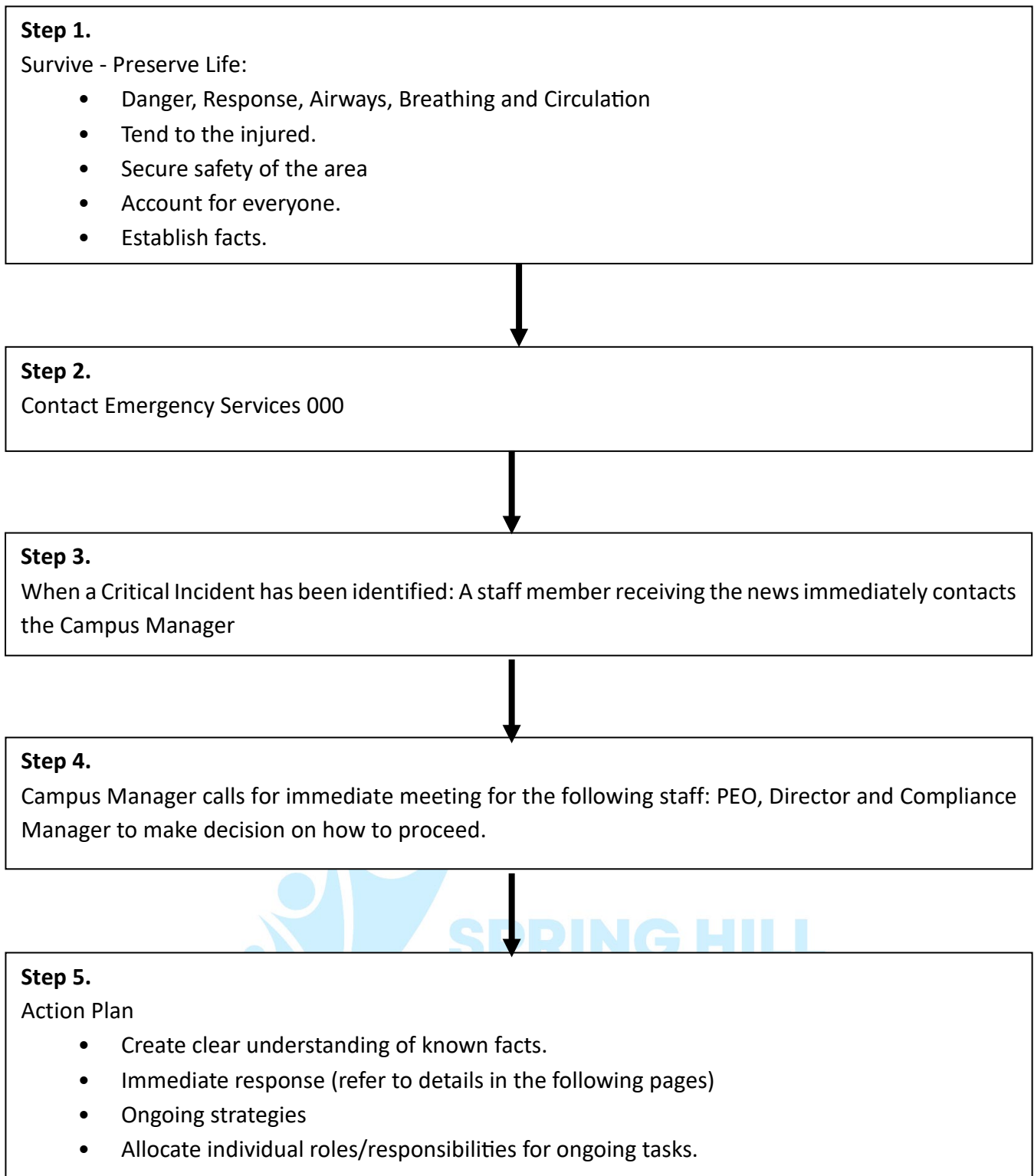
Initial Contact with the PEO/Campus Manager

When first contacting the PEO/Campus Manager of a serious incident include the following information:

- Name of victim
- Number of victims
- Suspected injuries
- When, what, where did it happen
- Current location of victim
- Victims present condition
- What is happening now?
- Estimated time of next communication and method of communication



### 7.8.3 Critical Incident Flow Chart



Critical Incident (Step 5) **Action Plan** in more detail:

### Planning

At the initial meeting of the Critical Incident Team, the task is to:

- Create for themselves a clear understanding of the known facts.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

### Immediate Response

Issues to be considered:

- Organise one member of the team to scribe for the meeting and keep records of content and decisions.
- Gather information on the student, including the following:
  - colour photograph.
  - copy of passport including number, photo page and visa page.
  - Student's homestay parents address and telephone number.
  - Student's religion
  - Emergency contact telephone, with next of kin details, agent or sponsor (if applicable)
  - Any other identification details—student ID, course details, medical conditions, allergy information, etc
- Inform other stakeholders in line with SHC.
- Arrangements for informing staff and students.
- Guidelines to staff about what information to give students.
- A written bulletin to staff if the matter is complex.
- Briefing reception and delegating a staff member to deal with telephone/counter enquiries.
- Managing media/publicity
  - Identification of those students and staff members more closely involved and therefore most at risk.
  - Those directly involved.
  - Personal friends/family of those involved.
  - Others who have experienced a similar past trauma.
  - Other students, staff, supervisors, etc
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s. In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, and resulting sense of vulnerability, the experience or painful emotions and the normalisation of reactions.
- Organise a tasks timetable for the next hour/day/etc.
- Plan ongoing feedback and regular meetings so that the team is continually in touch and working together.
- (In the case of death) contact enrolments to put a stop on the student's record.
- Prepare report and enter all details into the Critical Incident Register for review.

### **Ongoing and follow up response.**

These issues may need to be discussed at subsequent meetings.

- WHO is the DECISION MAKER?
- WHO will FOLLOW UP?
- Availability of mobile phone
- Notification of and liaison with sponsor/agent if applicable
- Arrangements for visits to/from family
- Liaison with police, doctors, hospital staff
- Hiring independent interpreters
- Death notices
- Funeral/memorial service arrangements
- Refund of student's fees to pay repatriation or associated expenses.
- Copy of death certificate
- Consideration of personal items and affairs (household and academic)
- Insurance matters, OSHC coverage, ambulance cover
- Formal stress management interventions required for students and/or staff (release from classes, leave, rescheduled assessments of exams)
- Liaison with academic staff or supervisors
- Arrangements for further debriefing sessions for groups/individuals as required.
- Liaison with immigration if studies will be interrupted.
- Fees issue to be resolved if student cannot continue with their studies.
- Legal issues – helping students get access to legal assistance, right to sue, etc.
- Arrangements for further debriefing sessions for groups/individuals as required.
- Follow up condolence letters to family.
- Roster of students for hospital visits.



## APPENDIX A: ACRONYM & DEFINITIONS

SHCC	Spring Hill College
VET	Vocational Education and Training
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
CoE	Confirmation of Enrolment
PRISMS	Provider Registration and International Students Management System
DoHA	Department of Home Affairs
ISM	Intervention Strategy Management
A	Absent
P	Present
L	Approved Leave
H	Public Holiday
S	Sick (Medical Certificate)
At Risk (Course Progress)	If a student does not demonstrate competency in at least 50% of the Units of Competency completed during any study period, they are deemed to be "at risk" of failing to meet the requirements for Course Progress, which could hinder their ability to finish the course within the expected time frame.
At Risk (Attendance)	When a student's projected maximum possible attendance falls below 80% in a study period.
Scheduled Contact Hours	The hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study session and examinations. Students must attend full time study as per their timetable.
Study Period	A study period is defined as a term of 10 weeks duration (not including scheduled course breaks)
Academic Week	At Spring Hill College, the Academic week is defined as follows: For regular classes: Sunday to Saturday For weekend classes: Monday to Sunday
Compassionate Or Compelling Circumstance	Spring Hill College classes any compassionate or compelling circumstance as those that are generally beyond the control of the student, when they have an impact on the student's course progress, attendance or wellbeing. Students must show evidence of such a circumstance wherever reasonable, e.g., a medical certificate may be requested. These include: Illness, injury or stress (vicarious stress) Evidence required: a medical certificate signed by a doctor or general practitioner stating that the student was/is unable to attend classes for an extended period of time. Permanent or temporary disability (that has occurred during the duration of the course) Evidence required: a medical certificate signed by a doctor or general practitioner stating that the student was/is unable to attend classes for an extended period of time. Bereavement of close family members Evidence required (any of the following): Statutory Declaration, Death Certificate, a letter from a funeral home.

	<p>Incident or issue causing distress to a student impacting on their capacity for study, e.g. involvement in a serious accident, witnessing or being the victim of a serious crime</p> <p>Evidence required: Police report, counsellor/ psychologists' report.</p> <p>Other</p> <p>Evidence required: any relevant certified document attesting that the situation is outside a student's control and affects their ability to study</p>
Intervention Strategy	The purpose of intervention strategy is to provide guidance to an international student that has been identified as "at risk", where they have not been able to meet satisfactory course progress as outlined in this policy
Satisfactory Course Progress	Satisfactory course progress is defined as a student who has successfully completed and achieved competency in at least 50% or more of the course requirements in that study period.
Unsatisfactory Course Progress	Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period.
Satisfactory Course Attendance	Satisfactory course attendance is defined as when a student has attended at least 80% or more of the scheduled contact hours for each study period.
Unsatisfactory Course Attendance	Unsatisfactory course attendance is defined as when the students projected maximum possible attendance falls below 80% in a study period.
Unit Result Sheet	The unit result sheet monitors students' course progress and records the number of attempts they have to pass the assessment.
Tracking sheet	A tracking sheet is a course progress monitoring tool used by campus managers to monitor students course progress.



Document Control			
Version	Date	Author	Change Description
V1.1	April 2024	CEO	Creation of document
V1.2	September 2024	CEO	Update formatting and fee details
V2.0	December 2024	CEO	Addition of non-submission fee
V2.1	January 2025	CEO	Full review of the CRICOS student handbook. The handbook now provides in depth knowledge of all the required information that students need to understand before/ during their course and also all the important policies are now part of student handbook.

