



# International Student Handbook

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# 1. Introduction

*Welcome:*

Congratulations on taking the opportunity to study in Australia. Whether this will be your first experience of studying in another country or not, every new destination and every new educational institution is a brilliant, new experience.

Axial is a long established educational provider, and the International Technical College was created to allow students from all over the world to enjoy the high standard of Australia's education, in the same way as our local students do.

This document is your Student Handbook for Axial College, which you should keep for reference throughout your time in Australia. The following information contains phone numbers and addresses you may need; policies relevant to studying with Axial in Australia, and information on how to get more assistance if you require it. The information will introduce you to the college and its staff members, and you will get an overview of the exciting lifestyle you can enjoy as you complete your studies on the east coast of Australia.

Most of all, you're here to learn, live, and laugh. So we'd like to welcome you to the college and we hope you'll enjoy everything our beautiful country has to offer!



Located approximately half way down the east coast, Brisbane enjoys great weather, stunning beaches, a vibrant 'river city', and good access to both the north and south of the country.

*The year ahead:*

Many of you have enrolled in a course for a full year or longer. During this time you will experience the Australian lifestyle, and will probably begin to feel 'at home' in the area you choose to live, and with the people you choose to live with.

Some of you will find it very easy and enjoyable to adapt to life in Australia, though others of you may miss your family, friends, and the way of life you are used to. The information contained in this orientation handbook will help you to find ways to make the transition easier. The best help of all, though, will be the support we aim to give you throughout your time at the college, and the comfort of the friends you will make along the way.

*Who, what, where:*

Now that you know you're in the right place, we want to make sure you know who we are and how to find us. Axial International Technical College is:

- A Registered Training Organisation (RTO) with CRICOS approval
- One of the largest private providers of education in Queensland
- Located in south Brisbane, about 30 minutes from the Gold Coast
- Online at [www.axial.com.au](http://www.axial.com.au)
- Contactable by phone on +61 (7) 3380 6000

## **1.1 Student Services**

*What is it?*

All students of Axial International Technical College should enjoy an 'experience of a lifetime' through their program and lifestyle in Queensland. Studying with Axial in Australia will involve more than just going to class. Understanding and learning more about your new school, city, and country, and about the people and systems that are a part of it, will be part of your daily life. Of course, sometimes, you just don't know where to start.

And that is where Axial's Student Services will be able to help you. Whenever you have questions or need assistance, Student Services' main purpose is to ensure you receive help. Contact information for Student Services, along with the relevant policy, is included in this handbook.

The Student Support office is located in the main campus building and has information on your studies at Axial, accommodation, transport, and general help for living in Australia. Student Support will also monitor your course progress and attendance, and will work with you to help you achieve success at Axial.

### *Contacts:*

The following contact details will be helpful to you while you study at Axial:

- Your Director of Studies, Student Services and Student Counsellor  
07 3380 6000
- Department of Immigration  
[www.immi.gov.au](http://www.immi.gov.au) or call 13 18 81
- ACPET – Australian Education Council  
07 3221 4611
- ESOS framework – the federal legislation we adhere to when teaching overseas students:  
<http://aei.gov.au/AEI/ESOS/ESOSLegislation/default.htm>

Details about your teacher will be provided when class begins, and additional contact information, for police and taxis for example, are listed in point 1.9

## **1.2 Facilities and Resources**

Axial International Technical College is part of Axial Training, a long-established provider of education in Queensland. The new classrooms and training facility have been established specifically for overseas students, and are an addition to our existing campuses, so you can enjoy the best learning experience.

Therefore, the resources available to students also include the range of materials and knowledge we have acquired over years of delivering education to thousands of Australian students. Any questions you have about campus facilities can be directed to Student Services.

## **1.3 Work**

As an international VET student in possession of a visa, you may be entitled to work up to 20 hours per week in Australia.

Check the conditions of your visa and, if necessary, contact DIAC for clarification. Student Services can assist you in understanding the process for finding employment, and can explain how you should work around your class schedule.

## **1.4 Visa Conditions**

As an international student living in Australia, there are certain conditions you need to be aware of. These conditions are set by the Department of Immigration and Citizenship (DIAC), and are attached to your visa. You should refer to the conditions printed on your visa and review the policies in your handbook, as these relate to the legal requirements and potential consequences in relation to your visa and your studies.

## **1.5 College, Course, and Attendance**

Axial International Technical College is located in purpose-designed facilities in south Brisbane. Our main campus is a large private building, with secure parking and situated close to public transport. Classroom lessons are held in this campus, which also has the computer room, student lounge, resources office and vending machine.

Our engineering and manual trade students will also have practical lessons in our training workshop. This facility has been designed to allow students access to a working environment, where you will be trained in the skills of a trades-person, using the machinery and equipment used in a real workplace. This is a fully equipped training facility where you will gain the skills for the real world.

As a student of your chosen course, you are required to attend classes in the classrooms and other training facilities, if this forms a part of your course. As one of the conditions on a student visa is that you maintain an adequate level of attendance, you will need to ensure that you make it to your classes or practical training whenever term is in session. If you have any difficulty with this, speak with Student Support as soon as possible.

## **1.6 Policies**

Further to your course and attendance requirements, there are a number of policies that are relevant to international students and the educational institution at which you study. These are in the Policies section of this handbook, and any updates will be made available either from Student Services or on our website.

## **1.7 City and Attractions**

Queensland is the 'Sunshine State' of Australia, and Brisbane is its cosmopolitan centre. With a population of almost 2 million people, comprising European, Asian and African communities, to name a few, Brisbane is a hub of cultural diversity in the Australian sun.

Brisbane holds a unique position amongst the Australian cities, as it sits between the Gold Coast to the south and the Sunshine Coast to the north, both of which are easily accessible and offer great beaches, shopping, nightlife and entertainment.

To help you become familiar with the city, its landmarks, and the location of the school, we provide maps and information with your orientation pack, along with links to websites that will show you everything that Brisbane has to offer.

### 1.8 Useful Information

Hopefully your time in Australia will be completely safe and enjoyable. However, if you do find that you become ill or need professional or legal assistance, Australia has very good health and legal systems to provide help. Students Services can assist you with any specific requirements you might have.

#### *Health and medical:*

All international students coming to Australia on a student visa are required to have Overseas Student Health Cover (OSHC), prior to arriving in Australia. OSHC covers the cost of standard doctor and hospital treatment, but not dental, optional 'elective' treatments or optical. Axial can provide you with the details of a well-priced provider of OSHC, though you are free to use a provider of your choice. Full details can be found on the following website:

<http://www.medibank.com.au/Overseas-Students/About-OSHC.aspx>

We are sure it won't only be medical or legal information you will require while you study, so below are contact details for some other services you may require during your stay in Australia:

▪ Police & ambulance: 000	▪ Taxi service: 131 888
▪ Logan hospital: 07 3299 8899	▪ Logan surgery: 07 3808 8444
▪ Logan library: 07 3412 4140 <a href="http://www.brisbane.qld.gov.au/BCC:BASE::pc=PC_1236">http://www.brisbane.qld.gov.au/BCC:BASE::pc=PC_1236</a>	Medical Doctor: <a href="http://www.doctors-4u.com/brisbane/b_bill.htm">http://www.doctors-4u.com/brisbane/b_bill.htm</a>
▪ Brisbane transport services: <a href="http://www.translink.qld.gov.au">http://www.translink.qld.gov.au</a>	International calling cards: <a href="http://www.phonecardselector.com.au">www.phonecardselector.com.au</a>
▪ Tourism Queensland website: <a href="http://www.tq.com.au">www.tq.com.au</a>	▪ Cinemas: <a href="http://www.greaterunion.com.au">www.greaterunion.com.au</a>

- International Student Hotline (for assistance from the government): 1300 363 079

- Go Card (for public transport): [http://www.translink.com.au/go\\_my.php](http://www.translink.com.au/go_my.php)
- Tax file number application page:  
<http://www.ato.gov.au/individuals/content.asp?doc=/content/38760.htm>
- For information on Brisbane, events and attractions:  
[www.ourbrisbane.com/whats-on](http://www.ourbrisbane.com/whats-on)  
<http://www.brisbane.world-guides.com>  
<http://en.wikipedia.org/wiki/Brisbane>

*Weather information:*

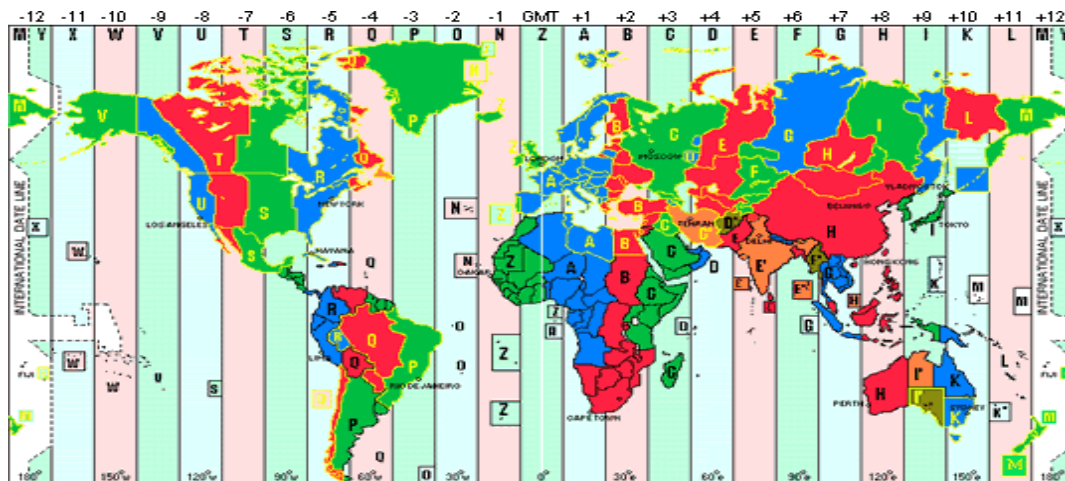
Mean Max Temp	Mean Min Temp	Annual Rainfall
25.5 °C 78 °F	15.7 °C 60 °F	1,146.4 mm 45.1 in

Although these temperatures are the average over the year, be aware that December and January can regularly be over 30 degrees C, and the 'Australian sun' can do damage to your skin.

South East Queensland enjoys around 290 days of sunshine each year, so there's plenty of good weather to go outside! There is also a stormy season, though, usually between February and April, when there can be severe storms and heavy rain.

Student Support Services will be able to advise you how to take care when you go out into the sun.

*Timezone Map (Brisbane is on letter K):*



## 2. General Information

Brisbane is a multicultural destination, and enjoys a mix of daytime activities across the city and beachside, and nighttime entertainment in restaurants, bars and dance venues. When you arrive in Australia, you will find a wealth of information available, both from the college and from the general marketplace, offering you entertainment and activities for all seasons.

Queensland hosts thousands of students from around the world every year for programs from ELICOS through to vocational training (VET) and university, and Brisbane is its vibrant and exciting capital city. And now it's your opportunity to join us in the 'Sunshine State'!

Already one of the most beautiful destinations, Australia's reputation for world-class standards in education has now made it one of the greatest places to gain the knowledge and qualifications for success. When the lifestyle you can enjoy is as just as world-class as the education you will receive, it's little wonder that the number of international students arriving each year has increased greatly over the last decade.

Australia's education system is structured to ensure quality from the very beginning. If you have school-aged dependents you intend to bring with you to Australia, they will usually be required to attend school. You should be aware of this requirement and associated costs of schooling for overseas students. Please speak with us if you intend to bring a school-aged dependent, so we can assist with providing suitable options.

You are reading this because you have already begun looking at the courses available to you. The following information will give you an overview of living in Australia and studying at Axial International Technical College. Further information is always available and Student Services is waiting to help make the process as easy as possible.

### 2.1 Living in Australia

*Indicative living costs:*

As a guide, international students generally spend around \$350 a week on living costs such as accommodation, food, clothing, entertainment, transport, telephone and utilities. Of course, living costs will vary depending on individual circumstances, study location and lifestyle.

The price of a restaurant meal can start from approximately \$6 for an entrée, to \$15 and upwards for a main meal. Many grocery stores and supermarkets are open up to seven days a week. The typical retail trading hours for many stores is 8.30am to 5pm Monday to Friday, with some trading on weekends and until 9pm on weeknights.

Weekend breaks are a great way to see more of Queensland or the rest of Australia. There are a number of domestic airlines which will take you around the country, with prices to many major destinations ranging between A\$200-A\$400 return. More local holidays can be taken by car or bus, and hotels can often be found for between A\$50-A\$150 per night.

*Accommodation:*

Queensland has a wide range of accommodation options to choose from, including:

- home stay with Queensland families
- private rental of apartments or houses
- share accommodation with other students

The styles of accommodation available range from residential housing, to inner-city homes and ocean-view high rises. Of course, the cost differs greatly between a small house share (around A\$80-A\$150 per week and shared utility costs) and a new high rise apartment (up to A\$400 or more per week for a one-bedroom unit).

Some links are provided below, and Axial's Student Services will guide you in your search for accommodation, and can help you understand the rental process.

Brisbane Homestay:	<a href="http://www.bhs.net.au/default.asp">http://www.bhs.net.au/default.asp</a>
Brisbane Homestay:	<a href="http://www.homestaybrisbane.com/">http://www.homestaybrisbane.com/</a>
Brisbane Homestay:	<a href="http://www.becab.com.au/">http://www.becab.com.au/</a>
Short Term Accommodation:	<a href="http://www.homestayweb.com/hostels.html">http://www.homestayweb.com/hostels.html</a>
Brisbane Student Resort:	<a href="http://www.unilodge.com.au/">www.unilodge.com.au/</a>
Real Estate Listings:	<a href="http://www.realestate.com.au">www.realestate.com.au</a>

*Airport pickup:*

Collection from the airport can be arranged by the college prior to your arrival. The cost will vary depending on which airport you fly into, so please contact us for more details.

### 3. Policies

#### 3.1 Advertising and Marketing Policy

Axial Training maintains high professional standards in the marketing and delivery of its courses to safeguard the interests and welfare of our current and potential clients. Axial will at all times:

1. Market courses with integrity, accuracy and in a professional manner
2. Guarantee that the statements set down in the Code of Practice and Student Handbook will be enforced
3. Supply clear and transparent information in relation to the services offered
4. Provide clients clear and accurate conditions of any contractual arrangements
5. Include Axial's trading name and CRICOS number on all written material (hard copy or electronic) aimed at international students
6. Make no false or misleading comparisons with any other training organisation or training product.
7. Never actively or intentionally market to international students who are studying with another Australian provider.

All marketing and advertising will be conducted in accordance with the provisions of the **Australian Quality Training Framework (AQTF)**, the Australian Qualification Framework (AQF) and the Education Services for Overseas Students (ESOS) National Code of Practice 2007.

#### 3.2 Enrolment Policy

Axial Training provides comprehensive information to all prospective students so they can make an informed decision about studying with Axial. All relevant information will be made freely available via the website, with contact information supplied for further enquiries and access to information. Pre Enrolment information consists of:

- Course content, duration, qualification offered, modes of study and assessment methods;
- The requirements for acceptance into a course, including English language proficiency;
- Details of any arrangements with another registered provider, person or business to provide the course or part of the course;
- Relevant information on schooling and applicable costs, in the event that school aged dependents will accompany a student
- Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies;
- Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled;

- Campus locations and a general description of facilities, equipment, and learning resources available to students;
- A description of the Education Services for Overseas Students (ESOS) framework; and
- Relevant information on living in Australia, including indicative costs of living and accommodation options.

Once a student has applied to study with Axial and they have met all entry requirements, the student will be provided with a written Enrolment Agreement that sets out the obligations and rights of both Axial and the student.

The Enrolment Agreement will contain:

- Information and conditions pertaining to the course(s);
- An itemised list of course costs;
- Terms and Conditions
- Refund and Transfer Procedure;
- Privacy and Collection Policy;
- Dispute Resolution Policy

Only once Axial has received a signed or otherwise accepted Enrolment Agreement from the student will Axial accept any course money.

### **3.3 Refund and Transfer Policy**

Axial Training's refund and transfer policy is designed to provide fair and equitable refunds for students, and to comply with the student protection requirements of the Australian Government.

Axial will refund all Tuition fees paid by the student within 14 days if:

- Axial does not start the course on the agreed starting day; or
- Axial ceases to provide the course after it started and before it was completed; or
- The course was not provided in full because a sanction was imposed upon Axial.

If an applicant accepts a place with Axial and pays fees as per the enrolment agreement, it forms a binding contract between the student and Axial.

Axial agrees to refund within 28 days, all tuition fees paid (excluding any enrolment fee) where the student provides certified evidence that the Australian immigration authorities rejected the application for a student visa. The refund will be in the currency in which it was paid where practicable.

All notifications of withdrawal from a course, or requests for refunds, must be made in writing to Axial Training. Notifications or refund requests will be processed within 20 working days, if all necessary information is provided, and an outcome will be determined. Fees charged by agents to students for any application process will not be refunded by Axial.

If a student has signed an Enrolment Agreement and made payment, and then withdraws from a course prior to commencement for any reason, excluding initial Visa rejection, a full refund will be issued, less the student's Initial Payment as per their Enrolment Agreement, within 28 days of the notification date.

If a student wishes to defer their admission until a later term, Axial will hold the tuition fees paid until commencement without penalty, if notification of deferral is received in writing at least 8 weeks prior to the commencement date. If less than 8 weeks notice is provided, then 25% of the student's Initial Payment will be forfeited.

Where a student commences and then withdraws from a course, or has their enrolment cancelled for a valid reason such as lack of progress, after the agreed start date, there will be no refunds of course fees.

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.

### **Procedure for Claiming a Refund**

International students who have accepted an offer from Axial and have been granted a Confirmation of Enrolment (COE) and wish to claim a refund of fees for any reason, whether they have commenced their course or not, must undertake the following process:

- Submit written notification detailing the reasons behind their request for a refund to the SSC
- The request will be reviewed within 20 working days of notification of request for a refund
- The student will be notified in writing of the outcome of the review
- The student will have the right to access the complaints and appeals procedure within 20 days of notification of the outcome

If already enrolled, the student's enrolment will remain valid during the review period

### **Student Transfer Policy**

Under the terms of the ESOS National Code 2007, students on an international student visa are required to remain with their education provider for the first six months of their 'principal course', (the main or final course if studying a on package). However, we recognise that there may be circumstances for a student to want to transfer between providers.

### **Transfers to Axial from Another Registered Provider**

Axial is restricted from enrolling students transferring from another provider unless the student has completed at least six months of their 'principal course of study', unless the following circumstances apply:

- The original provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- The original provider has provided a written letter of release in the instance that the student enrolled in but did not complete their course;
- The original provider has had a sanction imposed on its registration that prevents the student from continuing;
- 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

### **Transfers from Axial to Another Registered Provider**

To apply for a change of provider within the first 6 months of the principal course of study with Axial, a student must make a written request for a Letter of Release, and show that the transfer will not be detrimental to the student. It is expected that a letter of release will be granted, unless this will be detrimental to the student and/or their studies.

There are many reasons a student might wish to transfer, such as:

- Ongoing medical condition.
- Loss or Bereavement.
- Hardship/trauma.
- Educational progression problems.

Axial will assess a student's request on a case by case basis, at no cost, once the student has provided to the Student Support Coordinator (SSC) a letter outlining the reasons for the request, and attached any relevant documentation (such as medical certificates).

In the first instance Axial will assess whether Axial can provide alternative arrangements to meet the needs of the student. If the student declines the alternative arrangements, a letter of release will be granted by Axial where the transfer will not be to the detriment of the student or their future studies.

Students will be notified of the outcome of their request within ten working days of submitting their request. There is no charge for a letter of release.

### **Student Transfer Procedures**

International students who have accepted an offer from Axial and have been granted a Confirmation of Enrolment (COE) and wish to transfer to another provider within the first six months of their study must submit the following documents to the Student Support Coordinator (SSC):

- A written letter detailing the reasons behind their request to transfer to another provider
- A copy of the offer letter from the other provider confirming that they have been offered an unconditional place with the Provider.

### **Outcome**

Students will be notified of the outcome of their request within ten working days of submitting their request for a Letter of Release.

### **Refusing a Request**

Axial may only refuse a request for transfer within the first six months of a course under the following circumstances:

- The transfer may jeopardise the student's progression through a package of courses
- A valid offer letter has not been produced
- Axial believes the transfer would be detrimental to the student
- The student is experiencing difficulties adjusting to Australian life and the demands of academic work at Axial, and there are actions Axial's student support services can take to assist the student.

### **Notification of an Unsuccessful Outcome**

Students will be informed in writing of the reasons for this decision and informed that they may freely transfer between providers after six months.

Students will be informed that they can appeal the decision in writing in accordance with Axial's complaints and appeals process.

### **Approving a Request**

Axial may approve transfer requests within the six month restricted period in the circumstances mentioned above.

### **Notification of a Successful Outcome**

The student will be informed in writing, at no cost, that Axial has approved, the request to transfer to another provider.

Axial will advise the student that they will need to contact DIAC to seek advice on whether a new student visa is required.

Axial will retain copies of all requests from students for a letter of release, on their file, along with the evidence of assessment and the relevant decision.

## **3.4 Formalisation of Enrolment**

### **1. Application**

Once a student has decided that they want to apply to study with Axial they must complete the International Student Application Form and include the following certified copies of documents:

- Educational Certificates and academic records
- Evidence of English language proficiency
- Evidence of employment history and employer references (if applying without academic records)
- Copy of passport

Students who are unable to provide the acceptable documentation and who do not meet the eligibility criteria will be notified in writing that they have not been accepted including the reasons why.

Only once all required documents have been received and checked the International Students Coordinator will contact the applicant by telephone for a pre enrolment interview. This interview is undertaken to verify documentation received, to determine spoken English proficiency and to provide the student with the requirements going forward.

Students who do not pass the pre enrolment procedure will be notified in writing that they have not been accepted and the reasons why.

### **3.5 Enrolment**

Once the interview has been successfully completed the International Students Coordinator will send the student an Enrolment Agreement that contains:

- Information and conditions pertaining to the course(s) in which the student is to be enrolled;
- An itemised list of course costs;
- Terms and Conditions;
- Refund and Transfer Policy;
- Privacy and Collection Policy;

Once the signed Enrolment Agreement and applicable fees have been received Axial will provide the student with a receipt of payment and a Confirmation of Enrolment letter.

### **3.6 Education Agents**

#### *1. Purpose*

Axial Training will take all reasonable measures to only use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.

#### *2. Selection of Education Agents*

Axial will only enter into agreements with an Education Agent that it deems to meet criteria as set out below.

Axial Training will not accept students from or enter into an agreement with an education agent if it knows or reasonably suspects the education agent to be:

- Engaged in, or to have previously been engaged in, dishonest practices;

- Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa;
- Using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than a bona fide student; or
- Providing immigration advice where not authorised under the Migration Act 1958 to do so.

### *3. Agent Agreements*

Axial Training will only work with education agents who have entered into a written agreement as outlined by Axial. This agreement will include:

- The process used by Axial to monitor and evaluate the activities undertaken by the Agent;
- The termination conditions;
- Corrective and preventative actions;
- Roles and Responsibilities of both parties.

### *4. Termination of Contract*

Axial Training will take immediate corrective and preventative action upon becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices.

## **3.7 Younger Students**

Students wishing to enrol at Axial's International College must be at least 18 years of age, as per Axial's Entry Requirements.

## **3.8 Student Support Services**

Axial Training is committed to providing its students with the support they need to achieve their goals and to adjust to life and study in Australia.

Axial's Student Services department has been established to:

- Ensure that all students undertake an appropriate orientation programme;
- Provide the opportunity for students to participate in services designed to assist in meeting course requirements; and
- Provide advice and support in relation to accessing welfare-related services to assist with issues that may arise during their study;
- Ensure all relevant staff are made aware of Axial's obligations under the ESOS framework

### 3.9 Critical Incident and Risk Management Policy

#### **Aim**

To provide an environment that is safe and healthy, with processes for effectively dealing with a critical incident involving a student.

#### **Policy**

All teachers and other employees are expected to perform their work tasks in a safe manner and to observe the rules, procedures and established work practices made known to them. This expectation also extends to students on the premises.

In Queensland Employees have an obligation to:

- Comply with the instructions given by their employer for health and safety at the workplace.
- Use formal protective equipment if the employer provides the equipment and the employee is properly instructed in its use.
- Not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace.
- Not wilfully place at risk the workplace health and safety of any person at the workplace; and
- Not wilfully injure themselves.

This is for the purpose of ensuring the environment will remain safe for students of Axial.

Trainers and Assessors have specific responsibilities in that they must ensure they:

- Organise the classroom / training workshops to ensure WH&S legislative requirements are fulfilled, including
- implement and monitor WH&S policies and procedures in the classroom / workshops;
- identify hazards and assessing the WH&S risks in the classroom / workshop;
- eliminate hazards and controlling WH&S risks in the classroom / workshop;

It is the responsibility of Axial and its stakeholders to ensure that the students study and work in environments that fulfil WH&S legislation, and have suitable opportunities to learn all that they need to know and do to work and study safely, irrespective of culture, beliefs, physical ability, or any other reason that may affect the student's environment whilst enrolled at Axial.

### **Procedure**

Notwithstanding the above, in the case of a critical incident arising either on or off campus, involving a student at Axial, appropriate action will be taken to ensure the student's wellbeing. In the first instance, any required or appropriate action to ensure the student's wellbeing may involve:

- Taking emergency steps to ensure the student's safety
- Taking steps to prevent a reoccurrence of the incident
- Contacting the PEO or other relevant person or body, as appropriate

Once any immediate injuries or dangers have been addressed, an Incident and Accident form (HS009) is to be completed and the SSC or other suitably qualified member of staff is to review the case. The Incident and Accident form is treated as follows:

- It is completed after any urgently required treatment or action has occurred
- An internal review is conducted, at no cost to the student
- The form and the review outcome is filed in the Human Resources department

Once the report and incident have been dealt with, the SSC or other qualified member of staff will conduct a suitable follow up with the student and other stakeholders, and take further action as required. If an investigation is warranted, this will be undertaken and, if necessary, the Human Resources department will notify the relevant division of Workplace Health and Safety. Suitable follow up may involve:

- Any relevant action, treatment or counselling required by the student
- Notifying any relevant department, government or regulatory body, or next of kin as appropriate
- Addressing policies to ensure the risk of a repeat of the incident is mitigated, and scheduling any ongoing action as necessary
- Review of student's enrolment and applicable refund, if appropriate
- Provide appropriate support or other arrangements for the student's family
- Evaluate the initial response for recommendations or improvement

At the conclusion of the review and any relevant investigation and follow up, the outcome will be recorded and filed in the Incident and Accident file. The ESOS Act 2000 requires that Axial notify DEST and DIAC as soon as practicable in the case of an incident or death involving a student that affects their attendance or enrolment.

### **3.10 Complaints and Appeals Policy**

The Complaints and Appeals Policy confirms that any complaint or appeal of a decision received by Axial is acknowledged and managed appropriately in a timely manner.

Axial maintains processes whereby students may submit a complaint or appeal in relation to any aspect of the organisation's business operations. This will be maintained as an inexpensive process.

This policy allows for:

- An informal approach to the person with whom the student has the complaint;
- An opportunity for the student to formally present their case;
- An opportunity for an employee who is impartial to the complaint or appeal to review it;
- An opportunity for an external consultant or other appropriate body to conduct an independent review of the complaint or investigate an appeal (contact details listed below);
- Outcomes of all complaints and appeals will be communicated in writing to the student by the relevant manager.

## **Complaints and Appeals Procedure**

### **Aim**

To ensure any complaint or appeal is dealt with in a fair and timely manner.

### **Appeal Process**

A participant enrolled in a course who is seeking to appeal against an academic decision or other procedural matter should take the following steps:

- In the first instance an informal approach is to be made to the Student Support Coordinator to submit any new evidence or to clarify existing evidence.
- This will be reviewed within 10 days of all relevant information being received, having due regard to submissions made by the participant.
- Where the participant is still dissatisfied with the decision a request is to be made to Axial, in writing, for an opportunity to formally present their case and/or for an internal facilitator who has not been involved in the original decision, to review the decision. The student may be accompanied by a support person for each meeting.
- If the participant is dissatisfied with the decision of the independent review, a written notice of appeal may be lodged to Axial requesting an independent review by an external appeal consultant.
- Appeals will be accepted up to fourteen (14) days from the date an assessment result was received.
- Results of all appeals decisions and the reason for the decision will be communicated in writing to the participant within 21 days of receipt unless awaiting a result from an independent consultant. Independent consultant decisions will be communicated to the student within 7 days of the decision being received from the consultant.
- The student's enrolment at Axial will be maintained for the duration of the complaints and appeals process

### **External Consultant Appeals**

Mutual agreement is to be reached between Axial and the student regarding the external consultant to be engaged for the external appeal process. Consultants engaged to conduct the external appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.

Suggested contacts for appeal review and mediation:

1. ACPET Qld: for official review of the complaint/s and Axial's actions  
Phone: 07 3210 1628
2. Qld Justice Department: for mediation of disputes  
Phone: 07 3239 6269

### **Appeal Decisions**

All assessment action will be suspended pending the outcome of the appeal process. All decisions will be immediately communicated to student and, subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting the appeal will be final.

### **Complaints**

Any complaint received by Axial, from a student, will be recorded onto an Improvement Request (complaint) form, and a copy supplied to the Quality and Resources Manager to be lodged in the Improvement Request Folder.

The person receiving the complaint will try to rectify the problem as quickly as possible. If the problem is beyond their authority, it will be referred to the relevant Manager immediately.

After the complaint has been resolved, the person handling the complaint is to complete the Improvement Request form, together with any supporting documentation, and return it to the Quality and Resources Manager within 15 days of the complaint being received from the student.

The Quality and Resources Manager will then issue a letter to the student confirming the outcome of the issue. The letter will be attached to the Improvement Request form and filed in the Improvement Request Register.

Even if the outcome is initially communicated via telephone, a follow up letter or email will be sent to the student to confirm the outcome. Results of all complaints will be communicated in writing to the student within 21 days of receipt.

The process for a student to have a complaint lodged and reviewed involves:

- An opportunity to present a case to Axial, in the first instance, at no cost
- The process will commence within 10 working days after lodgement of the complaint and supporting evidence
- Each party may be accompanied by a support person at any relevant meetings

- Axial will assist in arrangements with an external/independent body (eg. ACPET) for students who are unsatisfied with internal processes or outcomes to the internal processes, and advise the student of this

### **Dispute Resolution**

In accordance with EOS Regulations 1998, Axial will maintain a provision for students to participate in an appropriate dispute resolution process. All students will be aware that:

- Overseas students may contact the State Registration Authority (or 'Chief Executive') if the student is concerned about the conduct of the registered provider (details in the box below).
- As a result, the Chief Executive may, under part 2, division 2 of the Act, suspend or cancel the registration of a provider of course.
- If a student is dissatisfied with Axial's conduct or the outcome of a complaint or appeal review, the student will be aware that they may contact the Department of Education, or another appropriate external body for further review or mediation, at minimal or no cost
- The student's enrolment at Axial will be maintained for the duration of the dispute resolution process, and the student should attend class
- The student's rights to access other legal remedies are not affected by engaging Axial's Dispute Resolution process

Contact details for the State Registration Authority in Queensland:

**Contact:** Manager  
**Organisation:** International Quality Unit, Qld Department of Education  
**Postal Address:** PO Box 15033  
BRISBANE CITY EAST QLD 4002  
**Telephone:** 07 3225 2442  
**Facsimile:** 07 3006 4162  
**E-Mail:** [CRICOSreg@deta.qld.gov.au](mailto:CRICOSreg@deta.qld.gov.au)

Students can also contact the International Student Hotline on 1300 363 079.

### 3.11 Course Progress

International student visas include a condition that requires the student to progress through their course satisfactorily. It is also a requirement that each international student's course progress is systematically monitored and where students are at risk of failing to meet course progress requirements, that they are counselled and offered additional support to complete their studies.

Where a student continues to breach the course progress requirements they are notified of the intention to terminate their enrolment and report them under section 19 of the ESOS Act and given an opportunity to appeal the decision.

#### **Completion within expected duration of study**

A students' CoE stipulates a duration for completion of a program or programs. In accordance with this, and to ensure students do not fall behind in their progress, relevant monitoring procedures are maintained by Axial.

Only in extenuating circumstances may a CoE be extended. Axial will only grant an extension to a student's study period in the event of:

- Compassionate or compelling circumstances which prevent completion within the allocated time, and which is supported by relevant evidence
- A student being deemed 'at risk', resulting in intervention by Axial, or
- A student's enrolment is deferred or suspended under Standard 13 of the National Code

In the event of a students' study period being extended under Standard 9 of the National Code, this extension will be reported via PRISMS to generate a new CoE, and the variation will be recorded on the student's file.

In no other circumstances will a student's study period be extended.

#### **Course progress requirements**

International students are required to maintain satisfactory course progress. As such students will be deemed to have not met Axial's course progress requirements if they:

Fail a particular unit of study more than once; or

Fail 30% or more of the units of study attempted in a period of study.

In the event that a student achieves less than 70% course progress, the SSC will intervene and determine the reason for the lack of progress. If further review or assistance is required, the student will be deemed 'at risk' and the appropriate counseling will be provided.

#### **Monitoring course progress**

To ensure that all students are on track to complete their course within the expected course duration the Student Support Coordinator (SSC) will monitor the progress of each student at the end of each term.

The SSC will compile a report, which lists each international student and their results to date. Where a student has failed to meet the course progress requirements (as outlined above) the SSC will deem that student as being “at risk”.

#### **Students deemed “at risk”**

The SSC will employ this Intervention Strategy, and arrange for academic counseling to be provided to all international students who are deemed to be “at risk”.

During the academic counseling session the counselor and the student will determine what additional support will be provided to the student. This may include, but is not limited to, the student:

- Attending academic skills programs;
- Attending tutorial or study groups;
- Receiving individual case management;
- Receiving assistance with personal issues which are influencing progress;

During the academic counseling session the student will also be advised of the possibility that conditions may be placed on their enrolment and that continued unsatisfactory course progress could lead to their enrolment being terminated, resulting in a report to DIAC, which may result in the cancellation of their student visa.

A record of the academic counseling session and any additional support to be provided will be documented and signed by the counselor and the student and placed on the student's file.

#### **Students who continue to fail to meet course progress requirements**

If a student continues to fail to meet the course progress requirements after additional support has been provided, the SSC will request that the student provide a written statement within 20 working days outlining reasons why they should be permitted to continue their enrolment in the course.

The SSC shall consider the written statement and may:

- terminate the student's enrolment; or
- permit the student to continue without conditions; or
- permit the student to continue the course with specific conditions.

The SSC will provide a decision in writing to the student within 20 working days outlining the reasons of the decisions.

If the student's progress is as low as 50%, then Axial will report the student to DEST, via PRISMS, as having not achieved satisfactory course progress.

A student who is permitted to continue their enrolment in the course, but with conditions imposed, and again fails to meet course progress requirements or breaches the conditions imposed, will not be permitted to continue the course.

A student who is not permitted to continue the course, or who does not submit a written statement by the due date, shall be advised in writing of the intention to terminate their enrolment and to report them to DIAC

The student will also be advised that they have a right to appeal the decision within 20 working days, through the Complaints and Appeals process. During the appeal process the student has the right to continue with their studies.

If after the appeals process has been finalized and the decision has been upheld the student's enrolment will be formally terminated and the student will be reported to DEEWR via PRISMS.

If a student chooses not to access the Complaints and Appeals process within the 20-day period, or withdraws from the process, Axial will inform DEST, via PRISMS, of the student's failure to meet progress requirements.

The student will be provided with a copy of the Section 20 notice generated by PRISMS.

### **3.12 Monitoring Attendance**

All Axial study programs are full-time, with an attendance requirement of at least 80%; In a case where students are unable to attend classes, students are required to advise Axial Student Support Services as soon as practicable of their absence. If a student is absent due to illness a medical certificate is required to be submitted. Where possible, evidence is also required to be submitted for any other reason for being absent (eg bereavement).

To ensure attendance is being satisfactorily maintained, the absence or attendance of each student is recorded by the teacher on a class attendance register at each lesson. Attendance details are inputted into Axial's database, and calculated for each student, at the end of each week on a cumulative basis, to determine whether they are achieving the minimum requirement over the period.

Axial monitors student attendance closely and where students are absent for more than 5 consecutive days without approval, or a student is not consistently attending their course or is at risk of falling below the minimum 80% attendance requirement, Axial will arrange a counseling session with the student.

During this counselling session students are made aware of the attendance issues and of the possible non-compliance with student visa conditions. An action plan will be proposed, discussed and implemented in an attempt to address the concerns. Where the student is assessed as having not achieved satisfactory attendance, and fails to show satisfactory justification, Axial will notify the student in writing of its intention to report the student to DEEWR.

The student will also be advised that they have a right to appeal the decision within 20 working days. During the appeal process the student has the right to continue with their studies.

If after the appeals process has been finalized and the decision has been upheld, or if the student chooses not to access the appeals process, Axial will notify the Secretary of DEST via PRISMS of the student's unsatisfactory attendance.

Axial is obliged to report any non-compliance with visa conditions to the Department of Immigration and Citizenship. Any attempts by students to falsify attendance, academic or any other records directly relating to their course enrolment and contract, constitutes misconduct and will result in Axial taking disciplinary action and may result in the student being expelled from the course.

### **3.13 Credit Transfer Policy**

The Credit Transfer (CT) Policy confirms that a CT is available to any eligible student that enrolls with Axial.

The concept of CT applies nationally, and refers to the acceptance of Axial, as per its AQTF compliance requirements, to recognise all AQF qualifications and statements of attainment issued by other RTOs. This process thereby enables individuals to receive national recognition of their achievements. Axial will also make students aware that the granting of credit may result in a shortening of their visa duration. Any such adjustments will be reported via PRISMS under section 19 of ESOS Act.

### **3.14 Recognition of Prior Learning**

The Recognition of Prior Learning (RPL) Policy ensures that all students, prospective or actual, are provided with full recognition of their current skills, abilities and knowledge.

Axial acknowledges 'non-traditional' forms of learning as a valid pathway for the recognition of competency achievement, and as such reflects this in its RPL assessment process.

Axial's RPL process acknowledges the skills, abilities and knowledge that a student might obtain as a result of their life experience/s, work experience/s, previous training and formal education.

Axial aims to conduct its RPL process within a framework of key principles that include:

- Adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- Demonstrating a commitment to recognising the prior learning of adults;

- Providing access to the RPL process for all prospective students;
- Undertaking RPL processes which are fair to all those involved; and
- Providing adequate support for all potential RPL applicants.

Axial's RPL process includes the initial provision of relevant information, support and/or counselling, opportunity to complete relevant RPL interview and application forms, assessment, challenge testing, post-assessment guidance and certification for qualifying students. Students who consider that they may have the potential to qualify for RPL are expected to discuss the matter with us accordingly. The special needs of RPL students are recognised by Axial and we will make the necessary reasonable adjustments during the RPL assessment process as appropriate.

A variety of RPL assessment options will be available for potential students to identify whether they have achieved the necessary competencies/learning outcomes to the standard required by the relevant training course or program. All assessment opportunities are conducted in an ethical manner and provide for a valid, reliable, flexible and fair assessment process.

The objectives of Axial's RPL assessment process are to:

- Minimise the duplication of learning, training or skill acquisition;
- Provide clear RPL outcomes and access to further learning/training and career development;
- Provide quality advice and support to potential and current students;
- Conduct the RPL process only in respect to courses for which Axial is registered to deliver and assess;
- Ensure that suitably qualified employees are involved in the RPL process;
- Recognise competencies obtained through an RPL process conducted at another RTO;
- Ensure RPL processes are monitored, evaluated and updated (where appropriate);
- Advise RPL students of their right of appeal in accordance with BP6.7 Complaints, Grievances and Appeals; and
- Ensure fees and charges associated with RPL services are fair and competitive with current industry standards.

All completed RPL applications will be processed within 21 days of their receipt so long as there is sufficient supporting evidence attached to enable a decision to be made regarding the issuing of an RPL. All decisions regarding RPL outcomes will be made in writing to the student.

This process thereby enables individuals to receive national recognition for their prior experience and achievements.

There is a cost involved in assessing for RPL, so please speak with Student Services if you wish to explore this option. Axial will also make students aware that the granting of RPL may result in a shortening of their visa duration. Any such adjustments will be reported via PRISMS under section 19 of ESOS Act.

### **3.15 Deferment, suspension or cancellation of enrolment**

A student may only request a deferral, suspension or cancellation on the grounds of illness or compassionate / compelling circumstances beyond the control of the student. This may include but is not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel; or
- A significant traumatic experience

Students must apply to Axial for deferral of their studies and in doing so acknowledges that Axial may choose to grant or decline any such request. Situations that could give rise to Axial deferring, suspending or cancelling a student's enrolment include:

- Failure of the student to pay all applicable tuition fees;
- The student's behaviour is unacceptable as defined by Axial's Student Code of Conduct.
- The student's attendance and course progression does not meet the standards as set out in the Course Progression and Attendance Policy;
- The student's inability to begin studying on the course commencement date due to delays in receiving a student visa

Should a student have his/her enrolment deferred, suspended or cancelled, the student is allowed 20 days in which to access the Axial's complaints and appeals procedures. In this instance the student's enrolment will remain valid until such time as the internal process has been finalised, unless extenuating circumstances relating to the student's welfare apply.

Additionally, the student will be informed that his or her visa may be affected by any deferment, suspension or cancellation, whether by their own request or due to action taken by Axial.

If after 20 days the student has not accessed the internal procedure, or the outcome of that procedure has an effect on the student's enrolment, Axial is obliged to notify DEST as per the ESOS Act and, in doing so, the student's visa conditions may be affected.

### **3.16 Physical Resources Policy**

The Physical Resources Policy confirms Axial's commitment to providing a training environment that is conducive to learning and meets all State and Commonwealth statutory requirements.

The physical resources prescribed in the training package are provided as necessary, to ensure that students can fulfil the requirements of our training programs/courses with adequate facilities and equipment. All physical resources used are regularly maintained (as appropriate) to ensure their consistency with current industry standards.

Any intention to relocate to different premises will be communicated, both to the designated authority via written communication, and to all relevant students, at least 20 days prior to the intended relocation. Students will be informed in writing or through consultation, or both, as is appropriate.

### **3.17 Human Resources Policy**

The Human Resources Policy confirms that Axial is committed to providing quality training and education products/services using appropriately qualified employees.

All of Axial's trainers and assessors are experienced professionals with 'real world' knowledge and experience of their relevant industry. Axial's trainers and assessors maintain an understanding of current and emerging industry trends, needs and expected outcomes appropriate to the level of the training being delivered/assessed. All trainers and assessors hold a nationally accredited Certificate IV trainer and assessor qualification (as well as appropriate industry specific qualifications).

For training/assessment requiring a current licence/ticket, only licensed trainers and assessors will be engaged for such training. All of Axial's trainers and assessors satisfy the requirements as specified in the relevant training package, course or competency standard. For all other courses delivered, or where the syllabus documentation/training package does not specify instructor requirements, as a minimum Axial's trainers and assessors will satisfy the requirements of the Human Resources Framework as endorsed by DETA.

# Appendix: City Map

