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OXFORD
COLLEGE
 QUALITY ASSURANCE
STUDENT INFORMATION HANDBOOK
 (International and Domestic Students)



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WELCOME

The Management and staff of OXFORD COLLEGE extend a warm welcome to you.

OXFORD COLLEGE is committed to high standards in the provision of vocational education and training and other student services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist students achieve the best possible outcome.

OXFORD COLLEGE will ensure that you will receive the opportunity to fulfil your personal potential during your training, and every endeavor will be made by staff to accommodate your individual needs.

The contents of the Student Handbook will be discussed with you during the induction program. Therefore, it is important to bring this handbook with you to the induction and keep it safe during your training, as it will provide additional guidance and answers as you progress throughout your training.

In this handbook, you will find information about OXFORD COLLEGE, policies and procedures together with forms and documents that you may have to refer to.

We sincerely hope your time at OXFORD COLLEGE is a memorable and productive learning experience.

Oxford College Contact Details

Location: Level 6, 815 George Street, Sydney, N.S.W 2000, Australia

Telephone: (61 2) 9211 7411

Fax: (61 2) 9212 3861

Email: info@oxford-college.com.au

Website: <http://www.oxford-college.com.au>

Address to: Administration Officer

Why Study at Oxford College

Oxford College was established in 2004 and offers AQF standard qualifications in Business and Information and Communication Technology programs. We have multicultural, multi-lingual staffs in-tuned with the need of International students. Conveniently located in the heart of Sydney, Oxford College is well served by an excellent transport system including bus, train and light rail. It is surrounded by shopping centres, restaurants, theatre and sporting facilities.

The College provides comprehensive facilities for successful study. We utilise all modern Training and Assessment tools and technology in our programs.

Global Recognition

Colleges and employers all over the world recognize degrees from Australian schools. Graduates from Australian Schools/Colleges are highly sought after due to the impressive international reputation of the Australian education system. This system is carefully regulated by the Australian government in order to maintain the high standards of education associated with the country.

Visa Requirements

There are several requirements that must be fulfilled to get a visa. For more information please refer to Australian Government's Department of Home Affairs or visit <https://www.homeaffairs.gov.au/>

Study in Sydney

Sydney, founded in 1788, is the state capital of New South Wales and the most populous city in Australia. Sydney is located on the south-east coast of Australia and has more than 4.5 million inhabitants. It is widely considered to be one of the most liveable and beautiful cities in the world. In fact, when most people think of Australia, it is Sydney that first comes to mind, with its beautiful beaches and iconic Sydney Opera House and Harbour Bridge. So what does Sydney have to offer an international student?

<http://www.cityofsydney.nsw.gov.au/learn/about-sydney>

Cost of Living

Living costs in Australia

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars). **The costs below are an approximate guide only.** Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$85 to \$215 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$165 to \$440 per week

Other living expenses

- **Groceries and eating out** - \$80 to \$280 per week
- **Gas, electricity** - \$35 to \$140 per week
- **Phone and Internet** - \$20 to \$55 per week
- **Public transport** - \$15 to \$55 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

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Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. From 1st February 2018 the 12 month living cost is:

- **You** - \$20,290
- **Partner or spouse** - \$7,100
- **Child** - \$3,040

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>
The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your [cost of living](http://www.insiderguides.com.au/cost-of-living-calculator/) in Australia www.insiderguides.com.au/cost-of-living-calculator/

If you experience financial trouble while in Australia, talk to your institution's international student support staff for assistance.

Technology

One of the most appealing aspects of the country for international students is the quality of scientific research. Australia is at the forefront of new technology and innovations. Students who study in Australia can take advantage the country's impressive technology and research resources.

Work

Students visiting the country are allowed to work up to 20 hours per week while they are studying in Australia. This is a great opportunity for students who want to earn money to help with living expenses during their stay, and for students who want to gain work experience in their field of interest while they study.

Orientation Day

Orientation Day is the first day of your studies in our College. You will learn about the College, take tours of facilities, and meet other students. You can usually find more information about your College on orientation Day from Student Services Officer and your Trainers/Assessors.

It is important that you attend your Orientation Day to learn how to get the most out of your College and study experience.

Seeking help

Remember, if you have any problems or questions once you leave the airport, call your College's Student Services Officer on: (61 2) 9211 7411.

Accommodation

Once you have confirmed where you will be studying, you can look for accommodation that suits your needs and budget. Some tips when searching for accommodation include:

- The costs will vary depending on your chosen state, city, and type of accommodation.
- Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.
- Consider how far it is from your campus and whether it is easily accessible by public transport, such as bus or train.
- Find out what shopping centre's, hospitals and emergency service facilities, and other amenities are nearby.
- If you change your accommodation, you must inform and update with the Student Services officer at Reception.

Homestay

With homestay, you will live with a family in their home. Homestay can be a good option for younger students as you will have all the comforts of an established home, often with meals and cleaning included. Families offering homestay accommodation to international students are thoroughly screened to ensure they can provide a suitable living environment for students. Homestay must be arranged at the time of enrolment.

Support services for students

There are many consumer protection and support services available for international students. This includes services provided directly by institutions as well as those provided by a range of state, territory and federal government departments.

Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia.

The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

Would like information about your consumer rights.

Have a problem with a consumer good or service that you have bought or are considering buying.

Would like to know how a business should behave under the law.

Would like to make a complaint about a business.

Visit www.australia.gov.au or www.consumerlaw.gov.au to find the relevant government agency for where you are living and studying.

Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: www.ombudsman.gov.au. A number of OSO publications, including newsletters, can be found on the [OSO website](#).

Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your College (referred to as 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started your course and are eligible for a refund of tuition fees and the institution has not paid them.

The TPS will ensure that you are able to either:

- Complete your studies in another course or with another institution, or
- Receive a refund of your unspent tuition fees.

Under the Tuition Protection Service international students have a number of rights and obligations. For more information visit the Tuition Protection Service. <https://tps.gov.au/Home/NotLoggedIn>

Support services

Institution support services

Student support forms a large part of Australia's education system. Institutions provide specialist services to help international students adjust to life and study in Australia, and to achieve their goals.

This includes student services such as:

- Language and academic support.

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- Designated international student advisers.
- On-arrival reception and orientation programs.
- Childcare, health and counselling.
- Student accommodation.
- Employment services.
- Prayer and worships room.
- Banking, shopping and food outlets.
- Clubs, societies, sport and fitness facilities.

Disability support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that institutions cannot:

- Refuse admission on the basis of disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities).

Many institutions offer services for students who require assistance with their studies because of a disability or chronic medical condition. These may include voice-recognition software, hearing aids or note-taking services. You should contact your institution several weeks before you arrive to make the appropriate arrangements for your specific needs.

Institutions must make every effort to accommodate a student with a disability. However, the institution is not legally required to make modifications if the changes involve major difficulties or unreasonable cost. The institution has to prove the changes are unjustified and, before making such a claim, must have direct discussions with the student and seek expert advice.

If you are experiencing a problem with your college, you should first talk to staff at your college. If informal discussions do not resolve the problem, you have the option of lodging a formal complaint. Institutions are required to have a process for students to register complaints. If you feel you have a legitimate complaint that is not being recognised by your College, you should approach the Australian Human Rights Commission. Confidential enquiries can be made by telephone but a formal complaint must be lodged in writing before the commission can take action. Find out more about disability rights in Australia at the Human Rights and Equal Opportunities Commission.

Childcare

There are a wide variety of private and not-for-profit childcare centres available around Australia. The Australian government provides financial assistance to help parents with childcare costs. International students who receive direct financial assistance from the government, through a government scholarship, may be eligible to receive the child care benefit. To find out if you are eligible for child care financial assistance, read more at the Australia.gov.au

School Aged Dependents

Students should consider the extra expenses and difficulties associated with bringing their families with them to Australia. Dependents of international students attending government primary and secondary schools in Australia are required to pay tuition fees. For more information about school aged dependants, including school fees that may be incurred See: www.homeaffairs.gov.au/. Should the student be accompanied by school age dependents, the student must accept responsibility for any primary or secondary school fees. The dependents are not eligible to attend government schools free of charge.

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Other support services

Some other support services that may be useful to know while you are studying in Australia are:

Emergency matters

- **Contact details** - 000
- **Service details** - Life threatening situations, such as a car crash or a fire.

Local police – non urgent matters

- **Contact details** - Call 131 444 (everywhere except Victoria). In Victoria you need to call your local police station (consult your local Telephone Directory)
- **Service details** - Police attendance for non-urgent matters.

Lifeline

- **Contact details** - 13 11 14
- **Service details** - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

Kids Helpline

- **Contact details** - 1800 551 800
- **Service details** - If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer).

Poison Information Centre

- **Contact details** - 131 126
- **Service details** - Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.

Sexual Assault counselling service

- **Contact details** - Search online for 'rape crisis centre' in your home state
- **Service details** - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24 hour, 7 day a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

Visa compliance

Once you have received your visa, there are requirements you must meet in order for it to remain valid, including;

- 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.

Work while you study

Working while you study in Australia can help complement your study and living experience. There are a number of reasons you might want to undertake part time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area.

Most student visas allow you to work for up to 40 hours every two weeks while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the [Department of Home Affairs](#).

Paid work

Australia has a wide range of industries and many have part time employment opportunities, including:

- **Retail** - supermarkets, department and clothing stores.
- **Hospitality** - cafes, bars and restaurants.
- **Tourism** - hotels and motels.
- **Agricultural** - farming and fruit-picking.
- **Sales and telemarketing**.
- **Administration or Clerical roles**.
- **Tutoring**.

If you have existing qualifications and/or professional work experience, you may be able to secure casual or part time work in your field.

Internships

Internships are temporary work placements in workplaces and education institutions. Internships can be paid or unpaid depending on the industry and the length of placement, and are a great opportunity to gain hands-on experience in the area of your study.

Benefits of undertaking an internship can include:

- Contributing to your education through course credits.
- Experience working in Australia can help your chances of finding similar work back home.
- Helping to improve your English.
- Helping you develop a network of professional contacts, this could be useful for future references.
- Learning new work skills and practices.

There are several student and work visas that allow international students to intern in Australia. Different conditions can apply when it comes to the period of your internship, including: how many hours a day/week you can intern, and whether you can earn money as an intern. Further information on visa conditions can be found on the Department of Home Affairs at <https://www.homeaffairs.gov.au/trav/stud/more>

There are also private recruitment and internship placement firms that help international students find internships; however, be aware that there can be costs associated with using these providers. This can range from \$A1,500 to 2,100 depending on the length of your placement.

Volunteering

There are many charities and non-government organisations (NGOs) in Australia and they always need volunteers to help out. It can be a great way to meet friends, get some hands on work experience and give back to the community. To find out more about volunteering, start your search at: <http://www.govolunteer.com.au/> ([opens in a new window](#))

Your rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

To find out more about your work rights visit the Australian Government's Fair Work Ombudsman's website or call them on 13 13 94. Some common myths about being paid and working in Australia as an international student.

If you're a temporary resident working in Australia your employer has to pay super for you if you are eligible.

When you leave Australia, you can claim your super as a departing Australia superannuation payment (DASP) if you meet all the requirements. To find out more about super for temporary residents visit the Australian Taxation Office.

In Australia, employers (your boss) must also do all they can to make sure your job does not hurt you or make you sick. This law is called work health and safety (WHS) or occupational health and safety (OHS).

The law also says your boss must have insurance for you in case you are hurt at work. This is called workers' compensation. If you are hurt or get sick at work, the insurance may pay for your medical treatment and for your wages until you can work again.

This covers all workers in Australia, even if you are on a temporary visa. Visit [Safe Work Australia](#) for more information the latest checklist.

You will also need to get a tax file number to work in Australia. Visit the [Australian Taxation Office](#) to find out more information on getting a tax file number, as well as information about paying taxes in Australia.

Finding Work

There are plenty of ways to find work that suits you, including:

Newspapers and online job sites.

Register your details at a recruitment firm; many of them help place people in casual or short-term work.

Health and Safety

Australia is generally a very safe and welcoming place to live and study, consistently ranking among the safest countries in the world.

But it is still important to look after you and be aware of the risks that exist - and ways to minimise them. This is particularly important for when you first arrive and are adjusting to your new way of life.

Following your common sense and best practices will ensure you remain safe and healthy, whether you are handling emergencies, personal and home safety, or natural elements such as sun, water, and fire.

Information for Emergencies

The assistance and emergency networks in Australia are widespread and well equipped for any potential emergencies. Fire, ambulance, and police services will be able to provide you with any health and safety assistance you may need.

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Wherever you are in Australia, **if there's a life-threatening emergency, call 000 (zero zero zero)**. It's a free call, even from your mobile. An operator will answer and will ask which of the following services you need:

- **Police**
- **Fire**
- **Ambulance**

If you're not sure which one you need just tell the operator what you are calling about and they will help guide you. If you don't speak English, tell the operator your language and you will be connected to a translator who will be able to assist.

It is important to remain calm.

The operator will ask questions, such as: where are you located, what is the emergency, and how many people are involved.

Here are some examples of when you should call 000:

- Someone has been seriously injured or is in urgent need of medical help.
- If your life or property is being threatened.
- If you have just witnessed a serious accident or crime.

Most institutions provide on-campus security who can be easily contacted. Their contact details should be in your enrolment information, but if they are not, contact your institution's international student support staff to get their phone number or office location.

If it's a life-threatening emergency, you should still call 000 even if you are at school or on campus.

Personal Safety

While Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring.

Going Out

When you are out with friends or by yourself, here are some simple things to consider:

- Always plan your trip home, especially at night. You may want to pre-book a taxi or arrange transport with a friend. Always make sure you have enough money to get home.
- Try to travel with a friend or in a group.
- Keep your bag and belongings close to your body and where you can always see them.
- Never hitch hike.
- If you don't have a mobile phone, make sure you have a phone card or money to make a phone call.
- Where available, use pedestrian walkways and cross the street at pedestrian crossings or lights.
- Leave valuables at home if you don't need to take them with you. This includes jewellery, electronic equipment such as iPads and your passport. If you've recently arrived and don't have anywhere permanent to live yet, talk to your institution's international student support staff about secure storage facilities on campus.
- Don't carry large amounts of money with you. You can access your money at ATMs found in shops, supermarkets, petrol stations, shopping malls, bars, shop fronts and many other public places.
- **Call 000 in the event of an emergency.** Remember, calls to 000 are free of charge.

Public Transport

Public transport is reliable and widely used in Australia, particularly in metro and urban areas. A number of security measures have been implemented to maximise the safety of public transport users including security officers and guards, help points, good lighting and security cameras. However you should still use caution when travelling on public transport:

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- Avoid isolated bus, rail and tram stops.
- Check transport timetables to avoid long waits, particularly at night.
- Train carriages nearest to the driver or guard are lit and safest at night.
- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage.

Taxis

Some tips when using taxis in Australia:

- Sit wherever you feel most comfortable – it is normal for passengers to sit in the front or the rear of the taxi.
- Always ensure you know the address of your destination before getting into the taxi.
- Tell the driver the route you would like to take to your destination, and don't be afraid to speak up if the driver takes you a different route, particularly one you are unfamiliar with.
- If you don't want the driver to know exactly where you live, get them to drop you off a short distance away.

Driving

If you hold a current drivers licence in your home country, you might be able to drive in Australia without sitting for any further driving tests. But remember that many state and territory governments require you to get an Australian drivers licence if you are here for more than three months. Your licence requirements, and any driving restrictions, are managed by the state or territory government where you are living. Visit the relevant state or territory government website or go to australia.gov.au

At the College

When you are at the College during the day or night, here are some tips to help keep you safe:

- Make sure you are aware of the security and emergency arrangements at the College and in your local area.
- If you drive to your College, try to park close to your destination and use well-lit car parks.
- When leaving your College at night try to walk with a friend or group, and take paths that are well lit and ideally frequently used by other people.

Using the Internet

When using internet, like anywhere in the world, you should protect yourself against spam, online scams like 'phishing', online bullying and identity theft. You can find more information about protecting yourself online at Australia.gov.au. Many Australian internet service providers also offer guidance so check their website as well.

Home Safety

Safety at home is important, no matter where you live. Here are some tips to help keep you and your home safe.

- Always keep your doors locked – both when you are home and when you go out.
- Lock windows when you go out, or in rooms you are not in while at home.
- Do not let strangers into your house.

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- Be careful of the information you give out to strangers through the internet, on social networking sites, or over the phone. If you are not at home or go on holidays do not make this information available to strangers.
- Smoke alarms will alert you to smoke on the property, so don't remove the batteries or tamper with them. If you live in a rental property, hostel or hotel it's the law to have smoke alarms fitted. If your property doesn't have them, talk to your landlord or real estate agent.
- If you come home to find evidence of a break in (broken window or door lock), contact the police from a safe location.

Sun and Water Safety

The Australian sun can be very hot and may be stronger than what you are used to in your home country. There are some steps you can take to protect your skin:

- Wear sunscreen protection (such as SPF30+ water resistant sun cream) and apply before you go outside.
- Apply sunscreen at least 25-30 minutes before swimming and ensure you re-apply sunscreen after swimming.
- Wear a hat and UV protective sunglasses.
- Avoid spending long periods of time in the sun between 10am and 3pm, as this is when the sun is strongest.
- Make sure you follow these tips even when it isn't sunny – you can still get burnt on cloudy or overcast days.
Australia has many beautiful beaches and waterways, but it is important to take care when swimming. Here are some tips for staying safe in the water:
- Never dive into a body of water if you are not sure how deep it is.
- Only swim at patrolled beaches (a beach where there are lifeguards on duty - look for signs) and always swim between the red and yellow flags where lifeguards can see you.
- Many Australian beaches have 'rips'. These are strong underwater currents that can be hard to spot but which can draw you away from the shore quickly. If you swim between the flags you should not have any problem with rips. If you do find yourself in a rip, try not to panic or swim against it. Stay with your surfboard or other floating device if you have one. Swim gently parallel to the beach out of the rip zone, or wave and call for assistance from lifeguards or other swimmers and surfers.

For more information on water safety visit the [Surf Life Saving](#)

Fire safety

Fire awareness is essential in Australia, even in city and urban areas.

If you experience a fire emergency, follow these steps:

1. Call 000 from any phone or mobile – it is a free call even from a mobile phone.
2. Say the word "fire" to the operator.
3. Don't speak English? Just tell the operator your language and wait for instructions.
4. Answer the questions the operator asks.

Tips for Fire Prevention

- Make sure your house or room has a working smoke alarm.
- Wiring and electrical devices can overheat from too much use, especially in older buildings, so don't overload powerboards or double adaptors.
- Keep electric heaters and radiators at least a metre from your bed, furniture or any curtains.
- Remember to turn off all appliances when finished cooking. Most household fires occur in the kitchen when grease, oil or other flammable cooking materials are left on the stove and forgotten.

What to do if there's a Fire

In case there's a fire at home, plan a way to get out in advance. Don't block doorways or windows, and make sure you can open your windows – they can get stuck in older buildings. Have a specific place for keys and your phone, so if you have to leave in a hurry you know exactly where they are and can call emergency services.

If you are out in the bush when there is a fire, pay attention to media reports on television, radio and the internet, which will tell you if or when you should evacuate the area.

Overseas Student Health Cover

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy. You can find more information, including a list of the providers and average costs, on the Department of Health at <http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas%20Student%20Health%20Cover%20FAQ-1>

Remember, the Department of Home Affairs requires overseas students to maintain OSHC for the duration of time they are in Australia. For further information please visit the Department of Home Affairs at <https://www.homeaffairs.gov.au/trav/stud/more/health-insurance-for-students>

Home and Contents Insurance

Home and contents insurance covers the building you live in and your belongings, such as furniture, clothes and appliances. If you rent a property, building insurance is the responsibility of the owner and you do not need to worry about it. But contents insurance is worth considering if you have valuable items you couldn't afford to replace very easily if something happened to them.

Vehicle Insurance

If you purchase a car, motorbike or other vehicle you will need to consider what type of insurance you will need to purchase. Depending on what state or territory of Australia you live in there may be compulsory insurance you need to purchase. For example, in NSW you must purchase Compulsory Third Party insurance which covers you for personal injuries caused to someone else in an accident. You should check with the relevant government agency in your state or territory to find out what, if any, compulsory insurance you might need.

You can also choose to purchase vehicle insurance that covers your car for accidental damage, malicious damage, theft, fire, flood or storm. There are a wide range of providers in Australia that offer vehicle insurance so make sure you research your options and consider what your specific insurance needs are before you purchase vehicle insurance.

Banking

Australia has a range of choices when it comes to managing your money, from banks that cover the whole country to local credit unions and building societies. Here are some quick tips on setting up your bank accounts.

- You can set up a bank account before or after you arrive.
- To open an account you will need to have your Electronic Confirmation of Enrolment (eCoE), passport, Letter of Offer and other forms of identification
- You may also need an Australian Tax File Number (TFN). You can find information about getting a TFN at the Australian Tax Office at <https://www.ato.gov.au/individuals/tax-file-number/apply-for-a-tfn/>
- Financial or student support officers at your university or college will be able to give you information on how to set up a bank account.
- You can also read advice from the Australian Government's [Moneysmart](https://www.moneysmart.gov.au/) . at <https://www.moneysmart.gov.au/>

Australian Currency

The basic unit of Australian currency is the dollar (AUD). There are 100 cents in one dollar (\$1). Australian dollar notes come in denominations of \$5, \$10, \$20, \$50 and \$100. Coins are issued in denominations of 5c, 10c, 20c, 50c, \$1 and \$2.

Prices are rounded up or down to the nearest 5 cents in shops and supermarkets. For example, you would pay \$1.95 for an item priced \$1.97, but \$2 for an item priced \$1.99.

Accessing your Money

You can withdraw your money at automatic teller machines (ATMs) which can be found all over Australia. It is generally free to withdraw money from an ATM that is associated with your financial provider. Be aware that if you use another provider's ATM they will usually charge you a fee. The ATM will advise you of the fee at the point of withdrawal.

Even if you haven't set up a bank account before you get here, most ATMs recognise international cards, so you will be able to use your credit or debit card from your home country. Just remember that there are fees associated with withdrawing money from your home account including transaction fees and the currency exchange rate. These vary by provider so check with your home financial provider before you arrive in Australia.

Moving Money Overseas or to Australia

Australian banks offer various services for moving money to and from Australia. For all these services, fees and charges will apply. These can be found on financial provider websites.

You can have funds electronically transferred into your Australian bank account from overseas banks. To send money to another country you will need to provide the banking details of the person you wish to send money to. Your financial provider will then electronically transfer the funds from your account to their account.

Banking Ombudsman

The Australian Banking and Financial Services Ombudsman assists individuals and small businesses to resolve complaints concerning all financial services provided by banks. For example, there may be an instance where you see that money has been withdrawn from your bank account without your consent. In this case, it may be necessary to talk to the banking ombudsman to resolve the issue. Free interpreter services are available. For more information on the banking ombudsman visit: www.fos.org.au or call 1300 780 808.

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Mobile phones

It is best to purchase a SIM card or Australian mobile number when you arrive in Australia, as using your home phone number will incur high costs. There are two types of mobile phone accounts you can choose from:

Prepaid

A prepaid service gives you flexibility because you control how much you spend and can stop using the service any time. Pre-paid SIM cards are sold in many shops and supermarkets, as well as by mobile phone providers. After an easy set-up process with the provider, you will have a working Australian mobile number which you can top up with credit as needed. You can usually top up your prepaid service online or at a range of retail outlets. Your mobile phone provider can provide details on how you can top up your service.

Contract

If you will be using your mobile a lot, and will be in Australia for a fixed period of time for study, a contract might work out cheaper for you. There are numerous mobile phone operators in Australia, and you can choose from a range of phone plans where you can get the handset with little (if any) up-front cost; you then pay a fixed price per month for a certain amount of calls, text messages and data.

Internet

Many internet providers in Australia are also mobile or fixed phone carriers, and they offer pre-paid or contract internet plans similar to the above. If you choose a contract service, will receive a modem, and just like a phone service, you pay a monthly rate to get a certain data allowance. Ask the providers you are considering for details of plans that might suit you.

Making international calls

To make international telephone calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number. To call Australia from overseas, dial 61 followed by the area code and telephone number. To make calls from one location to another within Australia, dial the area code (if required) followed by the telephone number.

You can read more about telephone, internet and mobile phone services in Australia at: www.communications.gov.au

Transport

The transport options available in Australia include buses, trains, trams and ferries. Your access to these transport services will vary depending on where you live. You will also be able to access private and public car services from taxis to hired limousines, available to take you from door to door. Public transport costs vary depending on where in Australia you live and the type of transport you are using.

Please refer to the following website for further information:- <https://www.opal.com.au/>

Student Induction & Orientation

A Student Induction & Orientation Day and class registration is conducted for all new students prior to course commencement. The Induction & Orientation is conducted at an agreed time before the commencement of studies,

It is essential for all students to attend this session to understand the **OXFORD COLLEGE's** academic system and familiarise themselves with the facilities.

Steps in the Induction and Orientation

Orientation Team:

Administration Officer

Member or Members of Academic Staff

Step 1: Administration - check enrollment documents against identification documents

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Step 2: Handouts (General notes and Student Handbook, Emergency, Fire Evaluation Procedure, Timetable, Feedback Form)

Step 3: Introductory Notes by Academic Staff

Step 4: Present sections of Student Handbook

Step 5: Present timetable

Step 6: Tour of Facilities

Step 7: Fill out Feedback Form by students

Step 8: Students escorted to class

Identification Check

1. For International Students

- You must bring passport
- You must have evidence of student visa that covers your enrollment

2. For Domestic Students

You must bring Identification Documentation in accordance to mandatory identification check, refer to: <https://www.instantchecks.com.au/100points.aspx>

3. For both International and Domestic Students

All students must bring with them the passport size photo in order to make their student ID card. You need this for your class

At Induction & Orientation all queries regarding course structure and timetables will be answered collectively with time for individual consultation if required.

Feedback Form

At the end of the Induction you will be asked to sign a declaration that you have received, understand and agree to undertake your training according to the policies and procedures of OXFORD COLLEGE. Please complete this form and hand it to the Orientation presenter.

Code of Ethics

Student Policies and Procedures

1. Oxford College shall at all times act with integrity in dealings with all students and members of the community
2. Oxford College shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
 - Australian Skills Qualification Authority (ASQA), Standards for RTO 2015 and AQF (Australian Qualification Framework)
 - The Education Services for Overseas Students Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.
 - Commonwealth/State legislation and regulatory requirements
3. Oxford College will ensure:
 - the provision of adequate facilities in which to conduct training programs
 - the employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
 - the accuracy of any marketing and promotional advertising material
 - compliance with an acceptable refund policy
 - compliance with current Work Health & Safety, Working with Children and Duty of Care requirements
 - the maintenance of adequate records and security of all current and archival records

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- student access to their records upon request
 - the maintenance and continual improvement of a Quality Assurance System
4. Oxford College undertakes to maintain quality training and to uphold the highest ethical standards
 5. Oxford College undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics
 6. Oxford College shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics
 7. Oxford College shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics

Educational Standards

Oxford College is a Registered Training Organisation (RTO), licensed by ASQA (Australian Skills Quality Authority) to deliver courses from Australian Training Packages.

Innovation & Business Skills Australia (IBSA) is an Australian Industry Skills Council (ISC) that coordinates and manages the overall structure of the Training Packages for business and information technology that Oxford College delivers.

As such the College's policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of students. OXFORD COLLEGE is committed to the success of students and maintains an environment conducive to learning. We have the capacity to deliver the courses, provide adequate facilities, and use appropriate methods and materials.

Change of Enrolment

Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change.

The consideration is governed under the ESOS framework, National Code Part D:ESOS standards

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ESOSNationalcode-PartD.aspx>

Refer to your enrolment documents. This information is accessible at the College website <http://www.oxford-college.com.au/> under Policies and Requirements

Cancellation, Refund and Transfer Policy

All student requests for refunds must be submitted in writing

Refer to your enrollment documents. This information is accessible at the College website <http://www.oxford-college.com.au/> under Policies and Requirements

Computer Account and Network

All students are issued with a computer account for documentation of training activities and assessments. Students are required to have personal electronic backup of documentation of their work. Your class trainer will guide you in this facility.

Key Aspects of your Training at Oxford College you Need to Know

- **AQF**
- **VOLUME OF LEARNING**
- **AMOUNT OF TRAINING**
- **ACSF**
- **CONTEXTUALIZATION**
- The AQF is Australia's national framework of qualifications in the school, vocational education and training and higher education sectors. OXFORD COLLEGE courses are AQF courses. As AQF course, OXFORD COLLEGE delivers AQF courses; the College follows the principle of Volume of Learning. Refer to <https://www.aqf.edu.au/> for further information
- The volume of learning identifies the duration of all activities required for the achievement of the learning outcomes specified for a particular AQF qualification type.
- The amount of training is required in relation to requirements of Standard 1 of the RTO Standards 2015. Therefore, Oxford College's training and assessment considers the amount of training required for the student to gain the competencies in the course as specified in the relevant training package.

The amount of training depends on (a) the existing skills and knowledge of the student, (b) the mode of training. Sufficient learning engagement by the student is paramount to gain the qualification. For International Students, this is linked to sufficient attendance, academic progress, intervention learning activities when progress setback has been identified. More specifically:

- For domestic students, the delivery will then have some degree of flexibility.
- For International Students, the flexibility is limited to the conditions and duration of the student visa. At Oxford College, this is locked in as we are CRICOS registered. Oxford College can provide extra training with an intervention to align with the duration of the student visa. Therefore, flexibility to shorten delivery is not available and extra help is covered by our intervention system if required.

Additionally for Standard 1, Oxford College implements a systematic validation of assessment with industry stakeholders which includes a risk based approach to assessing student's competencies that is not valid, mode of training delivery and updates to training packages for currency.

- ACSF is a framework that skills development focus on developing adult language literacy and numeracy and employability skills in which the skills are group together as foundation skills. This is in all the AQF courses. Oxford College course delivery encapsulate this framework for further information refer to <https://www.education.gov.au/australian-core-skills-framework>
- In terms of the workplace, Oxford College uses classroom activities for simulate scenarios in the workplace. Contextualisation is a description used to link generic terms to workplace usage. So all training for the course and competency development are contextualised.

Unique Student Identifier (USI)

The Australian Government requires all students, both domestic and International studying vocational education courses to have a USI. Without a USI, the law prevents the College from issuing academic transcripts.

For further information refer to

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- Australian Government USI @ <https://www.usi.gov.au/students>
- Standard 3 from the Australian Government's Standards for RTO
 - [provide secure certification \(Clauses 3.1 – 3.4\)](#)
 - [provide credit for prior studies \(Clause 3.5\)](#), and
 - [participate in the Student Identifier scheme \(Clause 3.6\)](#)

Oxford College follows these requirements with the objective to benefit students in:

- Secure Certification
- Credit Transfer to other courses

Conduct

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At Oxford College we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.
- Maintain constructive relationships with staff and fellow students.
- Take the initiative to make things better.
- Lead by example.
- Respect the property of the Oxford College and fellow students.
- The use of inappropriate language will not be tolerated.
- Mobile phones are to be turned off during classes.
- No food or drinks are allowed in training areas of the Oxford College other than designated areas
- No chewing gum or smoking is permitted within the Oxford College

Every staff member and student is to hold every other staff member and fellow student responsible for living up to these principles at all times.

Student Privacy

Oxford College recognises a student's right to privacy. Oxford College's Privacy Policy identifies how we handle information we learn about as a learner. We collect and store your enrollment details and your progress reports. Where State or Commonwealth funding supports training we are obliged to submit your enrollment details for statistical purposes. We do not identify information you provide us. The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program. The confidentiality of all personal information in our records will be protected under the NSW Privacy and Personal Information Act 1998.

Student Health

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. Anyone suffering from a temporary sickness, which could affect others (eg colds, flu and viral infections), should not come to the Oxford College until recovered. Students unable to attend the Oxford College due to illness must advise the Administration Office immediately. A medical certificate will be required if students are absent for more than three days.

Drugs, Alcohol and Smoking

Oxford College is a drug, alcohol and smoking free college. To ensure the integrity of the Oxford College, the consumption, use, sale or distribution of alcohol, smoking and/or prohibited drugs by any student on the Oxford College premises is strictly forbidden at all times. Any student who becomes affected by the use of substances whilst attending training is breaching a major violation of Oxford College's policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

Work Health & Safety

Oxford College is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management of Oxford College is responsible for ensuring that the level of Work Health and Safety is not compromised and recognises its obligations under the federal and State rules and regulations of the NSW Work Health and Safety Act.

It is important students report ANY injury immediately. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the administration office and/or trainer.

Access & Equity

Oxford College is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992.

In the event of a situation that is considered by either staff or students to be in violation of Oxford College's Access & Equity Policy, staff and students are required to report the situation to Management.

For participation by students with disability, wherever possible, programs and facilities set to be flexible in order to maximise their opportunity.

Student Harassment Policy

Oxford College will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect

Examples of Harassment may include:

- ◆ Unwelcome physical contact
- ◆ Repeated unwelcome invitations
- ◆ Insulting or threatening language or gestures
- ◆ Continual unjustified comments about a student's work or work capacity
- ◆ Jokes and comments about someone's ethnicity, colour, race
- ◆ Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- ◆ Unfavourable treatment like aggression
- ◆ Refusing to provide information to someone
- ◆ Ignoring a person
- ◆ Mocking customs or cultures
- ◆ Lower assessment of student work

Examples of bullying may include:

- ◆ A person who uses strength or power to coerce others by fear
- ◆ Behaviour that intimidates, degrades or humiliates a person
- ◆ Aggression, verbal abuse and behaviour which is intended to punish
- ◆ Personality clashes and constant 'put-downs'
- ◆ Persistent, unreasonable criticism of student work performance
- ◆ Student violence both physical and threatened against teachers

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

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Such conduct, when experienced or observed, should be reported to Management. All complaints will be promptly investigated.

The privacy of a student filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against students or staff who are found to have harassed other students or staff.

Oxford College expects all students to uphold to the spirit of this policy. Breaches of the policy will be considered to be "misconduct" or "serious misconduct" which may result in expulsion for students or dismissal for staff.

Grievance Procedure

Oxford College recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

1. As soon as a grievance arises, it will be raised and discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties.
2. Grievances should not be discussed openly throughout the company.
3. If a solution cannot be found the matter is brought before the Management Team for resolution, agreeable to all parties.
4. If a member of the Management Team is party to the grievance, they will not take part in any discussions or decisions made by the Management Team.
5. If a solution has not been reached to the benefit of all parties the complainant has the right to representation and appeal under the relevant State or Federal Law.

Please remember the Oxford College is committed to delivering quality education and training. If you are experiencing any difficulties during your program of study, do not hesitate to discuss your concerns with the relevant staff member or Management. The training staff will make themselves available at mutually convenient times if you wish to seek assistance outside Oxford College hours.

Student Counselling Services & Support

Oxford College caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage.

All students should make an appointment at reception with the Administration Officer if they wish to ask about any vocational education and training or personal counselling services available at the Oxford College.

Oxford College provides suitable resources to help students to identify their learning needs and provides staff with the required student based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products Oxford College will do its best to ensure they are relevant to industry needs

Oxford College is committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, Oxford College provides:

- Student Vocational Counselling** to improve and extend training outcomes. While this can be achieved on a one to one basis with Management, trainers, assessors are required to monitor student progress. Students are advised to make an appointment at reception to see the Student Administration Officer in the first instance. They can then make a time to see the Manager/Principal/trainers/assessors who are responsible for monitoring student progress. Please make an appointment at reception for additional support and services include:
 - a. Education and Career Counselling
 - b. Assistance when applying for RPL (formerly RPL) [explain below]

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□ **Personal Counselling services** are available to all students and staff from management may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- a. Grievance /conflict resolution
- b. Stress management
- c. Access and equity issues
- d. Student welfare and support

The contact person/s are:

Academic Counselling, including study matters, learning program and Further Studies, Welfare Counselling and Emergency Matters;

During day;

Joseph Wong, HEAD of VET department
Student Service Officers –
Tina Dela Cruz
Nancy (Juan Juan) Zheng

After 5pm,

Joseph Wong, HEAD of VET Department
Counsellor – Duke Ihara-Park

During weekends;

Counsellor: Duke Ihara-Park

Enrolment Processing, Tuition Fees Payment and Accommodation/Guardian Placement and its Monitoring

{These are done during day time only – Tina Dela Cruz, Jamie De Leon and Nancy (Juan Juan) Zheng.}

Other matters;

Complaints and Appeals (see the attached 'Complaints and Appeals Policies and Procedures')

A student asks at reception or fills in an 'Assessment Appeals Form' which the student can get from reception and gives it to the Student Service Officer at reception, or asks the Student Service Officer to make an appointment with the Counsellor, Head of VET Department.

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List of External Registered Professional Counsellors

The College makes sure that students can get help from outside registered Counsellors. The students should know that some fees will be needed and will be paid by the student.

If the College refers the student to external support services provided by external professional counsellors, the College will not charge for the referral.

The list of external professional counsellors are as follows:-

Name	Address	Phone Number
Life Supports (Dina DeHauteur)	313/410 Elizabeth Street, SURRY HILLS, NSW 2010	1300 735 030
Associated Counsellors & Psychologists - Sydney Surry Hills	302/88 Foveaux Street Surry Hills NSW 2010	(02) 8094 1790
Professional Counselling Sydney	Suite 704, 135 Macquarie Street, Sydney NSW 2000	(02) 9420 0788
Surry Hills Holistic Counselling and healing	240 Riley St, Surry Hills NSW 2010	(02) 8399 3390
Rody Myers	St. James Trust Boulevard, Suite 408, 4th Floor, 185 Elizabeth Street, Sydney 2000	0403 338 526
Macquarie Street Counselling and Therapy Centre	105A/155 Kings Street, Sydney 2000	(02) 9232 3131
Eros Candusso	Suite 16A, Level 7, 428 George Street Sydney 2000	(02) 9241 6225

List of Legal Services in Australia

NSW Government Department of Fair Trading	13 32 20 (8:30 am to 5:00 pm (Monday -Friday))
Overseas Student Ombudsman	GPO 442, Canberra, ACT 2601 Telephone: 1300 362 072
Community Legal Centres NSW	S C17, 99 Jones Street, Ultimo 2007 Phone Number: (02) 9212 7333 clcnsw@clcnsw.org.au Sydney Office: Level 24, 580 George Street, Sydney NSW 2000 Telephone: (02) 9286 1000

- Language, Literacy and Numeracy (LLN) Support** is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing (LLN) support are identified on enrolment. Many Trainers have a background in language learning and teaching and are able to offer students case by case support in this area. Literacy and Numeracy skills are included and identified in Training Packages and accredited course programs. In identifying literacy and numeracy requirements, students need to:

- Count, check and record accurately
- Read and interpret
- Estimate, Calculate and Measure

Where formalised LLN support is required by the student, extra curricula assistance is available and can be accessed by contacting the administration office for more information.

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Recognition of Prior Learning (RPL), formerly RPL and Recognition of Current Competencies (RCC)

Oxford College recognises equivalent statements of attainment and qualifications issued by Registered Training Organisation (RTO's) Australia wide.

Recognition of Prior Learning (RPL), Formerly RPL and Recognition of Current Competencies (RCC) is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit. This is underpinned by the AQF definition of credit as follows: Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing (reference)

<https://www.aqf.edu.au/sites/aqf/files/rpl-explanation.pdf>

RPL is available on provision of verification at the beginning of a course. Students can not apply for RPL after the course started.

To prepare for Recognition you should indicate your decision to apply for recognition prior to enrollment.

For an International students, if you apply after COE was issued and you are successful in RPL/RCC application, this will impact on the changes to your COE duration. The College will have to notify the change course duration through the Australian Government, Department of Education and Training Provider Registration and International Student Management System (PRISMS). Shortening of the COE will result in shortening your student visa.

Additionally, RPL can only be done for units covered in a whole study block of 5 weeks duration, not individual units in a study block. As an International student, this will require you to do other studies to satisfy required study conditions attached to your student visa.

The next step is read the RPL Procedure from your enrollment documents. This information is accessible at the College website <http://www.oxford-college.com.au/> under Policies and Requirements and consult with your trainer.

Attendance Procedures

Attendance is an essential element of a student's program, for either full-time, or part-time students and trainees.

It is important that students try to arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other students and valuable work is missed. Training time should be seen as high priority during study block time.

All students are to be in class by their set training session time. The student attendance roll is recorded for each session of the day by the trainer on an electronic roll.

Attendance and Academic Progress

Students who are in Australia on a student's visa are required to attend the college **20 hours per week**. Australian Immigration Department guidelines stipulate that students are required to attend a minimum of **80% of scheduled classes** and to make satisfactory academic progress.

Any students **absent of more than 5 consecutive days** are followed up by the Oxford College with a **warning letter of the attendance**. By law the Oxford College must notify the Department of Home Affairs (DHA) about students who have an absence of more than 10 consecutive days on inactivity. **(That is why it is important we have an up-to-date address and contact number for all students).**

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Illness or other excused absences must be supported by documentary proof. These should be submitted as soon as possible after the absence.

The Oxford College considers students who are passing at less than 50% of the required course to be making unsatisfactory academic progress.

Reporting Procedures

The Oxford College is required to report to DET about student non-compliance with course requirements.

Students who receive notification through a warning letter about any irregularities for attendance, progress or outstanding fee payment must immediately contact Student Services Officer to resolve these irregularities.

1. Students who do not resolve the academic irregularities are issued with a **final warning letter** at the end of the following term.
2. Students who fail to resolve non-attendance problems after the ten consecutive day letter has been sent will be reported to DET via the PRSMS system at the earliest practicable time.

Note: You are required at all times to keep the Oxford College informed of your current address and telephone number, to complete your subjects with passing grades and to pay your course fees **before the due date**. Notification of Change of Address Forms are held by reception. Students who pay late will not be allowed to enter classes and will therefore be considered to be non bona fide.

If you have any difficulties with course completion and or with payments, please inform the Administration Officer.

Absenteeism Policy

Students are required to notify the Administration Office of Oxford College prior to the commencement of the session/s if they are unable to attend.

Special Note for International Students, the attendance is controlled by your visa condition and the ESOS framework, National Code Part D:ESOS standards

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD10.aspx>

Refer to your enrollment documents. This information is accessible at the College website <http://www.oxford-college.com.au/> under Policies and Requirements

Failure to comply with this policy may result in suspension from the course of study.

Plagiarism

Plagiarism means that the evidence you submit is not your own. For assessment to be valid, the evidence you supply has to be your own work. For your knowledge assessment, you may refer to an article or a policy/procedure. Remember to write down the exact references for all the material that you use as you take your notes.

Trainers/Facilitator will advise students of the many ways to avoid plagiarism. Remember that plagiarism is punishable by failure.

Training Delivery & Assessment

Classroom Training

Training is delivered 'face to face' by qualified trainers and you are required to attend scheduled class and the trainer may make minor moderations to the sequence appropriate to help with your training. This information is in each of the unit Training Manual in your course.

Training methods can include case study scenarios, 'hands on' practical simulations, role play techniques, discussions, presentations and assignments.

Classroom Assessment

Students are notified in advance of the training and assessment dates. This is supplied in your student folder as the course assessment schedule.

Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written documents, projects or reports, formal questions (multiple choice, short and long answer), practical demonstrations, small or large group tasks, oral presentations, problem solving tasks, case studies and discussions. Broadly classroom assessments have two or three assessment tasks for each unit of competency. This is documented in your (1) Training and Assessment Manual (for forms) and (2) Task Activities, Assessment and Knowledge Building Notes (for Assessment materials)

For assessment, you must have more than 80% of scheduled class time to satisfy volume of learning and amount of training requirement. If less than 80%, you will be put on an Intervention program to increase your volume of learning and amount of training.

Reassessment

If you missed the assessment on the due date, If you have previously attempted an assessment and has been deemed **NOT YET COMPETENT**, you may apply for reassessment. You can have one extra attempt at reassessment. This attracts an administration fee, refer to your enrollment document.

For reassessment, you must have more than 80% of scheduled class time to satisfy volume of learning and amount of training requirement. If less than 80%, you will be put on an Intervention program to increase your volume of learning and amount of training.

Appeals Process

All students have the right to appeal any decision made by Oxford College. This includes assessment, attendance, refund, transfer (for International Students). This is if you:

- ◆ believe that the decision is invalid and/or
- ◆ feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with the College in an attempt to reach a decision.

If you are still not happy, you are entitled to lodge an external appeal via <https://www.asqa.gov.au/> under the "Complaint" tab. If you hold a Student visa, it will guide you to the Overseas Student Ombudsman at <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> .

This is covered by

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

Standard 10 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018)

<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%2010.pdf>

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“Education providers must also advise students of their right to access an external complaint and appeals process if they are not satisfied with the internal complaint process or outcome. The Ombudsman provides an external complaint and appeals process for overseas students of Private Education Providers.”

Oxford College’s policy and procedure complies with RTO Standards 6.1 to 6.6.

This information is accessible at the College website

<http://www.oxford-college.com.au/> under Policies and Requirements

Issuing of Certification

Vocational education and training undertaken at **Oxford College** is competency based. Assessments determine whether a student is competent/or not yet competent.

Statement will not be issued if administrative matters are not closed out, such as outstanding fees, have not submitted an USI.

Students are issued with a statement listing units undertaken and stating whether competency has been achieved. As well as being issued with a statement regarding competency, students are issued with certification listing results are stated using the following grades:

Grade	Percentage
Distinction	83%
Credit	70%
Competent	50%
Not yet Competent	<50%

Listed below are the criteria for achieving a competent, credit or distinction grade for the unit.

Competent grade

Satisfy skills and knowledge to operate effectively and how they need to be applied to perform effectively in a workplace context from the unit of Competency

Credit grade

Meet the requirements for a competent grade as above and to demonstrate depth of analysis in producing more detailed and comprehensive evidence for allocating work, assessing performance, providing feedback and managing follow up as part of the process of managing performance.

Distinction grade

Meet the requirements for a competent and credit grade as above and to discuss and argue the factors that aid or hinder the allocating of work, assessing performance, providing feedback and managing follow up as part of the process of managing performance.

What are Competencies?

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each unit. Each unit is often made up of several elements.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- ◆ Collecting, analysing and organising information
- ◆ Communicating ideas and information
- ◆ Planning and organising activities and tasks
- ◆ Working with others in teams
- ◆ Leading teams
- ◆ Using mathematical ideas and technological tools

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- ◆ Solving problems
- ◆ Demonstrating understanding

Your Responsibilities as a Student

All students will be provided with a description for each Unit and, the elements, which make up each Unit of competency together with a proposed list of “Show, Tell and Apply” evidence.

Competency Assessment Processes

There are three types of assessment that occur at different stages for each Unit.

- Initial assessments to identify what competencies you already have. (Overall self reflection.) From this the learning plan is configured to develop the remaining or outstanding gap in competencies of the unit of competency.
- On-going assessments also refer to as formative assessment to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- Final assessments also refer to as summative when you are ready to complete the assessment for the unit. This is measured against
- Final Assessment, also refer to as the assessment decision made on evidence collected into an assessment matrix consisting of formatives and summative assessment tools.

How are Competencies Assessed?

Assessment of competencies may attract both direct (Show and Tell) and indirect (Show, tell and apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate a unit of competency and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, other skills as in foundation skills (Reading, Writing, Oral Communication, Navigate the world of work, get the work done) and aspects as in problem solving, working in teams can only be assess through indirect and supplementary assessment.

Your trainer/assessor may also ask you questions related to the competency unit.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set. During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as “C” - Competent or “NYC” - Not Yet Competent”. Competencies are not ‘scaled’ or ‘marked’.

Broadly it’s simply a matter of whether you can (‘C’) or cannot (‘NYC’) demonstrate your skills and provide supporting evidence to the performance standard.

However for transcripts to satisfy articulation to organisations that requires grading, refer to section on ISSUING OF CERTIFICATION on this component

Your Trainer’s Responsibilities

- Your Trainer will provide clear instructions about what is expected from you during your training (training and assessment schedule). You have an electronic folder issued to you in the student network, once you are enrolled and added to the roll.
- Training may consist of group/action learning activities and projects, assignments, case studies, presentations, discussions, workbook activities, research and reports. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.

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3. When the total requirements have been *signed off*, an initial mechanism can begin towards final assessment by the approved Trainer/Assessor.
4. During assessment the learner must be able to *Show, Tell and Apply* the evidence. The Trainer/Assessor records your evidence and/or skill demonstrations as "C" - Competent or "NYC" - Not Yet Competent. Competencies are not *scaled or marked*.

General Information

Student Dress Code, Hygiene and Potential Spread of Illness

A high standard of hygiene and dress is expected of all students. This allows students to familiarise themselves with the correct type of attire and customer interaction suitable for a professional environment and uphold the students and College image for prospective employers.

Female Neat, smart, clean attire are acceptable.

Male Neat, smart, clean attire are acceptable.

Unacceptable Apparel

Hats, shorts, socially inappropriate attire such as midriff blouses, micro-skirts and surf shirts

Open toe footwear such as thongs, sandals, joggers and casual sandals.

Students are required to practice personal hygiene. You are working in a class environment. You need to ensure that your hygiene include you manage bad breath and control of excess body odor by not washing.

Failure to comply with this policy may result in students being asked to go home to change into acceptable clothing and cleanliness

If you are sick and there are potential to transmit your sickness to other students and staff by excessive coughing and sneezing, you will be ask to seek medical attention and go home to rest.

Oxford College's Property

During the duration of your enrolment, you may be issued with resources to aid them in their studies. These resources remain the property of the Oxford College and are only on loan.

Student ID Card

To ensure a safe and healthy learning environment all students are issued with an Oxford College Identification Card, containing their photograph, name, Student ID number, commencement and completion date and signature. Students are required to have their Identification card with them at all times whilst on the premises.

Student Feedback and Quality Improvement

Oxford College collects statistical information regularly to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services provided by the college.

To provide management with this feedback for evaluation you will be asked to complete a student survey which will be distributed after induction and orientation and each course module with the opportunity to review your learning outcome and goals.

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Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete an Opportunity for Improvement Report located at the Administration Office.

For more information check the websites below:-

<https://www.studyinaustralia.gov.au/english/live-in-australia/transport>

<http://www.ombudsman.gov.au/about/overseas-students/oso-publications>

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

<https://www.homeaffairs.gov.au/trav/stud/more>

<https://www.opal.com.au/>

www.consumerlaw.gov.au