

INTERNATIONAL STUDENT HANDBOOK



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Welcome

Welcome to Capital College

The College is proud to offer excellent opportunities to gain the qualification you are looking for.

Our principal purpose is to provide high quality training and assessment to satisfy your study requirements. Our training courses are AQF nationally recognised and accredited to meet vocational and educational standards. Quality is maintained in compliance with the VET Quality Framework and through our continuous improvement system.

All trainers have relevant industry knowledge and experience and are professional, friendly, and supportive.

This Student Handbook provides you with a comprehensive list of all our relevant policies & procedures and other.

The Capital College team looks forward to working with you, helping to achieve your study goals.

Below are some handy contact emails that you might require over the duration of your study:

Admin team: info@capital.edu.au

Finance team: finance@capital.edu.au

Canberra Campus:

17 University Avenue

Canberra ACT 2601

+61 2 6147 0999

Emergency after hours contact:

0401 149 007

If there is anything we can help you with, email us at info@capital.edu.au or give us a call on +61 2 6147 0999

Important Telephone Numbers

In the case of an emergency
Dial 000 for Police, Fire or Ambulance.

Department of Home Affairs

Offices in Australia: <https://www.homeaffairs.gov.au/>

Hours of operation 9 am to 4.00 pm Monday to Friday

Phone: 131 881

Medical Centres

Canberra

Canberra Hospital

Yamba Drive

Garran ACT 2605

02 5124 0000

Gordon Family Practice

Shop 2/Gordon Shops Lewis Luxton Ave

Gordon ACT 2906

02 6294 0990

Transport

Transport Canberra - Timetables - <https://www.transport.act.gov.au/>

Library Access

Libraries ACT - <https://www.library.act.gov.au/>

Department of Foreign Affairs and Trade (DFAT)

Department of Foreign Affairs and Trade website DFAT embassies has a comprehensive list of Australian embassies, high commissions, consulates, and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

Brazil (02) 6273 2372

China PR (03) 9822 0604

India (02) 6273 3999

Greece (03) 9866 4524

Indonesia (03) 9525 2755

Japan (03) 9639 3244

Korea South (02) 6273 3044

Malaysia (03) 9820 0921

Taiwan (03) 9650 8611

Thailand (03) 9650 1714

Vietnam (02) 6268 6059

Nepal (02) 62868006

Overseas student health cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these registered health funds. You may choose to change your health fund at any time but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC Providers	
Allianz Care are the College's OSHC partner	https://api.allianz.com/myquote/1?groupid=61018

Other providers include NIB, Medibank Private, Bupa, Australian Health Management

Studying with Capital College

In accordance with the CoE, students are required to show up for orientation on the day they start (Confirmation of Enrolment). The date and time of the orientation will be notified to the students.

The student or the student's education agent must notify Capital College in writing if, for any reason, the student is unable to attend Orientation on the designated date and time. Justifiable justifications must be offered, together with supporting documentation.

Students who have their visa granted:

If a student misses orientation and a new start date cannot be reached between the student, the education agent and Capital College will report the student as non-commencement in PRISMS within 14 days of the anticipated commencement date. The CoE status will become "Cancelled", and the reason code will be forwarded to the Department of Home Affairs. Please note: If the student begins on the new anticipated start date, Capital College does not take any further action provided it is informed of the revised start date and agrees that the delay will not affect the CoE's end date.

Students who have visas pending:

The student's CoE will stay in PRISMS for three months if the student, the education agent, and Capital College cannot come to an agreement on a new start date. The CoE will be cancelled after three months. Capital College will update the CoE in PRISMS if a new start date is decided upon.

Course Entry Requirements

All Courses	<p>Academic Entry Requirement: Students must provide evidence of the below:</p> <ul style="list-style-type: none"> • Certificate III requires a minimum completion of Year 10 in home country • Certificate IV or higher requires a minimum of Year 12 in home country OR • evidence of higher education achieved (e.g bachelor's degree etc) <p>English Entry Requirement: Students must pass a minimum of one of the following English Requirements:</p> <ul style="list-style-type: none"> • Upper Intermediate Certificate or higher • Certificate IV level or higher qualification in Australia • IELTS 5.5 • Capital College English Test <p>Please Note: To ensure that the English test score is current, the English test must have been taken either within two years before the application is made or within two years before the grant of the visa.</p>
BSB60420 Advanced Diploma Leadership & Management	<p>Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions)</p> <p>or</p> <p>Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise</p>
BSB80320 Graduate Diploma of Strategic Leadership	<p>Have completed a Diploma or Advanced Diploma qualification in related fields of study and 3 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.</p> <p>or</p> <p>Have completed a bachelor's degree in related fields of study and 2 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.</p> <p>or</p> <p>Have five years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.</p>

Course Delivery

All students are required to utilise a laptop computer for studies and have access to Microsoft applications to complete practical activities. All students are expected to participate in at least 20 hours of face to face study each plus additional independent study and completion of course work.

Legislation and Policies

Current CRICOS Legislation

Education Services for Overseas Students Act 2000

Education Services for Overseas Students Regulations 2001

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Legislation Information for Students

The Education Services for Overseas Students Act 2000 (the ESOS Act) and related laws set out the requirements for providers who deliver education services to international students on a student visa. These laws protect international students and help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further information visit: <https://www.studyinaustralia.gov.au/>

Student Code of Conduct

1. Students are expected to be genuine/bona fide students in Australia to study and complete their course/qualification and therefore must attend class and progress in their course. Refer to our Course Progress and Attendance Policies for further details.
2. Fees must be paid as per the Letter of Offer.
3. Students will comply with any health requirements under applicable legislation, e.g., social distancing rules.
4. Capital College prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles including weapons at any of its facilities and at any time.
5. Smoking is not permitted at any of our training facilities.
6. An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions, Capital College accepts no responsibility for personal property lost or stolen.
7. Mobile phones are to be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with your Trainer or person in charge.
8. Students must always follow the directions of their Trainer.
9. Students must not use inappropriate or offensive language, signs or gestures at any time.
10. No aggressive physical contact or verbal abuse is tolerated between any persons at any time. Violent behaviour will not be tolerated.
11. Verbal or other abuse of staff or other students will not be tolerated.
12. Racist behaviour will not be tolerated.
13. Sexual harassment will not be tolerated.
14. Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
15. Eating or drinking is not permitted in any space other than designated areas.
16. Students are required to wear appropriate safety clothing and use equipment safely (where appropriate and directed to do so by Capital College staff). Clothing and behaviour should be appropriate and not cause offence to anyone.
17. English is to be always spoken during class and on College grounds. This is to ensure inclusivity.

Progression & Attendance Policy & Procedure

Policy

- 1.1 Capital College is committed to providing students with quality training and assessment that meets competency standards.
- 1.2 It is also committed to meet its obligations under the ESOS standards in monitoring and reporting course progress. To achieve this, the College has policies to support students to meet their visa obligations.
- 1.3 Prior to commencement overseas students are informed of the requirements to achieve satisfactory course progress and attendance in the student handbook, offer letter and Orientation process. This policy is designed to provide more detailed information about the process.

Procedure

Prior to Commencement

- 2.1 All students have access to academic progress information in the handbook, marketing material, offer letter and orientation, as well as access to this policy on our website, informing them of their course progress and attendance requirements along.
- 2.2 As per Standard 8 National code of Practice for Providers of Education and Training to Overseas Students 2018, students are notified they must maintain satisfactory course progression.
- 2.3 As per Standard 8 National code of Practice for Providers of Education and Training to Overseas Students 2018, students are notified they must maintain a minimum requirement for attendance at 80%.

Assessments

- 3.1 Student academic performance is assessed as outlined in the relevant AQF training package unit of competence to demonstrate knowledge and skills developed.
- 3.2 Each unit of competency involves multiple assessments and projects. Once all assessments meet the requirement students will receive a C – Competent or CNA – Competency Not Achieved. To be deemed successful within a unit, **all assessment tasks** must be **Competent**. Other outcomes may be displayed as NYS – Not Yet Started; CA – Continuing Activity; CT – Credit Transfer; RPL-G – Recognition of Prior Learning Granted.
- 3.3 The College allows **3 attempts** to demonstrate competency. If students are still unable to demonstrate competency, they must apply for an extension to complete the unit of competency. This will incur a fee.
- 3.4 **Assessment Submission**
 - a) Students must submit all assessments (including completing any role plays or presentations) by the due date. Due dates are issued to students at the commencement of their units and throughout the term by Trainers & Assessors. In most cases the due date is Sunday 11:59pm the following week of unit final delivery.
 - b) If assessments are not submitted by the due date, the unit will be resulted as CNA – Competency Not Achieved
- 3.5 **Assessment Re-Submission**
 - a) If the first assessment has been resulted as NYS within the first grading, a student will be given seven (7) days to re-submit, failure to do so will result in a CNA outcome and the student will need to apply for an extension where fees may incur.
 - b) If the second assessment is resulted as NYS, the student will be allowed three (3) days to re-submit, failure to do so will result in a CNA outcome and the student will need to apply for an extension where fees may incur.

Note: It is a student's responsibility to check their emails for notification of assessment grading and re-submit within the timeframe required.

3.6 Extension Requests

- a) Students may request an extension for assessments by completing a Request for Extension form.
- b) Extensions will only be granted in exceptional circumstances (such as for personal or medical reasons). A reason needs to be supplied and approval is up to management discretion.
- c) One unit will be given Seven (7) days to complete and submit all relevant tasks. If multiple unit extensions are required, due dates will be given at the discretion of the Training Team dependent on course end date.
- d) Resubmission for extension will be given Three (3) days for One (1) re-submission only.
- e) Each unit of competency will incur a fee.
- f) Commercial Cookery extensions will incur a fee for theory units and a cost per recipe fee for practical tasks.

3.7 Course Re-enrolment

- a) Once a course duration has expired, students have the opportunity to re-enrol into the same course to complete outstanding units of competency up to a three (3) month period of the course expiration date.
- b) A new Confirmation of Enrolment may be issued dependent on the Visa student currently holds with a duration according to the number of outstanding units of competency.
- c) Re-enrolment requiring a new CoE will be costed by the course cost divided by the remaining units

Satisfactory course progress (National code Std 8)

- 4.1 At the completion of each unit, student's results/outcomes are entered into the individual student's records in aXcelerate by the Academic progress team.
- 4.2 At the conclusion of each term which there are four (4) per year and all grading and resubmissions have been completed, a progression check will be undertaken by the Training Team. Students who have not competently completed 50% of units delivered for the term, will receive (Academic Progress letter 1).

This letter reminds students of their academic requirements and instructs students to **contact their primary Trainer & Assessor to arrange an Intervention Meeting** where an Intervention Plan will be agreed upon. This is done to reduce the risk of students getting to the next stage and not achieving 50% Academic Progression and becoming an "at risk" student.

- 4.2 Students who are recognised as having unsatisfactory course progress in their second term will receive (Academic Progress letter 2) and must contact their primary Trainer & Assessor to arrange an Intervention Meeting where an Intervention Plan will be agreed upon.

Strategies to support students include an Intervention Meeting and establishment of Intervention Plan which students agree and sign. These strategies may include:

- o Amended Training Plan (for outstanding units of competency)
 - o Timetabled Support Classes for 1:1 support
 - o Improved class attendance
 - o Course counselling (internal)
 - o Personal counselling (internal or external)
 - o Application to request extensions (extension request form to be completed and may incur fees per outstanding unit)
 - o Additional English support
- 4.3 Students will have **seven (7) days to comply** with intervention strategy prescribed including application and payment of extension fees.
- 4.5 Students who are enrolled into the package course Diploma of Leadership & Management and Advanced Diploma of Leadership & Management will need to achieve 100% competency for the Diploma of Leadership & Management course as this is a pre-requisite for the Advanced Diploma course.
- 4.6 Students who are identified as having unsatisfactory course progress over three (3) separate study terms will be reported in PRISMS for unsatisfactory course progress. Students in this instance will be issued with an Intention to Report Letter for not making satisfactory progress advising them they have **20 working days** to access Capital College's internal complaints and appeals process.

Attendance

- 5.1 College staff records student attendance. It is a requirement to attend scheduled classes and the College recognises that students may be unable to attend occasionally, however, students are expected to maintain a minimum of 80% attendance.
- 5.2 If students do not attend classes this may impact their ability to satisfactorily complete the course, as sharing knowledge and experiences are fundamental to supporting understanding of the subject matter.
- 5.3 If students are absent from an assessment due to illness or other circumstances and can provide documentation to explain the absence (for example, a medical certificate), they can arrange a time with the trainer to re-sit / re-submit any missed assessment.

Academic Support

Any students experiencing difficulties with any aspect of their course should contact their Trainer directly for assistance. Please refer to the Academic Support Policy. The College can provide and/or arrange academic support such as:

- Advice and guidance on how to manage the study load/time management
- Encouraged to attend the scheduled academic support sessions
- Arranging access to supplementary reference materials and exercises to develop understanding
- Adjusting assessment deadlines and amending delivery schedules, course duration
- Negotiating a plan to enable completion of tasks
- Arranging catch up classes during non-scheduled class time and/ or holidays

Academic Misconduct Policy & Procedure

1. Policy

- 1.1 Capital College employs an effective academic misconduct policy to prevent, detect and handle instances of collusion, cheating and plagiarism.
- 1.2 The following procedure identifies the action the College employs to this end.
- 1.3 This policy and procedure is based on the expectation that students will prepare and present their own work.
- 1.4 This policy and procedure applies to all students enrolled in training courses and all trainers/assessors.
- 1.5 Trainers/ assessors will consistently implement this policy and procedure to ensure that students understand the difference between group work and collusive behaviour.
- 1.6 Cheating in any form and/ or plagiarism and/ or collusion will result in the student's assessment submission being invalidated.
- 1.7 The General Manager is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- 1.8 This policy is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 Standard 1.

2. Procedure

Prevention

- 2.1 The College provides all students with definitions of collusion, cheating and plagiarism in pre-enrolment information and at the orientation.
- 2.2 The College provides information on the outcome of collusion, cheating and plagiarism to students in pre-enrolment material and at orientation.
- 2.3 the College provides students with the following definitions:

Cheating

- Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited too) copying a friend's answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.
- Cheating in any form during assessments will result in the student's assessment submission being invalidated.

Plagiarism

- Plagiarism is the wrongful close imitation, or copying and publication, of another person's language, thoughts, ideas, or expressions, and the representation of them as one's own work. This includes copying all or pieces of other students work and representing it as your own.
- If students are including other people's work in submissions e.g., passages from books or websites, then reference should be made to the source.
- For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/>.
- Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

Collusion

- Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.
- Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

- 2.4 Students are also advised that collusion, cheating, and plagiarism is treated as Academic Misconduct and when detected they will be dealt with according to this policy and procedure.
- 2.5 Trainers/Assessors reinforce the definitions of collusion, cheating and plagiarism and the outcomes of detection when administering assessments.
- 2.6 Trainers/Assessors provide information to students on assessment conditions prior to commencement of assessments.
- 2.7 Trainers/Assessors provide information to students on how to reference other people's work when submitting reports, open book assessments.
- 2.8 Trainers/Assessors provide information to students on appropriate circumstances for referencing other people's work.

Detection

- 2.9 Trainers may use on-line plagiarism detection tools and their own observation of submitted assessments to check students' submissions.
- 2.10 Trainers/Assessors will be looking for inconsistencies which indicate a student has colluded or plagiarised.
- 2.11 The College may moderate samples of completed assessments submitted. This includes inspection of completed assessments to detect cheating, plagiarism, or collusion.

Consequences

- 2.12 On identifying collusion, cheating or plagiarism the trainer collects the evidence and notifies the General Manager.
- 2.13 The circumstances of the incident must be documented; tracking is commenced in the Plagiarism Tracking Sheet within the Education files.
- 2.14 The student is notified that they are suspected of 'Academic misconduct' by colluding, cheating, or plagiarising by the Trainer in the first instance through Canvas LMS. This is their FIRST AND FINAL WARNING of such conduct.
- 2.15 If it is found that the student has colluded, cheated and/ or submitted plagiarised work, for the first time the following are the outcomes:
 - Being counselled on colluding, cheating and plagiarism
 - The submission will be invalidated in all cases if cheating and plagiarism has occurred
 - The student will be given a warning and required to resubmit
- 2.16 If it is found a student has colluded, cheated and/ or submitting plagiarised work, for the SECOND TIME the following are the outcomes:
 - The student's course enrolment may be cancelled, and they are withdrawn from the course.
 - A record of the student's collusion, cheating and/ or plagiarism will be stored in their file.
- 2.17 The General Manager will review each case on its individual merits and may implement any of the above actions as appropriate.
- 2.18 The student will receive written notification of the outcome.
- 2.19 No refund is provided to students who have been removed from a course due to multiple offences of collusion, cheating and/ or plagiarism.
- 2.20 Students have the right to appeal any decision relating to collusion, cheating and plagiarism by accessing the Complaints and Appeals policy. Students must submit their appeal within 5 days of receiving notification of the outcome.
- 2.21 The Complaints and appeals policy is available in the student handbooks.

Complaints & Appeals Policy

1. Policy

- 1.2 This policy and procedure applies to all students who are enrolled at Capital College.
- 1.3 If a student has a complaint that they wish to raise with the College, they are encouraged to do so through the Complaints and Appeals procedure. Students are also encouraged to appeal any Capital College decision if they feel they have valid grounds via the Appeals process as per this policy. This includes assessment and RPL decisions.
- 1.3 Students may lodge informal and formal complaints. Students can lodge a complaint against any decision made by a third-party providing services on Capital College's behalf. Students may also access internal and the external appeals process.
- 1.4 Capital College has a procedure for informal/ formal complaints and internal and external appeals processing/ handling.
- 1.5 All complaints and appeals lodged will be used for continuous improvement purposes.
- 1.6 The GM is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- 1.7 This policy will be implemented in compliance with the requirements of the Standards of Registered Training Organisations (RTOs) 2015 Standard 6 and the National code of practice 2018 Standard 10.
- 1.8 This policy and procedure applies to all Capital College international students and staff.
- 1.9 Students right to access Australian consumer protection law and other legal remedies is not affected by this policy and procedure.
- 1.10 All students are provided information on the College's complaints and appeals policy and procedure pre and post enrolment.
- 1.11 Students' enrolments are maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined.
- 1.12 Complaints and appeals are taken seriously by Capital College and action is commenced within 5 days of receipt of a complaint or appeal. Appeals must be lodged within 20 working days of the decision of a complaint process or assessment result.
- 1.13 The principles of natural justice and procedural fairness are consistently applied when Capital College is implementing this policy and procedure.
- 1.14 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair, unbiased and equitable to all parties. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the Institute.
- 1.15 The following procedure outlines how students will have their complaints and appeals processed.

2. Procedure

Informal Complaint Process – General Complaints

- 2.1 Students are encouraged to approach any member of staff to provide feedback about any issue relating to their enrolment.
- 2.2 Where possible staff members utilise advice, discussions, and general mediation in relation to the feedback or informal complaint. Staff members try and resolve the issue informally.
- 2.3 Staff members refer students to the administration team if they feel they cannot, or it is not appropriate for them to try and resolve the issue.
- 2.6 Staff may arrange a future meeting with the student if further investigation is required.
- 2.7 The outcome of the informal complaint should be communicated to the student within 10 working days.
- 2.9 Students who are not satisfied with the outcome of the informal process are encouraged to lodge a formal complaint.

Formal Process – General Complaints

- 3.1 Students are encouraged to approach any member of staff and make a formal complaint about any issue relating to their training. Students can lodge a complaint against any decision made by a third-party providing services on Capital College's behalf, its trainers, assessors, or others.
- 3.2 If dissatisfied with the outcome of the informal complaints process, students should complete the Complaints & Appeals form found on the website www.capital.edu.au or by emailing info@capital.edu.au.
- 3.3 Students should lodge formal complaints using the Complaints & Appeals form to info@capital.edu.au.
- 3.4 If the complaint is against the General Manager, the College's Directors will deal with the complaint. In this instance submit the complaint form and address it to the College Directors by email – CEO@capital.edu.au.
- 3.5 Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their formal complaint form. It will be processed within 10 working days of lodgement.
- 3.6 Parties involved in the complaint will be notified in writing about the complaint (including details) and invited to respond in writing to the complaint. Capital College gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the complainant where possible.
- 3.7 The General Manager will investigate the complaint and liaise with appropriate staff to ensure all the facts are considered prior to making any decision. All parties are encouraged to approach a complaint or appeal with an open view and attempt to resolve problems in a fair, unbiased, and equitable manner through discussion and conciliation.
- 3.8 If a meeting is initiated the General Manager will meet with the complainant to provide opportunity to present their side of the matter.
- 3.10 Meeting minutes will be taken and made available to all parties.
- 3.11 Students have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.
- 3.12 On reviewing the evidence the General Manager will attempt to negotiate a resolution to the issue/ complaint.
- 3.13 The General Manager notifies the student in writing of Capital College's decision within 3 working days of the decision being made. This will include reasons for the decision.
- 3.14 Students are notified of their right to appeal any decision within 20 working days of receiving notification if they are not satisfied with the outcome of the process. They are also notified how to access the process.
- 3.15 All formal complaints and outcomes are recorded in the Complaints and Appeals Register. If appropriate the continuous improvement register will be updated.
- 3.16 If a student's complaint is substantiated through this process the College will take immediate corrective action.
- 3.17 All relevant documentation relating to the complaint is stored in the student's file.
- 3.18 If the complainant is unsatisfied with the outcome of the formal complaint process, they may access the Capital College internal appeals processes. The internal appeals procedure is outlined below.

Internal appeals process – General appeals

- 4.1 If students are not satisfied with a Capital College decision, they may appeal by accessing the appeals process.
- 4.2 Students must have reasonable grounds for an appeal and include all supporting evidence with the Complaints & Appeals form.
- 4.3 Students have the right to seek advice from and be represented by external parties at any time during the appeals process. The cost of this will be borne by the student. Students may request assistance from the student support officer during any part of the appeals process including during meetings.
- 4.4 If the appeal is lodged as a result of the outcome of a complaint, the staff member who dealt with the complaint will not handle the appeal.
- 4.5 Students must lodge an appeal within 20 working days of being notified by Capital College of any decision they wish to appeal.
- 4.6 Students must lodge appeals using the Complaints & Appeals form located in the Student Handbook (valid visa holders) via e-mail to CEO@capital.edu.au.
- 4.7 The appeals process will commence within 5 working days of lodgement and the outcome will be communicated to the student within 20 working days of lodgement. On receiving an appeal Capital College will arrange a meeting to take place and inform the student in writing.
- 4.8 Staff handling the appeal provide all parties every opportunity to present their case during this process and try to resolve the issue to the satisfaction of the student where possible.
- 4.9 Capital College considers all the evidence and liaise with appropriate staff, if necessary, to ensure all the facts are considered prior to making any decision.
- 4.10 If appropriate Capital College staff may seek advice from external welfare support services and/ or academic staff.
- 4.11 If appropriate staff may implement the Capital College Critical Incident policy if they believe the issue meets the criteria to be deemed so.
- 4.12 Capital College representatives will clarify evidence/ information to ensure they fully understand all aspects of the issue.
- 4.13 Minutes of the meeting will be taken including the outcome of the appeal. This will also include the reasons for the decision. The minutes will be signed by all present.
- 4.14 If the outcome is in favour of the student, Capital College will immediately commence corrective/ improvement action.
- 4.15 Students are forwarded written confirmation of the outcome the next business day. The letter details the reasons for the decision and informs the student of their right to access the external appeals process within 20 working days of receipt of the letter (if appropriate). Information on how to access this process is also provided.
- 4.16 The complaints and appeals register is updated. The continuous improvement register may also be updated.
- 4.17 All evidence will be placed in the student's file.

External appeals process

- 5.1 External appeals may only be lodged if a student thinks Capital College has not followed this Complaints and Appeals policy and procedure. Students can lodge an external appeal against any decision made by a third-party providing services on Capital College behalf, its trainers, assessors, or others.
- 5.2 Students may access the external appeals process with the Overseas Student Ombudsman <http://www.ombudsman.gov.au/How-we-can-help/overseas-students>.
- 5.3 Students must lodge external appeals using the Complaints & Appeals form located in the and Student Handbook (valid visa holders).
- 5.4 Complaints & Appeals forms are to be submitted to: CEO@capital.edu.au Students will be forwarded a letter (by email acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Capital College receiving the Complaints and appeals form. Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing.
- 5.5 Capital College will forward all external appeals to the Overseas Student Ombudsman within two working days of lodgement.
- 5.6 The Overseas Student Ombudsman will advise the student that in general, the purpose of the external appeals process is to determine whether Capital College has followed its internal complaints and appeals policy and procedure.
- 5.7 The Overseas Student Ombudsman will not review the evidence or make a decision in place of the one made by Capital College.
- 5.8 Students will not incur costs in accessing the external appeals process unless they seek external representation.
- 5.9 All documentation is placed in the student's file.
- 5.10 The Overseas Student Ombudsman will provide a written statement of the outcome including reasons and details for the decision to the appellant and Capital College at the completion of the external appeals process.
- 5.11 If the outcome of the external appeals process results in a decision favouring the student, Capital College will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body. The student will be advised as to the course of action taken by Capital College as per the Overseas Student Ombudsman advice.
- 5.12 The student will be contacted within 1 working day of receiving notification from the Overseas Student Ombudsman of the decision.
- 5.13 The student may access and receive the outcome of only one external appeals process

Students appealing Capital College intention to report for unsatisfactory course progress, or appealing a decision to suspend or cancel their enrolment

- 6.1 If a student receives notification from Capital College informing them that Capital College intends to report them for failing to maintain satisfactory course progress (as per student visa requirements and Capital College Course progress policy and procedure), student has to the right to appeal the decision.
- 6.2 If a student receives notification from Capital College informing them that Capital College intends to suspend or cancel their enrolment for misconduct/ misbehaviour or in accordance with the Defer, suspend, or cancel enrolment policy and procedure, student has to the right to appeal the decision.
- 6.3 Appeals must be lodged in writing on the Complaints and appeals form and include verifiable supporting documentation/ evidence.
- 6.4 Students have 20 working days to lodge an appeal against a Capital College decision.
- 6.5 Students must attend all scheduled classes during the complaints and appeals process and complete all related course work and assessments.
- 6.6 If a student chooses to access the Complaints and appeals processes to appeal the intention to report the student to the DHA/DoE or suspend or cancel their enrolment, Capital College will maintain the student's enrolment while the internal and external appeals processes are ongoing.
- 6.7 Capital College may decide to suspend or cancel a student's enrolment before the internal or external appeals process elapsed or before the conclusion of the appeal process is known if there are extenuating circumstances. e.g., serious risk being posed to the student, other students and/ or Capital College staff by maintaining the student's enrolment.

Suspending and cancelling student enrolments

- 7.1 The College waits until 22 working days after notifying the student of the College's intention has elapsed, or the outcome of any appeal is known or the student withdraws from the appeal process before suspending or cancelling an enrolment.
- 7.2 Enrolments are suspended or cancelled via PRISMS with reasons noted and all documentary evidence placed in the student's file.
- 7.3 Students are notified of the impact of suspending and/ or cancelling their enrolment on their student visa at all stages during the relevant process in person and in formal communication from the Capital College.
- 7.4 All documentation relating to cancelling an enrolment is stored in the students' file.

Continuous Improvement

- 8.1 Information collected during the complaints and appeals process will be securely stored and used for continuous improvement purposes.
- 8.2 All records and information collected will be stored in a locked office. Hardcopy records in a locked filing cabinet, and soft copy records on a PC which is password protected.
- 8.3 As part of the continuous improvement process, information gained during the processes will be analysed, and appropriate action will be taken to eliminate or mitigate the likelihood of the issues reoccurring.

Further information

The College's Complaints and Appeals policy and procedure in no way affects the students right to access consumer affairs legislation and legal representation.

Students also have the right to contact the VET regulator if they are dissatisfied with the complaints and appeals process and lodge a complaint against Capital College.

Privacy Policy

1. Policy

This Privacy Policy outlines how we will use and manage student personal information provided to or collected by the Capital College.

1.1 We are bound by the National Privacy Principles contained in the Privacy Act 1998 as amended by the Privacy Amendment Act 2014. We may, from time to time, review and update this Privacy Policy to take account of new laws and technologies, changes to the business operations and practices and to make sure the policy remains appropriate to the changing business environment.

1.2 Staff members have been instructed they are to **never give out confidential and or private information about a student** unless it's to an authorised person and students should never share private information about another student.

Privacy Obligations

As a student, you may volunteer or be exposed to information which will personally identify you or another student, including but not limited to a student's name, age, occupation, marital status, health, sexual orientation, religious affiliation, or opinions (Private Information). We make use of such Private Information only where needed to comply with the Australian Quality Framework and the National VET Regulator Act and Standards.

Principles

The principles behind this policy are:

- Student data is only available to employees with appropriate authorisation on a restricted access basis.
- The amount of personal information held is strictly limited to that which is required for the College to conduct its business of enrolment, progress, and monitoring of students.
- Students have the right to access to their personal information and to correct the information where relevant.
- We will hold student data in secure databases to protect the integrity of the personal information.
- We respect the individual's right to privacy and undertake to keep personal information in confidence.

What kind of personal information do we collect and how is the information collected:

- We will generally collect personal information by way of forms filled out by students via face-to-face meetings, interviews, and telephone calls.
- In some circumstances we may be provided with personal information about an individual from a third party, for example, a report provided by a medical professional, information from an Education Agent or a reference.

How will we use the personal information an individual provides

- For personal information about students, the primary purpose for collection is to enable the College to look after and assist the student's development, social, spiritual, and educational needs, for day-to-day administration, to satisfy its legal and insurance obligations and its duty of care.

To whom might we disclose personal information

- We may disclose personal information (including sensitive information) held about an individual only to those with a right to know.

For example:

- Government departments.
- People providing services to our business (including consultants).
- Anyone to whom the individual authorises us.
- Sometimes we may ask individuals to consent to some disclosures or uses of personal information for certain purposes, either in writing or verbally. In other cases, consent may be implied.

Telephone Inquiries

- Where an employee receives a telephone query by a person claiming to be a student, the employee shall use appropriate means to verify the identity of the person (for example, by confirming the student's date of birth).
- Where an employee receives a telephone query from an external organisation concerning information held about a particular student, the employee shall use appropriate means to verify that the caller is employed by that external organisation and that either:
 - The student has authorised the release of the data to the organisation, or
 - There is a requirement in law to provide the information requested.

Requests for contact addresses for other purposes

- Where a request is received for a student contact address, employees shall refuse to divulge the information, but may at their discretion arrange for the forwarding of such a request to the student.
- Where a third party needs to contact a student for an emergency purpose, the matter will be referred to the Administration Manager, for a decision.

How sensitive information will be treated

- 'Sensitive information' means information relating to a person's racial or ethnic origin, political opinions, religion, trade unions or other professional or trade association membership, sexual preferences, or criminal record, that is also personal information, and health information about an individual.
- Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless the individual agrees otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

- We are required to respect the confidentiality of participant's personal information and the privacy of individuals.
- We have in place steps to protect the personal information held from misuse, loss, unauthorised access, modification, or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

Updating personal information

We undertake all endeavours to ensure that the personal information we hold is accurate, complete and up to date. A person may seek to update their personal information held by contacting the Administration Manager at any time. The National Privacy Principles require us not to store personal information longer than necessary.

INDIVIDUALS HAVE THE RIGHT TO CHECK WHAT PERSONAL INFORMATION WE HOLD ABOUT THEM

- Under the Privacy Act 1998, individuals may seek access to any personal information that we hold about them and to advice of any perceived inaccuracy. There are some exceptions to this right set out in the Privacy Act 1998.
- For individuals to make a request to access any information we hold about them, they should contact the Administration Manager in writing.
- We may require individuals to verify their identity and specify what information they require. A fee may be charged to cover the cost of verifying the individual's application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, the individual will be advised of the likely cost in advance.

Storage of records

- Records must be correctly stored and eventually destroyed (in line with legal requirements) by authorised personnel to make sure that information of a sensitive nature is not made public.
- All records must be stored in a secure, safe area where there is no possibility of damage by pests, vermin, or environmental factors.
- The area must be safeguarded by security, with access determined by an appropriate system to prevent access from individuals that do not have clearance.
- When stored, there is a system for location of records to allow for ease of access by authorised employees.
- Records must be transported in a safe and confidential manner ensuring that access is only given to authorised employees.

Destruction of records

- Any confidential or sensitive paperwork is placed in locked bins and/or shredded prior to being sent for recycling.
- Records are kept for as long as they have value, which varies. It is generally for 7 years but can vary for certain conditions and legal considerations.
- Each State/Territory is covered by legislation and has regulations regarding record retention and disposal. These may be accessed at www.comlaw.gov.au.

Enquiries

For information about the way we manage the personal information we hold, please contact the General Manager.

We take the confidentiality and privacy of our students, employees and clients very seriously, and will not hesitate to take disciplinary action against any employees that are in breach of this policy.

Credit Transfer & RPL Policy

1. Policy

- 1.1 The College employs a fair and equitable policy for Recognition of Prior Learning and Credit Transfer.
- 1.2 This policy aims to provide Students with recognition for experience, skills or qualifications gained. This experience may have been gained from employment, previous formal training undertaken or life experiences.
- 1.3 All Students are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. (Recognition of Prior Learning: RPL).
- 1.4 The RPL process will match a student's experience to the requirements in a unit of competence and assess if recognition can be granted.
- 1.5 The College recognises qualifications and statements of attainment issued by other Registered Training Organisations.
- 1.6 Candidates who have successfully completed whole units of competence contained within one of our courses with another RTO can apply for Credit Transfer (CT).
- 1.7 The General Manager is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- 1.8 This policy is implemented in compliance with the requirements of the Standards of Registered Training Organisations (RTOs) 2015 Standards 1 and 3.
- 1.9 Both processes allow the candidate to reduce the time and study load associated with achieving a qualification.

2. Procedure

Credit Transfer (CT) Process

- 2.1 All Students are informed of their right to apply for RPL/CT pre-enrolment via the student handbook on our website.
- 2.2 Credit Transfer of units will only be accepted for units that Capital College delivers within their Training Packages. The General Manager may accept other units achieved on a case-by-case decision as to not disadvantage students.

Recognition of Prior Learning (RPL)

- 3.1 All Students are informed of their right to apply for RPL/CT pre-enrolment via the student handbook on our website.
- 3.2 Students may apply for RPL/CT by submitting evidence of competence against the accredited unit or unit of competence performance criteria, knowledge, employability and skills requirements and critical aspects of evidence.
- 3.3 RPL applications are reviewed along with recognition of current competence. Generally, evidence should be under five (5) years old to be accepted although this can be extended in appropriate situations. Evidence over five years old may not be accepted to demonstrate current competence.
- 3.4 The RPL application form and information on the process is available on request from the Training Team or via e-mail to training@capital.edu.au. The RPL pack prompts the applicant to provide evidence as to how they demonstrate competence against the assessment criteria stated in each unit of competence within the relevant course.
- 3.5 RPL applications can only be considered for whole units of competence. Applications must be accompanied by supporting evidence and/ or the candidate must demonstrate competence for each unit of competence/ accredited unit during the RPL process.
- 3.6 A fee is charged for the RPL process. There is no charge for the Credit Transfer (CT) process.
- 3.7 Students should submit the RPL application form and supporting documentation to the General Manager or via e-mail to training@capital.edu.au
- 3.8 Capital College training and assessment staff assess the application.

- 3.9 The student is informed of the result of the assessment within 20 business days (4 weeks) of submitting the application.
- 3.10 Assessment staff record the result and store all documents in accordance with the records management policy and procedure.
- 3.11 The student's course details are amended on the SMS to indicate RPL or CT granted.
- 3.12 The student's course fees, and course schedule/ duration is amended accordingly.
- 3.13 Students have the right to appeal Capital College's assessment decision by accessing the Complaints and Appeals policy.

Outcome

Students will be notified of the outcome of their application in writing within 10 working days of the final assessment being made. Reasons for a refusal of application will be provided at this point.

RPL Assessment appeals

- 4.1 If a student feels they have been unfairly assessed or there are circumstances that impacted their performance they may appeal the assessment decision.
- 4.2 Students should contact their assessor in this case, clearly outlining the reasons for their appeal.
- 4.3 If the assessor feels there are reasonable grounds for the appeal, he/ she may decide to re-assess the student.
- 4.4 The assessor documents this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the student's file.
- 4.5 If the assessor decides to refuse the student an opportunity for re-assessment, the student may lodge a formal appeal by submitting a complaints and appeal form. The student must provide reasons for the appeal along with any supporting evidence.
- 4.6 Complaints & Appeals forms are to be submitted to: the General Manager or via e-mail to training@capital.edu.au
- 4.7 If the appeal is in relation to the General Manager another member of staff will deal with the process.
- 4.8 Students appeal for re-assessment of their RPL/CT process is to be reviewed by a **different trainer** and the outcome communicated to the student.
- 4.9 The assessor documents this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the student's file.
- 4.10 If the Students appeal is refused, they will be sent written notification of the outcome within five (5) working days. This will **include the outcomes** including reasons and details for the decision. The letter will also inform the student of their right to access the external appeals process.
- 4.11 Students can only appeal an assessment decision once.
- 4.12 If Students are dissatisfied with the outcome of the internal appeals process, they may access the external appeals process. Details of how to activate this process are contained in the Complaints & Appeals policy and procedure.
- 4.13 Students must inform Capital College in writing if they are accessing the external appeals process.

Documents to be employed when implementing this policy and procedure:

- Student information handbook
- Student orientation checklist
- RPL Pack relevant to unit/Course applying for
- Relevant units of competence/ accredited unit
- Complaints and appeals policy and application form (if accessed by the student)
- Student file

Student Fees & Refund Policy

1. Policy

- 1.1 This policy and procedure applies to international students applying to and / or studying at Capital College ('the College'). The College employs effective Student information policies and procedures to ensure that all international students are informed of all study related fees and refunds terms, conditions, and processes prior to enrolment.
- 1.2 The General Manager is responsible for the implementation of this policy and procedure.
- 1.3 The College has a fair and reasonable course refund policy and provides this information to all students pre-enrolment
- 1.4 The College will notify the regulator of any significant changes to fee payment arrangements and tuition protection arrangements.
- 1.5 The College takes all reasonable steps to ensure we provide a course to students once it has been confirmed.
- 1.6 In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the unused tuition fees paid to date. The refund will be paid within 2 weeks of the day on which the course ceased being provided.
- 1.7 The College is a member of the Tuition Protection Service.
- 1.8 The College may amend tuition and other course related fees during the period of a student's enrolment. Any fee changes during the period of enrolment will not be applied to existing students. All students are required to pay tuition and other course related fees as indicated in the Written agreement between the student and the College.
- 1.9 This policy and procedure is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 Standard 7 and Financial Viability Risk Requirements 2011 and the National code of practice 2018 Part B standards 1, 2 and 3.

Procedure Fees

- 2.1 The tuition and other fees for each course are outlined in each student's Letter of Offer.
- 2.3 The College does not request more than 50% of course fees in advance. However, if a student wishes to pay more than 50% of course fees in advance then the College will accept this payment amount.
- 2.6 Fee information is provided to students pre-enrolment in the Letter of offer, via the student handbook and on the Website in this policy.
- 2.7 Fees will be collected and placed in the College's bank account within 5 working days of collection.
- 2.8 All students are provided with a receipt for fees paid.
- 2.9 All fee information is recorded against each student. Fee information recorded:
 - Amount due for course
 - Amount paid to date for course
 - Balance due for course
 - Course cancellation/ refund information (where appropriate)
- 2.10 Fees for additional services accessed are due at the time of the request for service.

Payment Options

- 3.1 Upon enrolment (prior to issuance of CoE) students are required to pay a non-refundable enrolment and material fee in addition to the first tuition fee instalment. The remaining instalments are to be paid at quarterly intervals.
- 3.2 Course fees are payable in advance in equal instalments based on the number of terms within the course e.g., if a course has four terms, the course fees will be payable in equal amounts over four terms.
- 3.3 Full details for each course and each instalment are listed in the Letter of Offer.

Refunds

- 4.1 The College has a fair and equitable refund policy.
- 4.2 The refund policy is made available to all students pre-enrolment via the International Student Handbook and Letter of Offer.
- 4.3 Both the enrolment fee and learning materials fee are non-refundable (except student withdrawal on or before the course commencement date due to visa refusal).
- 4.4 The College provides applicants a 7-day cooling off period. This means that if a student accepts an offer of a place and pays the College relevant course fees before the course start date, and then changes their mind (for any reason) before or on the course start date, a full refund of course fees paid to date (minus the enrolment fee) will be provided. Students must notify the College in writing within 7 days of paying the College any fees.
- 4.5 Students may nominate a person or organisation to receive receipt of any fee refund paid to the student by the College.

Fees & refunds definitions

Tuition fees:	Fees paid by the student (or third party) to the College for training and assessment services provided by The College. Tuition fees do not include any other fees e.g. OSHC, enrolment fee etc.
Materials fee:	Fee paid by the student (or third party) to the College for the costs of providing training and assessment materials to each student.
Enrolment fee:	Fee paid by the student (or third party) to the College for the costs of processing a student enrolment application.
Course fee:	Course fee is the tuition fee paid plus the enrolment fee paid.
Course variation fee:	This fee is applied if after course commencement, a student wishes to defer or suspend their studies for a period, and/or change their course and this requires a change of Confirmation of Enrolment date.
Administration fee:	Fees charged on refunded amounts to cover expenses such as bank fees, transaction fees and other applicable fees.
Provider default	<p>In the unlikely event that the College is unable to deliver a course in full, students will be offered a refund of all the unused tuition fees paid to date. The refund will be paid within 2 weeks of the day on which the course ceased being provided.</p> <p>Alternatively, students may be offered enrolment in a suitable alternative course by the College at no extra cost. Students have the right to choose whether they prefer a full refund of course fees, or to accept a place in another course. If the College is unable to provide a refund or place for a student in an alternative course our Tuition Protection Service (TPS) is provided.</p>
Student default	If a student withdraws from a course or has their enrolment cancelled by the College (e.g. for not maintaining satisfactory course progress, breaching the College Code of conduct, not paying fees).

Refund Policy can be found within each student's Letter of Offer

Any refunded amount will have an amount deducted for applicable transaction fees and currency exchange fees. Transaction fees and currency exchange rates will be applied at the rate charged to the College.

The College may amend tuition and other course related fees during the period of your enrolment. Any course fee changes during the period of enrolment will not be applied to existing students. All students will be required to pay tuition and other course related fees as indicated in the Written agreement between the student and the College, as contained in the Letter of Offer.

Refund applications based on visa refusal must be submitted within 90 days of a visa being refused. Refund applications after this time will not be considered

Tuition protection Service

- 6.1 The College is a member of the Tuition Protection Service (TPS). The (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. This means that the fees paid to The College are safeguarded if the College defaults on delivering the courses students are enrolled in.
- 6.2 In the unlikely event that the College is unable to deliver a course a student has paid for and does not meet its obligations to either offer the student an alternative course that they accept or pay a refund of unspent prepaid course fees, the TPS will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found.
- 6.3 Once a student has completed enrolment, fees will not be subject to change for the scheduled duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.
- 6.4 There is no obligation on the student, or the College until the Written Agreement is signed by all parties, funds have been cleared by the College bank and an official receipt is issued by the College.

Applying, processing and payment of refund applications

- 7.1 Refund applications must be made in writing to the College. Verbal requests are not accepted. The student refund application form is available from the College reception or by email to info@capital.edu.au or can be downloaded from www.capital.edu.au.
- 7.2 Refunds will generally be processed within 14 days of receipt of a written application and will include a statement explaining how the refund was calculated.
- 7.3 Refunds are made in the same manner fees were paid. e.g., If a student paid fees through credit card, the refund amount will be credited to the credit card, and the same for other methods of payments. Where refunds are made to bank accounts, these will only be made to bank accounts in the name of the student.
- 7.4 All students will be notified in writing of the College outcome of their application along with reasons why it was declined (if appropriate).
- 7.5 Students have the right to access the College Complaints and appeals policy and procedure if they wish to appeal the decision. Complaints and appeals must be lodged within 20 working days of receiving notification of the decision.
- 7.6 The Written agreement and the availability of the Complaints and appeals policy and procedure, does not remove the right of the students to take action under Australia's Consumer Protection Law.

Provider default

- 8.1 The following circumstances may be the cause of the College not providing the course in full:
 - If the offered course does not start on the scheduled starting date or an alternative agreed starting date
 - If the course ceases to be provided after the course starts but before the course is completed
 - If a course is not provided fully to the student because the College has a sanction imposed by the National VET Regulator.
 - If the College ceases trading

Debt

- 9.1 On enrolment students receive a list of due dates for their payments. Quarterly paying students receive reminder invoices 2 weeks prior to the due date.
- 9.2 Overdue payment reminders are sent out 7, and 14 days after the due date.
- 9.3 Immediately after a quarterly payment is more than 14 days overdue **a fee** will be applied to the debt.
- 9.4 If a student indicates they are unable to pay their quarterly fee, they may apply for a payment plan. Payment plans attract additional fees that will be provided to students applying for a payment plan.
- 9.5 Where a student does not make a payment within 21 days of an invoice due date, the student will receive a cancellation letter for outstanding debt.
- 9.6 If full payment of due debt is not made within 20 days of the cancellation letter, the student's COE will be cancelled, and their debt will be sent to the debt collectors. All associated debt collection fees will be added to the students outstanding debt.

Re-enrolment and Withdrawal

- 10.1 For students whose COEs have finished but they wish to access a new enrolment and new COE to enable them to complete their course, each unit is charged at a percentage of the course tuition fee for each unit. There is also an additional material fee at the same rate applied.
- 10.2 Students must apply to withdraw from their course by submitting a completed course withdrawal form to info@capital.edu.au. If a student has overdue fees at time of withdrawal, the student is liable for payment of the commenced units.

General

- 11.1 While the College seeks to make appropriate and useful services available to students, whether a student avails himself/ herself of these services is a matter of individual choice.
- 11.2 Students who have their enrolment cancelled due to cheating or plagiarism or other misconduct are not entitled to refunds of unused fees paid to date.

Critical Incident Policy & Procedure

Depending on the nature of the critical incident, staff members are required to call for assistance as soon as they become aware of it. Where necessary, a staff member or designated person will contact internal people and/or outside authorities to assist.

1. Policy

- 1.1 Capital College ('the College') recognises the importance of an effective Critical Incident Policy and Procedure as it ensures that students and staff are provided appropriate support and information during the management of critical incidents
- 1.2 The following procedure identifies the action the College implements when responding to and managing critical incidents.
- 1.3 The College implements critical incident plans and reviews its management of each critical incident on completion of the process. Improvement actions are implemented where appropriate.
- 1.4 All appropriate stakeholders are notified in an appropriate and timely manner.
- 1.5 Support is offered to students' families where appropriate.
- 1.6 The College staff act in an appropriate professional and sensitive manner when responding to critical incidents.
- 1.7 The General Manager is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- 1.8 This policy is implemented in compliance with the requirements of the National Code of Practice 2018, part B Standard 6.

Definitions

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury.

Examples of critical incidents are:

- death, serious injury or any threat of these.
- natural disaster.
- on campus issues such as violence, sexual assault, serious issues resulting from drugs or alcohol abuse.

Procedure

- 2.1 This policy and procedure is provided to staff and discussed during staff induction.
Depending which Campus has the incident the contact will be the General Manager if it occurs in either Canberra or Southport.
- 2.2 Staff members and / or students are to contact the General Manager immediately if they believe an incident to be deemed a 'critical incident'.
- 2.3 If the General Manager is unavailable, contact the Administration or Training Co-ordinator. At the same time, if it is appropriate, it is important to implement the plan in appendix 1 i.e., contact emergency services (if a person is injured or the situation requires immediate police intervention, or a fire exists or other) immediately call 000 and then inform General Manager.
- 2.4 The General Manager will form a Critical Incident Team consisting of the Administration and Training Co-ordinator and appropriate College staff to manage the aftermath of the incident. The General Manager will contact the Directors of the College to inform them of the incident.

The Critical Incident Team are responsible for:

- Gathering all the facts – times, people involved, places, circumstances, outcomes
- Contact College insurer and or legal assistance asap
- Accessing the students College file for information
- Formulating a plan for managing the situation
- Contacting students affected directly and indirectly
- Contacting and liaising with emergency services
- Contacting and liaising with the student's Education Agent
- Liaising with and offering support to student's family if the incident is a death
- If the critical incident results in the death or serious injury of a student, the team will contact the healthcare provider
- Contacting and liaising with embassies, DHA, Dept of Education, and other external parties
- Liaising with staff
- Preparing formal communications
- Responding to enquiries
- Offering counselling to staff and students involved
- Access external professional services where appropriate
- Ensuring the management of the incident is in accordance with College Privacy Policy
-

When a student dies or sustains serious injury, the College provides assistance to the student's family. This may include:

- Making arrangements for hospital/funeral/memorial service/repatriation
- Obtaining a death certificate
- Assisting with personal items and affairs including insurance issues
- Hiring interpreters
- Offering access to counselling services

2.5 In formulating the critical incident plan the team must:

- Ensure all the facts are collected and considered
- Discuss and consider possible management strategies
- Agree on strategies and timelines for managing the incident
- Allocate / assume tasks in managing the incident
- Agree reporting channels
- Disseminate information in a timely manner
- Agree methods for disseminating information
- Agree how to respond to enquiries from government, media, employers, friends, family, students, staff, and other contacts
- Include a review process

2.6 Each team member records all action taken along with timelines. No staff member is to talk to the media except the General Manager or Directors under any circumstances

2.7 DHA and Department of Education are informed if the incident involves the death of an international student, or the incident affects their attendance / course progress. PRISMS is employed for this purpose.

2.8 All documentation relating to each critical incident is stored in the critical incident file.

2.9 All staff and students involved in the incident are offered counselling.

2.10 The management of the Critical incident is reviewed on completion of the process and improvement action implemented where appropriate. The review includes:

- The effectiveness of strategies formulated and implemented
- Response times
- Levels of support provided to all parties
- Formal communications disseminated
- Handling of enquiries
- Liaising with external agencies
- Performance of Critical incident Team members in completing tasks
- Performance of external organisations accessed
- College documentation
- Appropriateness of policies and procedures

Staff training is initiated as a result of improvement actions. All improvement action is recorded in accordance with the College continuous improvement policy and procedure.

Documents to be employed when implementing this policy and procedure:

- Student files
- Privacy Policy
- Critical Incident Recording Form
- Student Welfare Handbook

Transfer Policy & Procedure

1. Policy

There are two types of student transfers - **incoming and outgoing students**.

Students can transfer with no restrictions once they have completed 6 months of their *principal course*.

Students may be asked for permission by Capital College to speak with their previous institution in order to learn more about their prior enrolments.

Incoming Students

1.1 Capital College will not accept a transfer student until they can show proof that they have finished their principal course for six months, or unless:

- a. The original CRICOS provider of the course in which the student is enrolled has ceased to be registered.
- b. The original provider has recorded the transfer request outcomes in the Provider Registration International Students Management System (PRISMS).
- c. The original provider has a sanction imposed on its registration by the Australian Government or State or Territory Government that prevents the student from continuing his or her principal course.
- d. A Government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

1.2 Capital College will check the Provider Registration and International Student Management System (PRISMS) to see if a student is enrolled somewhere else, but it won't largely rely on that data.

1.3 Additional checks, such as asking evidence of the student's completed credentials or Statements of Attainment and/or the last day they attended a class, may be made to ensure the student is not enrolled elsewhere or still within six months of their primary course.

1.4 Capital College is aware that any refunds of course fees paid to the original provider in the event that a student transfers from another provider will be made in accordance with that provider's refund policy.

Outgoing Students

1.5 Capital College will not release any student during the first six calendar months after the start of their principal course if the student does not possess a valid Letter of Offer. The deferment or suspension that caused a student's enrolment to be stopped will not be counted towards the six months of study that they have already finished.

1.6 Capital College will grant a release where the transfer will not be to the detriment of the student.

Some examples of what may be considered to the student's detriment are:

- If the transfer may jeopardise the student's progression through a package of courses.
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- If the student is trying to avoid being reported to Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.

1.7 A student must first schedule a meeting with the General Manager or the administration/training coordinator if they intend to withdraw from Capital College. Capital College will attempt to set up a meeting within 48 hours of receiving a request. After the meeting, the student must fill out an application form outlining their reasons for leaving, sign it, and hand it in to the front desk. You must provide all supporting documentation together with the filled-out, signed, and date form.

1.8 No request will be considered until the student produces a signed Letter of Offer from another CRICOS registered provider.

1.9 Transfer request outcomes will be recorded into Provider Registration International Students (PRISMS).

1.10 Additionally, Capital College will urge the student to contact the Department of Home Affairs right once to find out whether a new student visa is required.

- 1.11 No restrictions apply to students who have completed the first 6 months of their principal course.
- 1.12 Before the remaining course fees for the current course is paid, Capital College will not approve a release. For further information, please see our Refund Policy.
- 1.13 If a student's transfer request is rejected, Capital College will notify them in writing. All records and methods that influenced the choice will be retained and updated in the student file.

NOTE: A Release is NOT REQUIRED if:

A student arrives in Australia in anticipation of commencing a course, and the course is conditional on their meeting certain entry requirements. The student fails to meet these requirements, and in the absence of a release, the student is left without a provider. In this situation, where the student has not yet commenced their course, the provider cancelling the student's CoE is sufficient to permit a transfer under Standard 7.

Or:

Where a student's enrolment may have been cancelled under Standard 9 of the National Code ('Deferring, suspending or cancelling the student's enrolment'), there is no need for the provider to also approve a release - in this situation the cancellation would be sufficient.

DEFINITION

Principal course is defined by Department of Home Affairs as:

The principal course is the student's main course of study or that leading to the highest qualification on the student's current Visa. If the student is on a package of courses, the course leading to the highest qualification will be the student's principal course and the restriction will apply to the first six months of that course and any packaged courses before it.

2. Procedure

Incoming Students

- 1.1 Capital College will check PRISMS for all incoming students to confirm a release has been approved by their previous provider and the reasons for the release or evidence they have completed 6 months of their principal course and that they are not currently enrolled in any course with another provider, unless circumstances at 1(a), (b), (c) or (d) in the Transfer Policy are proven.
- 1.2 Copies must be kept on student files of all evidence.
- 1.3 If the transfer will affect the start dates of any subsequent courses covered by the Visa, the student needs to obtain a release for those courses or gain the providers' agreement to delay the start of those subsequent courses.
- 1.4 Where applicable, Capital College staff will advise students that changes to their preliminary courses may have ramifications for their admission to their principal course (e.g. if a preliminary course is a prerequisite);
- 1.5 All documentation will be kept on the student's file.

Outgoing Students

- 1.1 Student to complete a 'Request for Transfer to another CRICOS Registered Provider'. This application will include the student's rights to appeal a refusal decision as per '*Capital College - Complaints and Appeals Policy*'.
- 1.2 Ensure your fees are paid up to date. We are not required to consider your request if you have fees outstanding.
- 1.3 Capital College to provide written acknowledgement of the completed application.

Capital College will assess the application, make a decision and inform students within **15 working days** of receipt of the signed application. This document will again advise students of their right to appeal the decision.

1.4 Capital College will include advice if there are any outstanding course fees for the remainder of the current course is payable, that a release will not be granted until these fees are paid, as per the *Transfer Policy* and *Refund Policy*. **Please note there is also a cancellation fee payable;**

1.5 Capital College will record the transfer request outcomes into Provider Registration International Students Management System (PRISMS) and will state:

1.6 Whether or not the student demonstrated a commitment to studies during the course.

1.7 Whether or not they had a good attendance record; and

1.8 Whether or not they paid all course fees owing

Refunds

If a student has been issued with release, he/she is subject to the conditions of the College's Refund Policy that is current at the time of the requested refund.

Deferring, Suspending, Cancellation Policy & Procedure

1. Policy

Student Deferment of Studies

Only compassionate or compelling circumstances may be used as grounds for a student to request a delay or suspension from their studies (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Deferral

1.1 Students may request a deferral prior to course commencement (deferral form). If the deferral is approved the student will receive a revised Letter of Offer and CoE.

1.2 Within 10 working days of the application date, all requests for deferment or suspension will be reviewed, and the student will be informed in writing of the decision.

1.3 Any student's request for a deferment or suspension of their studies may be accepted or rejected by Capital College. The student file must contain all supporting paperwork, including justifications.

1.4 If students apply to suspend their studies the maximum allowable period of suspension is six (6) months.

1.5 To continue their studies, students may need to apply for a new student visa. A delay or suspension of studies may have an impact on a student's visa, it is advised to refer to the Department of Home Affairs.

1.6 A student's course progress or overall well-being may be affected by compassionate or compelling situations, which are typically uncontrollable and out of their control. These may consist of, but are 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 and this has impacted on the student's studies; or

A traumatic experience which could include:

- involvement in, or witnessing of a serious accident; or
- witnessing or being the victim of a serious crime, and this has impacted on the student
(These cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

1.7 Capital College will evaluate each situation on its own merits using our professional judgement. Any compassionate or compelling application must be accompanied by supporting documentation. The student file must contain all supporting documentation, notes, and comments.

1.8 If Capital College determines that a student's conduct is inappropriate for a learning environment, it may temporarily suspend or terminate the student's enrolment. Students can find the Student Code of Conduct in the International Student Handbook.

1.9 The length of suspension entered in PRISMS should not be considered in attendance monitoring calculations, regardless of whether the "suspension of enrolment" is at the student's choice or a provider-imposed suspension (due to misbehaviour).

College Suspension

- 1.1 Based on the student's inappropriate behaviour in line with the College's rules and Code of Conduct
- 1.2 Attendance will not be recorded during a period of suspension.
- 1.3 Course suspension will be recorded on PRISMS.

Cancellation (Reporting)

The College may initiate the cancellation of a student's course:

- 1.1 On the grounds of misbehaviour in accordance with the College's Student Code of Conduct
- 1.2 Due to the student no longer holding a Student Visa.
- 1.3 Due to the student's failure to pay course fees.
- 1.4 Student not being a genuine/bona fide student, being, they do not attend class or progress in their course as further defined below.
- 1.5 Course suspensions/cancellations will be recorded on PRISMS.

DEFINITION

A non-genuine/non bona fide student is defined by Capital College as a student with erratic (irregular/inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes.

- 1.6 For failure to pay ongoing tuition fees in accordance with their established Payment Plan, Capital College may also terminate a student's enrolment. After the student is seven (7) days past late in the payment of their tuition fees as per their agreed Payment Plan, Capital College will send them a letter titled "Intention to Cancel - Non-Payment of Fees" to let them know that they have decided to cancel their enrolment. Capital College will evaluate each situation involving the failure to pay continued tuition payments on an individual basis using our professional judgement. The Letter of Offer specifies the late payment penalties that are applicable.
- 1.7 Students who have their enrolment suspended/cancelled are subject to the rules of the refund policy regarding any refund of fees.
- 1.8 Capital College will cancel a student's enrolment before the expiration of any waiting periods associated with the appeals process if it has cause to be concerned for the welfare of the student or those with whom the student may come into contact.
- 1.9 The Complaints and Appeals process is accessible to students for 20 business days. Unless there are extenuating circumstances pertaining to the student's welfare, notification in PRISMS won't take place until the outcome of the internal and external appeals process is known. Examples of such circumstances include:
 - The student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters.
 - The student's actual or threatened behaviour poses a threat to another staff/students/person.
 - The student cannot be located.

Students must advise the Department of Home Affairs of their plans within 28 days of Capital College cancelling their enrolment (to find another course or return home).

Suspension Request Procedure

- 1.1 Students must apply in writing for a suspension of their studies. (Suspension request form)
- 1.2 Within ten (10) working days following the application date, all requests for suspension will be reviewed, and the student will be informed in writing of the decision.
- 1.3 Capital College staff will evaluate the application on its own merits (documentary support should be submitted with the application), and then they will recommend it to the general manager for approval of the decision and justifications for a favourable or unfavourable decision.
- 1.4 Students must be informed in writing of the results of any applications for deferral or suspension, and documentation and notes must be preserved in the student file.
- 1.5 Capital College personnel will alert DET through PRISMS of "student notified cessation of studies" if a suspended student does not return after the required amount of time. "Student notified discontinuation of studies" will be listed as the "termination cause." A note stating that the "Student did not return" or "Student did not re-enrol" should be made.
- 1.6 In this case, Capital College is not required to notify the student of the intention to discontinue their studies or to send a Notice of Intention to Report letter or follow any appeals requirements.
- 1.7 The student has 28 days from the time Capital College notifies Department of Home Affairs via PRISMS of their decision to stop their studies to depart Australia, enrol in another course, or apply for a new visa. Student visas are susceptible to termination if they decide to depart from Australia.
- 1.8 If a student's enrolment is not officially suspended in PRISMS, Capital College will record any "duration of exclusion" from class as an absence and factor this absence into attendance monitoring calculations potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance. *Please refer to Our Monitoring Attendance Policy and Procedure. Capital College is not required to report for non-attendance.*
- 1.9 The extenuating circumstances will be put into PRISMS, documented, and stored on the student file. In this case, Capital College will notify DET through PRISMS that it is cancelling a student's enrolment for disciplinary reasons. Students may still appeal the decision from their residence in Australia or their country of origin.
- 1.10 The student's existing visa and any upcoming visa applications may be revoked or denied on character grounds if their misconduct results in a criminal conviction.
- 1.11 If the suspension may influence the CoE's finish date, Capital College must additionally notify DET via PRISMS that it is deferring or suspending a student's enrolment. The processing officer will then be offered the chance to create a new CoE with a new end date once PRISMS cancels the initial CoE. The decision to not create a new CoE at that time should be made if it is unknown when the student would return. A new CoE can be created once the student has informed Capital College of their anticipated return date.

Deferring or suspending that DOES affect the end date of the COE:

- 1.1 The College notifies DET through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE.
- 1.2 In such situations, PRISMS will cancel the original CoE, and immediately offer the opportunity to create a new CoE with a more appropriate end date. If it is not known when the student will return, the option to not create a new CoE at that point should be used. Once the student has notified Capital College of their intended date of return a new COE can then be created.

Deferring or suspending that DOES NOT affect the end date of the COE:

- 1.1 The College notifies DET through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE.
- 1.2 In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e., the student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS.

DEFINITION

If a student has a student visa, their PRISMS status will read "Visa Granted" before the course's anticipated start date. The student's status on PRISMS changes automatically on the anticipated course start date to "Studying," and it will remain that way unless the provider alerts PRISMS that this is incorrect.

If Capital College has granted the student's request for a later starting date and the course end date will not be affected, Capital College will not postpone the start of enrolment in cases where a student cannot begin on the anticipated commencement date due to compassionate or compelling circumstances.

Cancelling COE

1.1 Capital College notifies DET via PRISMS that it wishes to terminate the student's enrolment permanently. The student's CoE status will be shown as "cancelled" once this procedure is finished.

Student does not return after suspension or holiday/break

1.1 If a student does not return to the college after a break or vacation, the college will notify DET via PRISMS that the student has told them of their decision to stop studying, citing "termination prior to finishing course" as the reason.

1.2 A further note should be put to PRISMS advising that the student did not return or re-enrol in the course. In this case, the College is not obligated to send a Notice of Intention to Report or wait for an appeals procedure before cancelling the student's visa. The student has "inactively" informed the College that they do not want to continue their studies by declining to re-enrol.

Students excluded from class for misbehaviour

1.1 The period of exclusion from class will be noted by the College as an absence, and this absence will be considered in calculations for attendance monitoring (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).

Refer to our Monitoring Attendance Policy & Procedure for further information. Capital College is exempt from the requirement to record absences.

Student Academic Support

Policy

- 1.1 This policy and procedure applies to students enrolled at Capital College ('the College').
- 1.2 The College is committed to the principle of maximising the outcomes and achievements of students.
- 1.3 The College implements an effective procedure to support students in successfully completing their course within the expected duration.
- 1.4 The College will provide access to academic, English language and personal / welfare support services to all students.

Procedure

Student academic support

- 2.1 By continuously and systematically monitoring students' academic progress / attendance and adopting an early intervention strategy, students are given every opportunity to achieve their learning outcomes.
- 2.2 An intervention strategy refers to assisting students at risk of not meeting course requirements during and at the end of a study period.
- 2.3 The College will provide students with information to inform them of the support services available in a timely manner.
- 2.4 The College encourages learners with special needs to undertake its training courses.
- 2.5 Reasonable adjustment refers to measures or actions taken to making appropriate adjustments to assessment processes whilst maintaining the integrity of the assessment outcome.
- 2.6 This policy will be implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 Standard 5 and the National code of practice 2018 Standards 6, 8, 9 and 10.
- 2.7 All students are provided an orientation pre course commencement. Students are provided course progress, attendance, intervention and support services information and contacts at orientation.
- 2.8 Students are encouraged to contact their trainer or other staff at any time during their course if they have any questions, issues or are experiencing difficulties impacting their studies.
- 2.6 Students are also provided access to their trainers outside of class time if they require academic advice. Students can also arrange times to meet their trainer to access study support in the first instance.
- 2.8 The trainers can also provide and / or arrange English language/ academic support and advice to all students including but not limited to:
 - Study support
 - Helping students adjust to the learning and assessment system
 - Reviewing learner materials with the student
 - Arranging access to supplementary reference materials
 - Arranging for supplementary exercises to develop understanding
 - Liaising with assessors to provide opportunities to re-attempt assessments
 - Negotiating a plan with the student to enable completion of tasks
 - Arranging catch up classes during non-scheduled class time and/ or holidays
 - Arranging adjustments to the students' timetable and/ or course schedule
 - Providing and/ or arranging English language support

Students with specific learning needs

- 3.1 The College provides access and equity to students with specific learning needs.
- 3.2 The College assesses student learning needs prior to course commencement.
- 3.3 The College assesses the information supplied during the enrolment process to identify student learning needs and assess whether the course applied for is suitable in addressing the learner's needs.
- 3.4 If specific learner needs are identified an assessment of whether The College can internally support these needs is made and if appropriate learning support mechanisms implemented.
- 3.5 If the College cannot internally support the specific learner needs then the student may be referred to an external organisation for support.

- 3.6 Learning support arrangements are negotiated, documented, implemented and reviewed to ascertain the effectiveness of the arrangements in supporting the student's needs. Remedial action will be negotiated and implemented where appropriate.
- 3.8 As special needs extend to more than physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.
- 3.9 College trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate. Depending on any specification given in the standards, trainers may be able to accept alternative evidence from a candidate with special needs.
- 3.10 College staff contact other RTO's or external consultants or external support services for assistance and guidance, as required.
- 3.11 Course delivery methodologies, equipment, materials, and resources may be amended, or new ones sourced to cater for individuals' specific learner needs.
- 3.12 The College works with trainers/ assessors and external industry specialists (if required) to customise teaching and assessment resources, materials, and equipment to address students specific learning needs.
- 3.13 The College interacts with the industry to keep abreast of current industry practice. The College has forums and mechanisms to process information received and implements actions to maintain currency of practice. This extends to identifying current industry practices, resources, equipment, and materials to appropriately support students with specific learning needs.
- 3.14 College staff contact other RTO's or external consultants or support services for assistance and guidance, as required.
- 3.15 The student is always kept fully informed of the process by the Training Co-ordinator.

Monitoring course progress

- 4.1 The College monitors course progress and intervenes to support students complete their course within the expected duration.
- 4.2 Trainers/ assessors provide written feedback to students about their assessment tasks within three weeks of submission of tasks.
- 4.6 Visa holder students may be identified as 'at risk' or 'at high risk' of not achieving satisfactory course progress and are notified in a timely manner.

Monitoring participation

- 5.1 A student participates by completing learning activities, course work, self-directed / independent study activities and assessment tasks. Training staff monitor student participation.
- 5.2 Where relevant, College trainers will monitor students' participation through the online learning portal, accessing portal pages, completing online tasks, and submitting learning, formative and summative assessment tasks as applicable.
- 5.3 The College monitors students' participation and provides appropriate support to ensure successful completion within the scheduled course duration.

Academic / English language intervention support

- 6.1 If the underlying reasons for a student's unsatisfactory course progress or attendance is in relation to academic / English language issues the College will attempt to assist the student where feasible by providing access to the support services.
- 6.2 Academic / English language intervention strategies are implemented in accordance with the Course progress and Attendance policies and procedures.

Pathway advice and support

- 7.1 Advice is provided to students on further study pathways from courses and possible employment opportunities. The College will never provide students guarantees on securing employment or study opportunities post course completion.

Student Wellbeing

What is Mental Health

Mental health issues such as anxiety, depression and homesickness can be common among students, particularly international students who have the added pressure of being away from home, studying in a second language and social barriers. As a result, it is important to be aware of and understand your mental health.

This handbook is designed to provide some guidance on how to recognise symptoms, where to seek help and how to look after your mental health and wellbeing.

Identifying the need for additional support

The quality of your experience depends on many factors, including:

- being mentally and physically healthy
- feeling safe
- being able to learn and practise English
- finding a secure and affordable place to live
- securing paid part-time work
- knowing where to go for help and support
- understanding Australia's multicultural way of life.

But how do you know you need additional support? Here is some information on depression, anxiety and homesickness.

Depression

Feeling sad, down, and blue and if these feelings persist for a prolonged time, then you might be experiencing depression.

Depression can affect anyone, anytime and should not be seen as a sign of weakness or personal failure.

Some symptoms of depression may include:

- low mood for most of the day
- lack of interest in things you used to enjoy
- changes in diet and/or weight
- a change in sleeping pattern
- feeling physically restless or slow
- feeling worthless or guilty
- poor concentration
- thoughts of harming yourself

It can be hard to find the motivation to study when you are depressed. Your ability to think clearly and critically and learning can become more difficult.

If you think you may be experiencing depression it is important to seek help from a professional. Please see a GP to discuss these symptoms or contact one of the external help providers listed in this handbook.

Anxiety

The symptoms of anxiety are sometimes not obvious as they may develop slowly over time. Given we all experience anxiety at various points in our lives, it can be hard to know how much is too much.

Normal anxiety tends to be limited in time and connected with a stressful situation or event.

The type of anxiety experienced by people with an anxiety condition is more frequent or persistent, not always connected to an obvious challenge, and it impacts on quality of life and day-to-day functioning. While each anxiety condition has its own unique features, there are some common symptoms including:

- Physical: panic attacks, hot and cold flushes, racing heart, tightening of the chest, quick breathing, restlessness, or feeling tense, wound up and edgy
- Psychological: excessive fear, worry, catastrophizing, or obsessive thinking
- Behavioural: avoidance of situations that make you feel anxious which can impact on study, work or social life

If you think you may be experiencing anxiety it is important to seek help from a professional. Please see your GP to discuss these symptoms or contact one of the external help providers listed in this handbook.

Homesickness

International students are constantly exposed to new things – new friends, living environments, new studies in a new country. It is only natural that you will miss your friends, family and things that are familiar at home.

If you can adapt to the challenges of living and studying in a new place it will help you develop valuable life skills. These skills can contribute to your personal growth, and increase your resilience, even making you a great candidate for future jobs.

Seeking help

If you think that you may be experiencing mental health issues, [completing this checklist](#) (from BeyondBlue) is a quick way to give you more insight. The checklist won't provide a diagnosis – for that you'll need to see a health professional – but it can help to provide a better understanding of how you're feeling.

Students who are experiencing mental health and wellbeing issues that are affecting their attendance and/ or course progress can contact the student support officer at any time during their course. The student support officer will attempt to assist the student where feasible by:

- Providing information on what types of supports are available and how to access them
- Providing students an opportunity to access the right staff to outline their issue
- Providing advice to students on how to address the issue
- Supporting the student in dealing with the issue

1.0 Any student who requires counselling should access external support. Capital College students may make an appointment with Life Supports (phone 1300 735 030 / www.lifesupportscounselling.com.au), or choose their own counselling service.

1.1 The College will liaise with the student and the external support to facilitate the provision of counselling services if required.

1.2 The types of issues that an external counselling service may be able to support students for includes:

- Encountering anxiety / depression or displaying symptoms of mental health issues
- Experiencing significant difficulties adjusting to Australia and / or life without their family support network
- Personal issues around relationships, issues with members of their family that are subsequently negatively impacting the student
- Issues with drugs or alcohol or some other form of dependency.
- Other types of personal welfare issues that require access to a counsellor

If you are experiencing an emergency, call 000 immediately.

There are many services available as a first step to getting help. After having a read through the options choose which service you think is right for you.

Many of the below resources are free, and you do not need to contact your Overseas Student Health Cover (OSCH) to access them. To visit a GP for treatment, please refer to your OSCH.

Service	Description	Contact
Emergency	24-hour emergency assistance (Police, Fire, Ambulance)	000
ACT Access Mental Health	24-hour mental health emergency access & support	1800 629 354 or 6205 1065
Beyond Blue	Phone or chat online for 24-hour support	1300 22 4636
Lifeline	24-hour telephone counselling	13 11 14
Black Dog Institute	Online self-help tools and apps that can be accessed via desktop, mobile or tablet 24-hours a day	
Suicide Callback Service	24-hour crisis counselling and call back	1300 659 467
Domestic Violence Crisis Service	24-hour domestic violence crisis assistance	6280 0900
QPlus	Counselling and referral service specifically for people who are LGBTQIA+	1800 184 527
Health Direct	24-hour medical & health advice line staffed by registered nurses	1800 022 222
Canberra Rape Crisis Centre	A crisis and counselling telephone support service: 7am-11pm	02 6287 3618

Practical tips to help you adjust

If you don't think you need external professional help, here are some simple ways to help you make a start yourself:

- Be prepared to feel homesick at times
- Talk to people and try to make new connections. A great place to start is other students also studying with Capital College
- Join social clubs outside of the college
- Take up hobbies that are enjoyable to you, this is great way to meet new people and start to feel more at home in Australia
- Connect with people from your own culture and speak in your home language
- Share your experiences with others that are in a similar situation

Recreational activities

The College may arrange recreational activities for students throughout the year.

Examples of recreational activities may include:

- Festivals – local street music, arts and food festivals
- Trips to local attractions
- Tour of Canberra and surrounds
- Cultural / food nights at the College

Staying Well

It is most important to seek professional help for any kind of mental illness, just as you would with your physical health. There are some additional things you can do in your day-to-day life to help treat, or even prevent a decline in your mental health.

- Keeping active – Regular physical activity is a good way to help prevent or manage mild anxiety and depression. Keeping active can help you stay physically fit and mentally healthy.
- Sleeping well – Getting a good night's sleep is crucial for your mental health and psychical wellbeing.
- Eating well – Food plays a vital role in maintaining physical and mental health. Eating a nourishing, balanced diet helps to give people an overall sense of wellbeing
- Reducing stress – Stress is a common response to tough events or situations. Some stress is normal, however serve and ongoing stress may be a risk factor.
- Relaxation exercises – Finding a sense of peace and calm in our day-to-day lives can be difficult. Relaxation techniques can help to relax the mind and body and manage some of the symptoms of anxiety/depression.
- Mindfulness exercises using mindfulness apps such as Aura, Breethe, Buddhify, Calm, Headspace and IMindfulness by Mindfulness-MBSR.com
- Getting organised – Sometimes the best antidote to worry and stress is planning. Write a to-do list, set up a study timetable and look at ways in which you can reduce some of the pressure on your schedule.
- Remember to have fun – Whilst it may seem like the last thing to do when you're stressed, taking time off to unwind is essential to your mental wellbeing and is a very effective way to avoid burn out. Reserve at least one night each week to socialise, see a movie or anything else that is fun.

Social contacts

Canberra is a very diverse city with opportunities for people from all over the world to connect with other cultures, and people from their own culture.

- [InterNations](#) – This website can help connect you with people and events from your culture in Canberra
- [My Community Directory](#) – This link contains more than 80 social groups and communities from different cultures, countries and religions that exist here in Canberra.



CONTACT US

If you're considering studying at Capital College in our nation's capital city of Canberra get in touch online, meet us on campus, or talk to one of our authorised education agents.

Submit applications online at:

capital.edu.au/apply

Email **info@capital.edu.au**

For further information on courses, fees and entry requirements, talk to our Admissions team:



Phone +61 2 6147 0999



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#StudyAtCapital

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Courses Recognised
under

Australian
Qualifications
Framework



Finalist

Australian
Export Awards



Award Winner

ACT CHIEF MINISTER'S
EXPORT AWARDS

Award Winner

ACT TRAINING
AWARDS 2021