

INTERNATIONAL STUDENT HANDBOOK



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1.0 REGISTERED TRAINING ORGANISATION

Registered training organisations are providers and assessors of nationally recognised training. Only registered training organisations can issue Australian Qualification Framework qualifications.

In order to become registered, training providers must meet the Standards for Registered Training Organisations (RTOs) 2015. This ensures the quality of vocational education and training throughout Australia.

Fabinox Welding Academy assures the protection of student fees through the Tuition Protection Service (TPS).

2.0 MISSION PHILOSOPHY AND VISION

Mission Statement

To empower individuals and enhance industry standards through comprehensive, hands-on training in welding and fabrication. Fabinox Welding Academy is dedicated to providing a dynamic and supportive learning environment where students can develop the skills, knowledge, and confidence needed to excel in the engineering, manufacturing, and construction sectors. Our commitment to excellence in vocational education drives us to continuously improve and adapt our programs to meet the evolving needs of both our students and the industries we serve.

Philosophy

At Fabinox Welding Academy, we believe in the transformative power of education to not only advance individual careers but also to contribute to the broader industry's progress. Our educational philosophy centres on practical, real-world learning experiences, supported by a foundation of theoretical knowledge. We prioritize the development of skills that are directly applicable to professional contexts, ensuring that our students are not just prepared for the job market, but are also equipped to innovate and lead. Our approach fosters a culture of continuous learning, critical thinking, and a commitment to quality, underpinned by the values of integrity, collaboration, and excellence.

Vision Statement

To be recognized as a leader in vocational training for the engineering, manufacturing, and construction industries, setting the benchmark for excellence and innovation in welding and fabrication education. Fabinox Welding Academy envisions a future where our graduates are at the forefront of industry advancements, contributing to a highly skilled workforce that drives economic growth and sustainable development. Through our commitment to high-quality training, industry partnerships, and a focus on the future needs of both our students and the sectors we serve, we aim

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to not only meet the current demands of the job market but to anticipate and shape the future of vocational education.

3.0 ETHICS

Fabinox Welding Academy undertakes to act at all times in an ethical manner. All activities of Fabinox Welding Academy are carried out honestly, fairly, accurately to give value to our clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits clients through high standards of education and training, up to date methods, quality materials and expert staff.

4.0 CLIENT SERVICES

Fabinox Welding Academy is committed to high standards in the provision of vocational education and training and other services to all Fabinox Welding Academy clients. Students are able to rely upon the support of Fabinox Welding Academy, if you need assistance in any matter, please call us on (02) 9627 6237. This number is monitored Monday to Friday 9am to 5pm, or you can email academy@fabinox.com.au and one of our staff members will help you.

5.0 STUDENT PROTECTION THROUGH LEGISLATION

Fabinox Welding Academy follows all relevant Commonwealth and State laws as detailed below:

COMMONWEALTH OF AUSTRALIA ACTS

- Education Services for Overseas Students Act – (ESOS Act)
- National Vocational Education and Training Regulator Act
- Standards for Registered Training Organisations (RTOs)
- Human Rights and Equal Opportunity Commission Act
- Disability Discrimination Act
- Racial Discrimination Act
- Sex Discrimination Act
- Student Identifiers Act
- Copyright Act
- Privacy Act
- Australian Privacy Principles
- Work Health and Safety Act

REGULATIONS AND CODES

- National Code of Practice for Providers of Education and Training to Overseas Student

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USEFUL WEBSITES:

Education Services for Overseas Students (ESOS) Framework: <https://www.education.gov.au/esos-framework>

All students may have access to any details concerning legislative requirements, Australian Qualifications and Training College and course information upon request to management.

Staff can access the legislation if desired at:

Federal Government Legislation: <http://www.austlii.edu.au>

State Government Legislation: www.legislation.nsw.gov.au

PRIVACY NOTICE

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide your personal information to us, we will not be able to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory

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authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Fabinox Welding Academy to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

David Lortan

CEO

0417 466 189

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6.0 DISSEMINATION OF LEGISLATIVE INFORMATION

Information covering all legislative requirements, Fabinox Welding Academy and course details, including Policy documentation are disseminated to all students as both pre and post enrolment information through the following:

- This international student handbook;
- Course brochure;
- Student memos and notices
- Our website;
- During student meetings.

All students may have access to any details concerning legislative requirements, Fabinox Welding Academy and course information upon request to the Operations Manager.

6.1 CRITICAL INCIDENTS POLICY

This policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other member of Fabinox Welding Academy community. A Critical Incident is defined as a traumatic event where the physical safety or life of a student or staff member is threatened examples may include personal assault, an armed robbery, hostage situation act of violence, accident, natural disaster or suicide.

This policy would also apply for people who were witnesses to or were involved in a critical incident. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations in particular Work-cover.

Fabinox Welding Academy has a responsibility to abide by relevant Acts such as Work Health and Safety Act and Freedom of Information Act (Commonwealth).

Fabinox Welding Academy has a responsibility to staff and students in terms of their physical safety and emotional well-being so the optimal learning and employment outcomes can be achieved.

Co-ordinated, systemic institutional procedures enable rapid, appropriate and comprehensive responses to a critical incident.

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Therefore it is the policy of Fabinox Welding Academy to ensure optimal educational and employment outcomes for all students, through effective Comprehensive Critical Incident Management, which:

- Enables Fabinox Welding Academy community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post-traumatic stress syndrome or harm to the learning environment.
- Supports pro-active strategies which will help minimise the occurrence of some critical incidents.
- Encourages the early identification of potentially critical incidents within Fabinox Welding Academy.
- Ensures critical incidents in the workplace are managed in line with established Quality Management and Work Health and Safety objectives and Emergency or Disaster procedures.
- Provides clearly accessible and understood directions for all personnel caught up in a critical incident.
- Assists people to cope with critical incidents by providing appropriate practical and psychological support.
- Provides appropriate assistance to people who may require longer term assistance.
- Ensures ongoing training, support and review for staff

All staff of Fabinox Welding Academy will act as an immediate “Point of Contact” for all critical incidents. They will then refer the student to a member of the Critical Incident Team which consists of the CEO, Operations Manager and Training Manager.

The CEO acts as the Head of the CIT and as such is responsible for liaising with emergency services, relevant regulatory authorities, media and for compiling a written report of the incident.

The Operations Manager will liaise with the trainers/assessors to ensure the appropriate handling of student’s data.

The Operations Manager will:

- a) Communicate with student, college and the Community
- b) Prepare letter of condolence to family/next of kin (where appropriate)
- c) Organise pastoral assistance for family of victim if in Australia.
- d) Organise formal counselling
- e) Make arrangements for visits to/from family/next of kin including arrangements for meeting at the airport and hotel reservations
- f) Hire appropriate certified interpreters/translators (not students)
- g) Liaise with Doctors and Hospital staff/coroner/funeral CEO
- h) Obtain authorisation from next of kin for disposal of personal effects and affairs (household and academic)
- i) Organise insurance matters and OSHC/ambulance cover
- j) In the event of a student death, refund student fees as appropriate
- k) Organise formal counselling and stress management interventions for required staff

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- l) Review legal issues including advising family of process /access to assistance if needed.

All staff will receive critical incident training as part of their induction procedure. All students will be informed at their induction the appropriate staff member to be contacted in case of emergency.

Procedures to cope with an incident

The following steps are to be followed in the event of a crucial incident occurring in the Fabinox Welding Academy.

1. Students must immediately notify a staff member of an incident occurring. The staff member who witnesses or is the first to be informed about an actual or potential critical incident is to assume responsibility for alerting the most senior CIT member available as soon as possible.
2. The staff member on the scene of the incident, or the first one there, is to assess the situation whilst being mindful of their own safety.
3. The staff member on the scene will contact emergency services by dialling 000 where appropriate in addition they are responsible for alerting the most senior member of staff available and assisting with first aid and crowd control where appropriate.
4. Where there is no threat to personal safety in doing so, the staff member on scene will take steps to minimise further damage or injury. This may involve organisation willing bystanders to provide support.
5. Upon arrival of a more senior member of staff or a member of the CIT, they will assume authority for control of the critical incident situation. A member of the CIT will assume ultimate responsibility until the arrival of the emergency services.
6. Upon arrival of emergency service, they will assume authority for control of the critical incident situation.
7. As soon as possible the first staff member on scene will prepare an initial incident report, using the Accident and Injury Report Form.
8. The critical incident team will meet to review the situation and allocate tasks and responsibilities involved in responding to the incident. The CEO will assign a staff member to investigate the incident. The findings are recorded on the Accident Investigation Report.
9. In line with our Continuous Improvement Procedure, the Critical incident Team will organise de-briefing to evaluate response procedures and make recommendations for handling future critical incidents.

6.2 ACCESS AND EQUITY

Access and equity policies are incorporated into the Code of Practice and all operational procedures. Fabinox Welding Academy prohibits discrimination towards any group or individuals in any form, inclusive of

- Gender
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Pregnancy
- Marital status

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- Homosexuality (male or female, actual or presumed)
- Race, colour, nationality, ethnic or ethno-religious background
- Age

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by all students.

6.3 WH&S

The safety of staff and clients is of primary importance. Fabinox Welding Academy observes all Workplace Health and Safety legislation and copies of the relevant Act are available to staff and clients. Trainers incorporate WH&S considerations when planning and delivering training, and students will be advised of the WH&S requirements of their programs and supervised accordingly.

6.4 CATERING TO DIVERSE STUDENT LEARNING NEEDS

Fabinox Welding Academy aims to identify and respond to the learning needs of all students. Individual needs are self-declared by students at the time of enrolment. The needs of students are assessed during the enrolment stage as well as ongoing throughout the course. It is our policy that all trainers are to identify, at the start of training, the learning and assessment needs of their students. Initial efforts to identify learning needs through the recruitment and enrolment process. Additional efforts and clarification of need are undertaken through class discussion. Trainers will ask questions that uncover the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The Trainers when formulating their lesson will use this information and assessment plans.

Students should express their views about their learning needs at all stages of their learning experience. Fabinox Welding Academy helps students to identify their learning needs through the orientation procedure, Student Feedback Forms, Trainer discussion and an open invitation to approach staff with suggestions at any stage. Again, these strategies provide staff with the required student-based information for use in designing client training, facilities and services and assessment strategies.

6.5 COMMUNICATION (LANGUAGE, NUMERACY & LITERACY) SUPPORT

Language, literacy and numeracy support is accessible to all Fabinox Welding Academy students and can be organized on a case-by- case basis during student orientation or at any point during the course.

6.6 CANCELLATION & REFUND POLICY

Students are provided with the refund policy and student enrolment form prior to enrolment. Refund information is always available from the Operations Manager.

1. Fee Refund Applications are considered on a case-by-case basis.
2. The request for refund is made in writing to the CEO using the Fee Refund Application which is available upon request from the Operations Manager.
3. The CEO is the person responsible for approval of fee refund applications.

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4. Course cancellation after acceptance by Fabinox Welding Academy may occur up to 7 days prior to commencement of the course without penalty and must be made in writing, by email or by fax. A full refund minus the non-refundable enrolment fee will be paid with notice of 7 days or more.
5. Course cancellation with less than 7 days' notice after acceptance by Fabinox Welding Academy will not result in any refund.
6. Accepted students who withdraw after course commencement owing to unforeseen or exceptional circumstance can apply for fee refund. If granted, fees will be refunded on a pro-rata basis (based on the number of days remaining in the course).
7. Fabinox Welding Academy defaults if a course does not commence on the designated day or is actually cancelled. No student will be disadvantaged.
8. Fee refunds will be made within 14 business days after demand when Fabinox Welding Academy defaults and within 28 business days after demand when the student defaults.
9. Fabinox Welding Academy's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.
10. Students may contact the Australian Skills Quality Authority to make a formal complaint.
11. This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below.
12. Students have a right to obtain a refund for services not provided by Fabinox Welding Academy in the event the arrangement is terminated early or Fabinox Welding Academy fails to provide the agreed services

Applications for refunds may take up to 10 working days to be processed. Refund payments will be finalised no later than 21 days after dated receipt of this form.

COOLING-OFF PERIOD

While there is no cooling off period applicable under the Consumer Law, our refund policy provides very generous conditions should the student elect not to proceed with their enrolment in the course offered.

CHANGE TO CONDITIONS

Fabinox Welding Academy reserves the right to change fees, conditions, course times or course commencement dates. You will be notified as soon as practicable of any changes to our operations. If there are any changes that may affect your training and/or assessment, including in relation to any third party arrangements or changes in ownership, you will be notified as soon as practicable.

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Refund – Visa Rejection

Tuition fees and OHSC are refunded in full, only if the student visa application is rejected. Students must submit written notification and copies of documents as evidence of the refusal, including a certified copy of the letter from the Australian Embassy, High Commission, or immigration Office.

If a visa application is rejected for a student applying for enrolment from offshore, then the tuition fees will be refunded in full provided that sufficient evidence of visa refusal is given to us by the refusing Australian Embassy, High Commission, or Immigration Office. The application enrolment fee is not refunded.

If a visa application is rejected for a student applying for enrolment from onshore, before the date of the course commencement as indicated on the CoE (Confirmation of Enrolment), then the tuition fees will be refunded in full provided that the rejection is certified. The Application/Enrolment Fee will not be refunded.

If a visa application is rejected for a student applying for enrolment from onshore, if Fabinox Welding Academy is not notified in writing and the course has already commenced as indicated on the CoE, the current semester tuition fees paid will be forfeited. The Application/Enrolment Fee will not be refunded.

Please note that the refund does not apply where the Australian Government has cancelled a visa as a result of a breach of visa conditions or rejected a renewal of a visa.

Refund – Courses Cancellations

No refunds will be made if a student cancels his/her course due to non-compliance with the conditions in the Written Agreement at Fabinox Welding Academy or any breach of the visa requirements of his or her visa imposed by the Australian Government. No refunds will be given to students who give false or misleading information to Fabinox Welding Academy.

Refund – Provider Default, Reschedule or Cancelled

In the unlikely event that Fabinox Welding Academy is unable to deliver its course in full; Fabinox Welding Academy will refund money for training and assessment not completed.

Alternatively, students may be offered enrolment in an alternative and suitable course within Fabinox Welding Academy at no extra cost. Students will have the prerogative to choose whether they will accept a full refund of course fees or accept a place in another course. Course and other fees are not transferable to another student.

If a student accepts placement in another course, the student will sign a new Enrolment Agreement with Fabinox Welding Academy, and a new CoE will be created.

In the unlikely event that Fabinox Welding Academy is unable to provide a refund or place the student in an alternative course offered by Fabinox Welding Academy, Tuition Protected Scheme

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(TPS) administered by the Commonwealth will place the student in a suitable alternative course at no extra cost to the student.

Finally, if in the event the Commonwealth Managed Tuition Protection Scheme (TPS) cannot place the student in a suitable alternative course, or this is not possible the student will be eligible for a refund as calculated by the TPS Fund Manager. Please refer to <https://www.education.gov.au/tps> for more information on the TPS.

Payment of Refunds

Fabinox Welding Academy undertakes to effect payment for refunds within 21 working days of receipt of the written application or claim for refund.

Fabinox Welding Academy will deduct Bank charges for refunds made by bank draft or electronic transfer from the refund amount.

Prior to any refunds the student will receive a statement that explains how the refund amount has been worked out.

The Refunds Statement will be sent by email to the student. The statement will be written in clear, plain English, detailing:

- a) The circumstances for refund
- b) How the calculations will be made
- c) The timelines for processing refunds
- d) The student's rights to pursue other legal action
- e) Fees Paid to Third Party/ Agent

Fabinox Welding Academy will not authorise the transfer of fees or payment of refunds to other institutions or any student's bank account other than the applicants.

Fees paid by the student to a third party/person or education agent, who retains any portion of the payment for acting on the student's behalf or charges any additional fees, will not be refunded by Fabinox Welding Academy, except the portion of prepaid tuition fees paid by the student to the Approved Education Agent.

Complaints Relating to Refunds

If students have any complaints in relation to refund claims, they may take up the matter using Fabinox Welding Academy's Complaints and Appeals Procedures.

This agreement, and the availability of Fabinox Welding Academy's Complaints and Appeals Processes, does not remove the right of the student to take action under Australia's consumer protection laws (<http://consumerlaw.gov.au/>).

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Other

All tuition fees and additional fees must be paid before a certificate can be issued.

If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.

If a student changes courses after commencement of the course in which they were originally enrolled, they will be required to pay the fees that apply to such a course at that time.

Fabinox Welding Academy reserves the right to cancel the enrolment of a student for breaching the Rules of Fabinox Welding Academy. Should this occur, fees for the current semester would be retained by (or due to) Fabinox Welding Academy.

7.1 FABINOX WELDING ACADEMY ENTRY REQUIREMENTS

7.1 STUDENT ENGLISH LEVELS

All delivery, assessment and instruction are carried out in English.

It is an entry requirement that all registering students must have an IELTS of 5.5, or its equivalent – as evidenced upon registration by submitting an IELTS Test Report or other equivalent.

International Students may not be required to provide evidence of English Language competence where documented evidence can be provided to demonstrate any of the following:

- The student was educated for 5 years in an English-speaking country.
- The student has completed at least 6 months of a Certificate IV level course in an Australian RTO.
- The student has successfully completed a foundation course in Australia.
- The student has successfully completed their High School in English Language.

During the registration process, student orientation and during tuition, staff members will identify any student with a possible English problem – either spoken or written. These students will be referred to the Operations Manager who will further investigate and will make recommendations on how to support the student. This may result in recommending suitable English teacher or enrol to additional English course.

If the student is referred to an English language course provider for a substantive course in English Language, the English language course provider will issue an CoE for the student and Fabinox Welding Academy will cancel the existing CoE and issue a new CoE with a new start and end date. During delivery and assessment, Trainers will assist students with English whenever possible especially with jargon and technical terms.

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7.2 STUDENT AGE & ACADEMIC ENTRY REQUIREMENT

Students must be 18 years or older to enrol in our courses. Students should refer to the course brochure for the full listing of entry requirements into their specified course.

7.3 VISA REQUIREMENTS

All international students need to be reminded that attendance requirements and course progression is a visa requirement. Evidence of average course attendance (class roles) - including start and finish dates as well as academic performance (i.e. academic transcripts) for visa maintenance and extensions may be looked at. As part of the supervision of overseas students on student visas Fabinox Welding Academy must notify Department of Home Affairs about student failure to maintain minimum rates of academic progress, attendance or who suspend or cancel their courses.

7.4 CONFIRMATION OF ENROLMENT

Fabinox Welding Academy will only create an CoE for overseas students on a student visa and who are studying their primary course at Fabinox Welding Academy. We will issue letters of offer to all intending students.

8.0 COURSE PROGRESS AND ATTENDANCE POLICY

The policy and related procedures detail the course progress, attendance monitoring, and intervention strategies and Department of Home Affairs reporting requirements. The Operations Manager acts as the Registrar and is responsible for reporting any breaches in a student's course progress of attendance requirements.

These requirements are vitally important, and the student is strongly encouraged to review, question and understand them so that they can ensure their compliance to these requirements. This policy will be communicated to students and staff through this manual, through induction programs and counselling sessions applicable under this policy.

It is expected that each Fabinox Welding Academy student will satisfactory complete all assessments and that they will attend all classes. The exact requirements are detailed below.

8.1 COURSE PROGRESSION REQUIREMENTS:

Student course progress is monitored and reviewed. Fabinox Welding Academy takes intervention action when a student is in danger of not progressing satisfactorily or completing their course and ensuring the requirements of the National Code of Practice for Providers of Education and Training to Overseas Students are met.

The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implements its requirements.

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Fabinox Welding Academy has identified a study period as one term during which the progress of each student is monitored, recorded and assessed. Fabinox Welding Academy assesses each student at the end point of each study period according to the course progress policy.

Students who fail more than 50% of assessment tasks attempted in a single study period are deemed to be 'at risk' of not completing the course progress requirements. Students who are 'at risk' of not meeting these course progress requirements will be interviewed by the CEO using the Academic Counselling Form, counselled and will be placed on a course intervention strategy. In cases of the student not meeting course requirements or being 'at risk' or 'not completing on time' are to be considered, including academic causes and non-academic causes such as personal issues.

Where the Registrar has assessed the student as being 'at risk' the Registrar will inform the student and implement an intervention strategy where warranted. Where the Registrar has assessed the student as not meeting satisfactory course progress, they will inform the student in writing of its intention to report the student and that he or she is able to access the complaints and appeals procedure within 20 working days.

Students who have unsatisfactory course progress will be reported by the Registrar to Department of Home Affairs via PRISMS of the student not achieving satisfactory course progress after the appeals process (if actioned) is finalised and upholds the provider's decision to report.

Course progress will be continuously checked against the expected completion of the course within the specified duration within our Student Management System Vettrak. The trainers and assessors constantly monitor their student's academic progress and where possible alert the Operations Manager before the end of the study period if there are any of their students making unsatisfactory progress.

At the end of each study period the Operations Manager will systematically monitor each student's academic progress for that study period by reviewing the Summary of Results spreadsheet.

At the completion of each study period, the Operations Manager will identify the students who have not achieved satisfactory course progress for that study period. Any student who is identified as 'at risk' of not completing their course within the expected duration will be contacted and asked to rectify the situation through consultation with the CEO.

If it is possible to identify students at risk of not making satisfactory course progress before the end of the study period, then the CEO will initiate the intervention strategies as early as possible. The following intervention strategies apply to monitor and identify a student requiring intervention.

The CEO will be alerted within the study period by the trainer who will review the academic progress of his or her students and identify those students who have not achieved competency in 50% or more of the units in one study period. Prior to the commencement of the following study period, the CEO compiles a report of the students who have not made satisfactory course progress for the

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preceding study period. The CEO will initiate the intervention process within the first week of the following study period.

Each student who has been identified as not making satisfactory course progress will be sent subsequent warning letters to make them aware of their unsatisfactory course progress and allow them to rectify this.

8.2 UNSATISFACTORY COURSE PROGRESS: WARNING LETTERS

Unsatisfactory Course Progress: First Warning Letter is sent by the Operations Manager advising students 'at risk' that they have not met the academic requirements of the last study period. In this letter the student is requested to make an appointment with the CEO or delegate to discuss their course progress and develop an intervention strategy to help them achieve satisfactory course progress. The student will be monitored and supported for the following study period.

Where the course progress of the student has not been addressed in the next student term, the **Unsatisfactory Course Progress: Second Warning Letter** is sent by the Operations Manager, advising students 'at risk' that they have not met the academic requirements of the last study period. In this letter the student is requested to make an appointment with the CEO or delegate to discuss their course progress and develop an intervention strategy to help them achieve satisfactory course progress.

The student will be monitored and supported for the following study period: the outcome is written onto an Academic Counselling Form.

Where no course progress is made, **the Unsatisfactory Course Progress Intent to Report** letter is sent by the CEO informing the student that has failed to meet the academic requirements for two consecutive study periods (unsatisfactory course progress) and will outline the college's intention to notify the Department of Home Affairs via PRISMS for unsatisfactory course progression.

This written notice will also inform the student that they are able to access Fabinox Welding Academy's Complaints and Appeals policy and procedures and have 20 working days to appeal.

Cancellation of Confirmation of Enrolment occurs when students:

- a. Have chosen not to access the Complaints and Appeals policy and procedure;
- b. Have withdrawn their appeal; or
- c. For whom the Complaints and Appeals process is completed which resulted in a decision supporting Fabinox Welding Academy.

The letter will advise that the Fabinox Welding Academy will notify through PRISMS of the student's inability to maintain satisfactory course progression. The student receives a Notice and must contact the Department of Home Affairs within 28 days to explain the breach or their student Visa will be automatically cancelled.

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8.3 INTERVENTION STRATEGY

The CEO is responsible for the implementation of the intervention strategy.

Where a student has been identified as being at risk of not making satisfactory course progress, support/intervention strategies are considered to assist the student through the services offered by the Student Support Officers.

The student's records are considered as part of the intervention strategy, in particular, results, attendance records and previously implemented intervention strategies.

The following intervention strategies are considered on a case-by-case basis:

- English language support for oral and written comprehension
- Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills
- Attending a study group
- Counselling with assistance with personal issues affecting course progress
- Opportunity for reassessment at no extra cost to the student
- Changing courses
- Mentoring by the teacher or nominated student
- Referral to external organisation for assistance.

During this process, you may meet with the CEO to discuss and agree on an intervention strategy using the Academic Counselling Form. This is completed and signed off by you and CEO. A copy of this record is given to you, and a copy is retained in your student file.

You will be monitored on the agreed intervention and strategies are altered accordingly when required. If the intervention strategies are altered, a new Intervention Record must be completed and signed off. (i.e. new study plan) and placed in your file.

Students failing to attend the course counselling interview without a reasonable excuse may be reported for unsatisfactory course progress. If you are reported for unsatisfactory progress a breach notice will be generated by PRISMS, sent to the student's current address held by Fabinox Welding Academy and a copy placed on the students file. All meetings with you are to be recorded as a 'File Note' and a copy kept on your file. All warning letters and all other relevant documents are also kept on the your file.

Each File Note will be signed by yourself and the CEO.

The intervention meetings may be initiated by the CEO or delegate however appropriate personnel such as student support officers or counsellors may be called on to assist with the process or to delegate for the CEO.

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You will be required to accept the intervention strategy proposed by Fabinox Welding Academy. Failing to accept the proposed interventions strategy may be reported to the Department of Home Affairs for unsatisfactory course progress. Failing to attend the interview or intervention meeting without a reasonable excuse will be reported via PRISMS for unsatisfactory course progress after 20 days.

Where a student on the intervention strategy requires more time to complete their qualification a new Confirmation of Enrolment must be completed by the Registrar and lodged on PRISMS. The new Confirmation of Enrolment will indicate the revised completion date and the reasons for the revised date.

8.4 REVIEW OF ACADEMIC PERFORMANCE

You are required to attend all classes. The trainer will mark the hours of attendance for each student in each class on Vettrak . International Students are required to be enrolled in a full-time registered course and must attend a minimum of 20 scheduled course contact hours per week.

Attendance will be entered into the Vettrak weekly which will calculate attendance percentages.

Students whose attendance falls below 90%, or who have been absent for more than 3 consecutive days, will be contacted by the Student Administration Officer by email or phone. Students who have been identified as not maintaining satisfactory attendance levels will be sent an **Attendance First Warning Letter**.

Students whose attendance falls below 85%, or who have been absent for more than 3 consecutive days, will be contacted by the Student Administration Officer by email or phone. Students who have been identified as not maintaining satisfactory attendance levels will be sent **an Attendance Second Warning Letter**.

Students whose attendance falls below 80%, or who have been absent for more than 3 consecutive days, will be contacted by the Student Admin Officer by email or phone. Students who have been identified as not maintaining satisfactory attendance levels will be sent **Attendance Intention to Report Letter**.

Students must immediately rectify the situation by making an appointment with the CEO for a training plan and by attending classes again. The CEO will also determine if the student needs to be referred to student support services for welfare counselling.

If you believe that the attendance reporting is inaccurate or unfair, you may access the complaints and appeals policy and procedure within 20 working days. If a complaint or appeal has been filed, no report will be entered into PRISMS until the outcome of the complaint or appeal has been determined. If the reason for absence is approved by the CEO as being a compassionate or compelling circumstance, the student will not be reported via PRISMS.

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8.4 OSHC

All students who are in Australia on student visas are legally required to obtain OSHC – Overseas Student Health Cover. If students are not previously covered by OSHC, we will assist students obtaining OSHC.

8.5 STUDENTS WITH DEPENDENT CHILDREN

Students with dependents are reminded that all school age children must attend a government approved school for the duration of their stay in Australia. Schools charge a variety of fees and the student should make provision for these costs in their financial budgets

8.6 LEAVE ENTITLEMENTS

It is recommended that all students attend 100% of class time as this is vital for satisfactory academic results. Hence all student leave is to be restricted to the official breaks. In cases of exceptional compassionate circumstances beyond the student's control (bereavement and sickness) provision may be made for leave entitlements.

In cases of bereavement (death in the family), students must provide us with documentation covering the reason for bereavement and evidence of return air fares etc.

Sickness must be evidenced by a doctor's certificate from a registered practitioner (with a medical provider number on the certificate). All other certificates are not acceptable. The Operations Manager must sight original medical certificates before approving medical leave.

8.7 PUNCTUALITY

Students should arrive 15 minutes prior to the start of training and are to return on time to lectures after lecture breaks. Students not in class when the attendance sheet is called and completed by the trainer will be marked as absent for that session.

8.8 PREPARATION

Students are responsible for their academic progress and should come to class prepared to study. Please bring stationery with you and any texts and references that are required.

8.9 CHANGE OF PROVIDER

Fabinox Welding Academy will not allow a registered student to transfer within the first 6 months of their course until Fabinox Welding Academy has assessed the student's request to transfer within this restricted period.

Fabinox Welding Academy will grant the student's request where:

- a) The transfer will not be to the detriment of the student.
- b) The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made
- c) The student can register into the other course at an appropriate point in the course
- d) The students current academic progress indicates that the student can manage the new course

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Note that:

1. students registered into a course which is less than 6 months in total duration (or an ELICOS Course) are not permitted to transfer to another provider.
2. Students should allow a minimum of 5 working days to assess the student transfer request
3. The Letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact Department of Home Affairs to seek advice on whether a new student visa is required.
4. If a transfer is granted, we will calculate any refunds according to the Course Cancellation and Refund Policy and Procedure and provide the student with a written statement.
5. Students may use our Complaints and Appeals process or involve an independent third party at any time
6. Where Fabinox Welding Academy does not grant a letter of release, we will provide you with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with the Complaints and appeals process.

9.0 TRAINING DELIVERY

9.1 COMPETENCY BASED TRAINING

All training at Fabinox Welding Academy is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

9.2 TRAINING PACKAGE REQUIREMENTS

All courses comply with the requirements of the nationally endorsed Training Packages. Students may have access to these packages, the course packaging rules, and unit of competency requirements either from their trainer or from the www.training.gov.au website.

9.3 PROFESSIONAL STAFF RECRUITMENT

All college staff are employed on the basis of having the requisite skills, knowledge, experience and attitude for the position. Fabinox Welding Academy follows employment legislation and promotes EEO principles in its recruitment practices.

9.4 TRAINING OUTCOMES

All delivery and assessment is geared towards one final outcome only - that is the awarding of a nationally recognized qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

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10.0 ASSESSMENT

10.1 COMPETENCY GRADING

Fabinox Welding Academy follows a competency system for grading the results of assessment tasks and final delivery unit results. Delivery unit results will be recorded on all official academic transcripts as either 'C' – competent, or "NYC" – not yet competent. Early withdrawals from a delivery unit will result in the recording of an 'NYC' whilst non-attempted subjects will be recorded as an 'NA' – not assessed. Students have the right to appeal assessment results and should follow the Complaints, Grievance and Appeals Procedure for this situation.

10.2 INDUSTRY COMMITTEES

Fabinox Welding Academy liaises with the industry in an effort to confirm that current course material and training is reflective of industry needs, instilling skills to meet the employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and that assessment strategies, assess salient points and provide results that are useful to prospective employers

10.3 FLEXIBLE ASSESSMENT

Our Assessment policy stipulates that all delivery units must be assessed at the time of delivery. All assessment tasks must be competency based and cover the entire competency units required. Assessment tasks are to be designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies. Students are provided with every opportunity, within their course duration to obtain and show competency. Students not able to show competency after the completion of their course will have the opportunity to re-enrol in the course and complete the outstanding subjects.

10.4 ASSESSMENT RECORDING

The Trainer of the delivery unit conducts the assessment and evaluates the student's academic performance. Academic results are recorded by competency unit on the Student Records and entered onto the Vettrak.

10.5 LATE SUBMISSIONS

The due date for all assessment tasks will be explained to students at the start of each unit. These dates must also be reproduced on the Assessment Task Cover Sheets.

Students will be permitted to submit assessment tasks at any time during their course. An automatic 'NA' will be awarded to any assessment task not submitted and a subsequent 'NYC' marked against that particular unit of competency.

10.6 INCOMPLETE ASSESSMENT

Students not completing all assessment tasks by the end of a unit will be awarded an 'NYC' for that unit and provided every opportunity to submit the outstanding tasks by the end of their course. The 'NYC' result will be reconsidered upon the submission of assessment tasks.

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10.7 APPEALS FOR REASSESSMENT

All appeals should follow the Complaints, and Appeals process. Appeals regarding assessments will generally be conducted through an interview first with the trainer. Students wishing to make an appeal should first make an appointment with the Trainer of the subject in question to discuss results and go through tasks. A copy of the assessment task under question should be brought to the interview (a copy of all assignments has to be made by students prior to submission).

If the matter is not resolved an appointment should be made for an interview with the Operations Manager. All appeals are eligible to be heard by an independent party as per the Complaints and Appeals process.

11.0 RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER

11.1 Credit Transfer

Credit Transfer is the recognition of relevant existing qualifications and units issued by a bona fide RTO. An application for Credit Transfer of an existing qualification is checked by the Operations Manager to ensure that:

- a) The certificate has been issued by a bona fide RTO for the exact or equivalent unit of competency; and
- b) The applicant has been enrolled in that RTO; and
- c) The applicant did achieve competency in the course or unit concerned

The Operations Manager checks existing qualifications against the current National Training Package, to determine whether the applicant's skills, as represented by the Certificates and/or Statements of Attainment, match the units of competency and critical evidence of the proposed course. Fabinox Welding Academy recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation.

Students applying for Credit Transfer are advised to either bring along with them the original Certificate or Statement of Attainment or send certified/verified copies if applying overseas. For granted Credit Transfer prior to visa grant, Fabinox Welding Academy will indicate the reduced length of actual course duration on the CoE. For granted Credit Transfer after VISA grant, Fabinox Welding Academy will indicate the change in course duration via PRISMS under the ESOS Act.

11.2 Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the formal acknowledgement of a person's current skills and knowledge, no matter how, when or where the learning occurred. The recognition gained may considerably reduce the study time needed to obtain a qualification.

The applicant's knowledge and skills are assessed against competencies of the qualification that they want to achieve. The following may be taken into account during the assessment:

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- a) paid and/or unpaid work experience
- b) Results from informal or formal training and education, including employment and work experience
- c) Evidence that required learning and competency outcomes have been achieved during informal learning

To have prior learning recognised, the applicant must be able to provide evidence from within the last 12 months that the skills are still current and meet today's industry standards and are benchmarked against the requirements of qualifications of current National Training Packages. The student will need to produce recent evidence such as photographs, documents, reports, third party report and, if necessary, demonstrate the skills and knowledge and how that might relate to the requirements of the training package, usually within Australia.

The Applicant will also need to provide contact details of referees who can confirm their abilities such as supervisors or others in the community, who have seen their skills and knowledge applied in the workplace.

The steps to receiving RPL are initiated when the student completes the enrolment form and submits the completed RPL Kit Section 1 and any fees payable to Fabinox Welding Academy .

Upon receipt of the application form and fees payable, the Operations Manager will appoint a suitable person to assist the student with their application and then to assess the evidence provided in relation to the RPL application.

The qualified assessor will make contact with the student within five working days to discuss the application and arrange a meeting at a mutually convenient time whether by phone, Skype or face-to-face. The assessor will assist the student with access to the relevant units and advise on how to complete the RPL application kit and the assessor will also discuss what reliable evidence they should bring in with them.

The student will provide evidence to support the RPL application including all verified supporting documentation. Once the evidence has been gathered, the assessor will conduct a competency conversation with the student using the questions and noting the student answers found in the RPL Kit. Where the submitted evidence and competency conversation results do not demonstrate the student is competent, the student may undertake a practical demonstration of skill to address any gaps.

Within seven days, the assessor will provide a written report to the CEO in relation to their assessment of the evidence provided and the outcome. The Operations Manager will write to the student confirming the results of the assessment and if necessary, ask for additional evidence to be provided.

When the assessor provides the final written confirmation that the evidence is sufficient to determine competency in each of the units of competency for which RPL has been applied for, the

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CEO will grant the RPL and it will be recorded as a 'Competent' outcome in the students file and the student will also be sent a letter confirming the assessment result.

Fabinox Welding Academy does not grant Course Credit by RPL prior to granting of the visa as often practical demonstrations are required to confirm competency. If Fabinox Welding Academy grants Course Credit by RPL after granting of the VISA, the change in course duration is reported via PRISMS under the Education and Services for Overseas Students (ESOS) Act.

Where the assessor has determined that there has been insufficient evidence to warrant a 'competent' assessment, the student will be notified in writing and information regarding the Assessment Appeal Process will be provided. Students may use Fabinox Welding Academy appeal procedures if dissatisfied with the outcome of their RPL application.

The appeal must be completed within one month of the initial application. Where this time elapses due to the student not providing supporting evidence to substantiate the application, an additional application and assessment fee must be paid.

Students wishing to appeal an RPL assessment decision should complete a Complaints and Appeals form and return it to the Operations Manager within five days of having been notified of the formal assessment decision.

An assessor (being not the assessor who undertook the initial assessment) will be appointed to:

- Make contact with the student to discuss the basis of their appeal
- To review the evidence provided together with any additional evidence which the student is able to provide
- Make a final assessment decision
- Report the final assessment decision to the Operations Manager and CEO

The CEO will update the records and student file to record the relevant result against each unit of competency. The Registrar will also send a letter to the student confirming the assessment result.

Final RPL and Credit Transfer approval will be reported through PRISMS within 10 days.

12.0 REGISTRATION

12.1 COURSE/ PROGRAM INFORMATION

Fabinox Welding Academy provides accurate, relevant, and up-to-date course/program information to students both prior to commencement, upon commencement and during their course. Any information relating to any aspect of your training and assessment can be requested from any staff member who will be able to refer you to the appropriate personnel.

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12.2 COURSE DEFERMENT, CANCELLATIONS AND EXCLUSIONS

Deferring course commencement

If a student wishes to defer their course commencement, they need to complete and submit an Application for Deferring or Suspending Assessment or Course to the Registrar, informing us of their reasons for deferment or suspension.

You must supply all relevant evidence to substantiate the cause for the application for course deferment. You may be granted deferment from their studies on compassionate grounds or due to compelling circumstances usually beyond the student's control such as where a medical certificate states that the student is unable to attend classes.

The CEO will convene a meeting to assess the student's request and where possible, the student should attend. If attendance is not possible, then the authority rests with the CEO to decide on approval of the application, based upon the evidence presented.

If deferment is granted, the Registrar will:

- a) Inform the student in writing that the request has been successful;
- b) Inform the student in writing that their change in enrolment status may affect their visa;
- c) Record the details of the request and result on the student's file;
- d) Notify the Department of Home Affairs via PRISMS that the student's enrolment has been deferred;
- e) Issue a new COE for the proposed agreed date of commencement; and
- f) Issue a confirmation letter that advises acceptance of the request and the new agreed enrolment details

Cancellation of Enrolment

You may cancel their enrolment for any reason. In this situation the Registrar will:

- a) Inform you in writing that their change in enrolment status may affect your visa;
- b) Record the details on your student's file;
- c) Notify the Department of Home Affairs via PRISMS that the student's enrolment has been cancelled; and
- d) Issue a Refund Application if appropriate

The CEO may suspend your enrolment on two grounds:

1. Compassionate or compelling circumstances; or
2. Misbehaviour by the student

If Fabinox Welding Academy chooses to cancel your enrolment, then the Registrar will advise you by email of Fabinox Welding Academy's intention. The email will inform you in writing that the change

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in enrolment status may affect your visa and that you have 20 working days to access the Complaints and Appeals policy and procedure and complete the Complaints and Appeals form.

If you do not access the complaints and appeals process, then the Registrar will:

1. Notify the Department of Home Affairs via PRISMS that your enrolment has been deferred, temporarily suspended or cancelled; and
2. Record the details on the your student file.

Should you decide to access the complaints and appeals process; the suspension or cancellation will not take effect until the internal process is completed and has supported the intention to cancel or suspend your enrolment.

If you wish to access the external appeals process, Fabinox Welding Academy will enter this information into PRISMS of the change to your enrolment status.

A copy of all communication between you and Fabinox Welding Academy will be retained on your student file and where appropriate, copies made available to you on demand.

Suspending enrolment after course commencement

If you wish to temporarily suspend their enrolment, you need to contact the Registrar and complete an Application for Deferring or Suspending Assessment or Course and inform them of the reasons for suspension.

You may be granted deferment or temporary suspension from their studies on compassionate grounds or due to compelling circumstances (e.g. where a medical certificate states that the student it unable to attend classes).

If deferment or temporary suspension is granted, the Registrar will:

- a. Inform you in writing that the request has been successful;
- b. Inform you in writing that their change in enrolment status may affect your visa;
- c. Record the details of the request and result on the student's file; and
- d. Notify the Secretary of Department of Home Affairs via PRISMS that your enrolment has been deferred or temporarily suspended.

The CEO may temporarily suspend your enrolment for:

- a. Compassionate or compelling circumstances; or
- b. Misbehaviour by the student
- c. Non-payment of fees or
- d. other disciplinary matter

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If Fabinox Welding Academy chooses to suspend (or cancel) your enrolment, then the Registrar will advise you by letter or email of this intention, informing you that the change in enrolment status may affect your visa and that you have 20 working days to access the Complaints and Appeals policy and procedure.

If you do not access Fabinox Welding Academy's complaints and appeals process, then the Registrar will:

- a. Notify the Department of Home Affairs via PRISMS that the student's enrolment has been deferred, temporarily suspended or cancelled; and
- b. Record the details on the student's file.

Should you decide to access the complaints and appeals process; the suspension will not take effect until the internal review process is completed and has supported the college's intention to cancel or suspend the student's enrolment.

If you wish to access the external appeals process, the Registrar will enter this information into PRISMS of the change to your enrolment status.

A copy of all communication between you and Fabinox Welding Academy will be retained on the student record.

12.3 REGISTRATION ON BEHALF OF OTHER STUDENTS

Fabinox Welding Academy will not accept registration on behalf of other students. Registration must be completed by the student and no one else.

13.0 ORIENTATION

13.1 STUDENT ORIENTATION

All starting students will be taken through an orientation program conducted by a staff member. It is essential for students to attend these sessions to understand our academic system and familiarise themselves with the facilities and services.

Students must bring their passport, visa and OHSC certificate copy. A staff will take a photo to make the individualised student card. During orientation all queries regarding course structure and timetables will be answered.

13.2 FIRST DAY OF CLASS

On the first day of class Trainers will:

- Call out the attendance roll and check the names, student number and registration of each student, and make sure their Vettrak account is active
- Explain assessment processes including how to submit assessment tasks
- Provide an overview of the course and describe the course timetable

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- Ask students to sign the Student Enrolment and Induction Feedback Survey;
- Ascertain through discussion the learning and assessment needs of the students.
- Explain the attendance and results recording procedure
- Provide each student with a Subject Outline (includes subject aim, learning outcomes, delivery and assessment strategies, resources) and explain the outline to the student.
- Start training

13.3 STRUCTURE OF ORIENTATION PROCEEDINGS

As a minimum, the orientation program will cover the following:

- Students will be directed that if they do not have a copy of their Handbook, they can either get another copy or be directed on the website for a soft copy of International Student Handbook
- Students discuss course information including training information, assessment processes.
- Students will be asked to sign Student Induction Form
- Students are informed of the complaint and appeals process
- Students asked to provide visa and passport
- Students registered into classes
- Tour of the facilities
- Students are guided through the support facilities in the local area by reference to the Student manual and other promotional materials.

13.4 ACADEMIC AND VOCATIONAL SUPPORT

We are committed to help students to achieve their training goals and making their learning experience enjoyable. If a student has difficulty in learning in the class due to deficiency in English language, literacy or numeracy skills, they should contact the Operations Manager.

The Operations Manager will give information to the student about ELICOS centres that can provide them with language, literacy and numeracy assistance to support their learning and assessment.

If a student has difficulty in learning in the class due to reasons other than English language or literacy and numeracy skills and is unable to meet course requirements, he/she should see their Trainer before or after the class. The teaching staff will help them and provide them information on services such as;

- Study skills centre
- Supervised study groups
- Tutorial support assistance

If students have any concerns about their visa condition relating to course progress and/or attendance, they are encouraged to discuss the matter with a Operations Manager who may refer them to services designed to assist students in meeting course requirements and maintaining their attendance.

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Clients may receive academic or vocational counselling from the Operations Manager, Trainers or other qualified staff. Trainers will monitor student progress and provide support as appropriate, and where needed refer the student to a Operations Manager, depending on the nature of the problem. All staff act as student support officers are able to refer you to external support providers where required.

Students should contact the Operations Manager to arrange an appointment.

We will not charge students for its support services; however, students need to be aware of the fees and charges associated with the provision of support services by others.

13.5 PERSONAL COUNSELLING

The teaching staff of Fabinox Welding Academy are available to provide general advice and assistance with matters such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance will be referred without cost to an appropriate external service. Any costs associated with the external service will be at your own expense.

Fabinox Welding Academy also provides adequate and appropriate support services in terms of academic and personal counselling. Students should speak to their Trainer, or Operations Manager regarding any issue they may be experiencing which is impacting on their study, health or mental health and where necessary they will be referred to the appropriate service for further assistance.

All staff at Fabinox Welding Academy act as Student Support Officers and are able to refer you to external support providers. Fabinox Welding Academy will not charge for any referral to support services.

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Below is a directory of support services available to you. Additional services can be found on the internet.

Support required for:	Website	Phone no
Alcoholism	www.aa.org.au	1300 222 222
Anxiety (including phobias & Obsessive-Compulsive Disorder)	http://www.health.nsw.gov.au/	9391 9000
Asthma	https://asthma.org.au/	1800 278 462
Consumer credit and debt	http://financialrights.org.au/	1800 007 007
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	https://www.wesleymission.org.au/find-a-service/mental-health-and-hospitals/counselling/	9623 5577
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence	https://www.whiteribbon.org.au/Find-Help/Help-Lines	1800 737 732
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Wesley Mission)	http://www.wesleymission.org.au/	1300 924 522
Drugs and mental health	www.thewaysidechapel.com/	9581 9100
Eating disorders (Wesley Mission)	http://www.wesleymission.org.au/	1300 924 522
Emergency services (police, fire, ambulance)		000
English and Academic Support Service	https://bankstownc-i.schools.nsw.gov.au/	02 9796 8138
Epilepsy	www.epilepsy.org.au/	1300 374 537
Family planning information	https://www.fpnsw.org.au/health-information/individuals/contraception	1300 658 886
Gambling Counselling (Wesley Mission)	http://www.wesleymission.org.au/	1300 827 638

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Grief support	www.solace.org.au/	9519 2820
HIV/AIDS	http://www.afao.org.au/	9557 9399
Housing and Tenancy Advice	https://www.metroassist.org.au/	(02) 9787 4679
Telephone Interpreter Service	https://www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National	131 450
Legal information and advice	https://www.legalaid.nsw.gov.au/	1300 888 529
Mental health advice	https://www.health.nsw.gov.au/mentalhealth/Pages/mental-health-line.aspx	1800 011 511.
Poison Information Centre	http://www.poisonsinfo.nsw.gov.au/	131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au/	1300 792 798
Rape Crisis Centre	https://www.rape-dvservices.org.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	1300 736 966
Smoking - Quitline	https://www.icanquit.com.au/	13 78 48
Suicide Prevention	http://www.beyondblue.org.au/	1300 22 4636
Women's refuge referral service	https://www.vinnies.org.au	9568 0262

13.6 STUDENT INPUT AND FEEDBACK

All students are encouraged to provide continual client input and feedback. This input and feedback may be provided either informally through conversation observation or suggestion or formally through interviews and surveys. We will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Trainer and student surveys will be distributed at the conclusion of each term. A suggestion box will be available at all times at reception. Students are welcome to make appointments with staff members to discuss issues personally.

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14.0 RECORDS MANAGEMENT

14.1 RECORDS

Fabinox Welding Academy maintains electronic and manual files covering all administrative, student information. Files are stored for the legislated period of time and electronic files are backed up regularly.

Student File Contains:

- Application documents
- Copies of issued academic records
- Acceptance and enrolment documents
- Copies of issued attendance records
- Immigration documents
- Copies of other certificates or awards attained
- All correspondence with or concerning students
- Completed assessment tasks
- Memos or file notes regarding the student

Fabinox Welding Academy ensures through its Records Management Policy incorporates:

- Security and Confidentiality of all records
- External Reporting
- Archiving of all records
- Access of records by clients

14.2 SECURITY AND CONFIDENTIALITY

Student Records include information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, surveys, counselling, warning and reporting documentation payment schedules, sickness, leave.

The following strategies are used to ensure your records are secure and remain confidential:

- Each student has a unique student number.
- Staff can only access electronic files by unique access Codes which have been provided on a need to know basis
- Student details are only distributed externally to regulatory agencies on formal request and not without Fabinox Welding Academy making every attempt to contact the student first
- Student files are maintained electronically and manually as files. All electronic and manual files are accessible by management only. No student details are ever to be given out to other students, agents, businesses etc.
- Student information made available will be handed to the student personally
- Students requesting access to personal information must complete an official request which will be submitted to the appropriate management representative for processing

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14.3 ACCESS TO RECORDS BY STUDENTS

Students have access to personal records on request by completing an official request Form. In all cases will protect the privacy of all client information.

14.4 CHANGE OF STUDENT CONTACT DETAILS

Students are obliged to keep Fabinox Welding Academy informed of their current contact details, such as Australian residential address, email address and mobile telephone number and to inform us immediately of any change in these details. Students should be advised that if they do not receive any authority correspondence due to incorrect contact details, they are fully responsible.

14.5 STUDENT RESULTS RECORDING

Students' results will be recorded on the Student Results Recording Sheet. Results are to be entered at competency unit level. At the conclusion of each subject Trainers will calculate a final assessment and record the final assessment in the appropriate column. These sheets are to be submitted to the Operations Manager at the conclusion of the subject for entry into the student database and filing. Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course.

14.6 CLASS ROLLS AND ATTENDANCE RECORDING

Student attendance will be recorded daily on the Class Attendance Rolls. These rolls are legal documents and as such are never to be handled by students, left anywhere other than the staff room or removed from the college premises for any reason. In the case of excursions Trainers will still record attendance on blank rolls.

Attendance will be recorded for each student listed on the class roll for every class. The roll will be called by the Trainer within the first and last 10 minutes of class time. The only notations that are to be entered onto class rolls are:

- Official leave dates
- Subject changes
- Sick certificates
- Course changes

14.7 COMPLAINTS

If we do not resolve or finalise complaints or appeals within 60 days, the complainant will be notified in writing by the Operations Manager.

Fabinox Welding Academy maintains a supportive and fair environment, which allows training participants, staff and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process. We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. This means that our complaints process is:

- well publicised and explained;
- accessible so you can lodge complaints and appeals by phone, electronically or in writing;

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- fair and protect your rights;
- free so you can lodge a complaint without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;

Step 1:

If the complaint is regarding a fellow student, you should first discuss the matter with the student and try to resolve it. If you are not able to resolve it, then you should discuss the problem with your trainer/assessor to try to resolve it. If you were not able to resolve it, go to step 2.

If your complaint is regarding your trainer / assessor, or the organisation, then go straight to step 2.

Step 2:

You should lodge a formal written complaint to the Operations Manager by completing a Complaints and Appeals Form that can be obtained from the Operations Manager. The Operations Manager will acknowledge receipt of the formal complaint in writing and record the complaint in the Register of Continuous Improvement.

Fabinox Welding Academy will commence the complaints process within 10 working days of the formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Step 3:

If the complaint was not able to be resolved to your satisfaction by the Operations Manager, then you must ask for the complaint to be escalated to the CEO. The Operations Manager will email your complaint to the CEO.

The CEO will acknowledge receipt of the formal complaint in writing and commence investigation into the matter within 10 working days. The CEO is empowered to make a determination that is considered to be fair and equitable by both parties. The complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

Step 4:

If you are still not satisfied with the outcome, the matter may be referred to an independent mediator such as the local National Training Complaints Hotline (133873) or the Department of Fair Trading for review.

Recording:

The complaint will be recorded in the Register of Continuous Improvement by the Operations Manager.

A copy of all the documentation, in particular the complaint and its outcome, is placed in the student's file. A copy of the documentation is forwarded to the complainant.

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Where the resolution requires a documented change to policies and procedures, the CEO notifies the appropriate staff member of the change to ensure that the procedure for document change as listed in the procedure for Document Control is followed with the appropriate records made.

In the event that a complaint is substantiated, Fabinox Welding Academy will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties. Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity for improvement to the organisation's practices and Quality Management System. Privacy requirements and student/individual rights are maintained at all times.

If the student chooses to access our complaints and appeals processes, Fabinox Welding Academy will maintain the student's enrolment while the complaints and appeals process is ongoing.

*NOTE: We aim to finalise any complaints and appeals within 60 days of the initial lodgement. If the complaint cannot be finalised within the 60 days, we will notify the complainant in writing why it has not been finalised and any other information they can provide at the time to assist the complainant.

14.8 APPEALS

If you are not happy with the outcome of a complaint, then the following appeal process is followed.

The appeal is discussed directly with the CEO. If this does not resolve the matter, then the appeal is to be documented and submitted to trigger mediation by using either a simple written letter or a copy of the complaints and appeals form.

The CEO records the student's dispute in the Register for Continuous Improvement and puts written notification on the students file and organises attendance by the student as Fabinox Welding Academy representatives at the local court to meet with the VET Ombudsman representative. These are trained mediators, familiar with the alternative dispute resolution mediation process. The process is also without cost.

You can also contact the Ombudsman

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

You can lodge a complaint with National Training Complaints Hotline by completing the complaints form online at <https://www.dewr.gov.au/national-training-complaints-hotline>

An appellant may deliver their own version of the matter to the mediator and request a support person be present. The rules of alternative dispute resolution apply.

The matter should then consider the issues raised an attempt to resolve the appeal to the satisfaction of the appellant. All appeals of complaints that are found to be proven must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this a problem again

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The final agreement achieved through the alternative dispute resolution process is put into court orders which bind the parties to the agreed resolution. There is no further appeal mechanism beyond this point. The student may always revert to common law. Each step of the complaints and appeals process we will allow the student to make representation either orally or in writing prior to reaching a decision.

If the student has complaints that do not directly concern us but may affect their ability to achieve competency, they shall be referred to appropriate external support groups for assistance

14.9 APPEALS AGAINST ASSESSMENT OUTCOMES: REASSESSMENTS

Fabinox Welding Academy maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Appeals are ideally resolved as amicably as possible using this formal appeal process.

Step 1:

Discuss the matter with your assessor and explain the reason why you believe the assessment outcome is unfair. If you are not satisfied with the discussion, then go to Step 2.

Step 2:

Lodge a written appeal to the Operations Manager by completing a Complaints and Appeals form. The Operations Manager will forward the appeal to the CEO who will commence investigation into the matter within 10 working days.

The CEO will appoint a mutually agreed-upon, qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may provide additional evidence of competence. The independent assessor's determination is final.

No further appeal mechanism exists beyond this point in the process.

14.10 THE OVERSEAS STUDENTS OMBUDSMAN

The Overseas Students Ombudsman:

- investigates complaints about problems that overseas students have with private education and training in Australia
- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- considers, free of charge, external appeals under Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

If you have a complaint about Fabinox Welding Academy you may take the matter to an independent complaints handling body. This will be the Overseas Student Ombudsman. Visit the relevant state ombudsman's website <https://www.ombudsman.gov.au/> for more information.

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15.0 FABINOX WELDING ACADEMY RESOURCES

Fabinox Welding Academy maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. Fabinox Welding Academy maintains administration and training facilities and equipment to ensure smooth and effective operations. Facilities and equipment are set up, cleaned, and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials, and equipment.

Training facilities have:

- Accessible amenities such as toilets and drink stations
- Flexible layout options appropriate to room size, shape and furniture
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Sufficient power points placed appropriately
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Suitable audio visual and presentation equipment
- Clear sight and hearing from all points and to the point of presentation
- Suitable equipment set up safely and securely
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Tables that have appropriate space for writing and training activities
- Student Library
- Computer and internet access
- Fitted out welding workshop

15.1 FABINOX WELDING ACADEMY BUILDING SECURITY SYSTEM AND SMOKE ALARMS

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency student are requested to remain calm and follow staff instructions.

Students should familiarise themselves with the Emergency Procedures as posted on the student notice board.

15.2 Fire Evacuation Procedure

Evacuation will be initiated by activation of the Evacuate Signal that is audible in all sections of the building or at the discretion of a member of Fabinox Welding Academy if they consider there is any danger to personnel in their immediate vicinity.

Staff members shall evacuate all persons in immediate control, beginning with those furthest from the designated fire exits.

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Where training are being conducted, the person conducting (or nominally in charge of) these shall, upon receiving instructions to evacuate, conduct their students out the designated fire exit.

Do not use the lifts unless you are directed to by Emergency Personnel.

If there are any mobility-impaired persons in the building, it is the responsibility of the staff members to assist them if necessary.

During evacuation doors shall be kept closed, but not locked, to retard the spread of smoke and fire. This is particularly important with respect to corridor smoke doors.

Staff members shall convey the order to evacuate as firmly as necessary to ensure compliance.

Following evacuation each staff member shall post volunteers near building entrances to prevent re-entry by unauthorised persons. Staff Members shall then report to a member of the Critical Incident Team or the most senior staff member for further instructions.

After leaving the building, assemble outside the front door on the opposite side of the road to the building. Do not re-enter the building until clearance is given.

Do not leave the assembly area without informing your respective staff member - Emergency Services personnel will risk their lives if it is thought you are still in the building.

Evacuation Drills

Evacuation drills will be conducted at least once a year. These will not necessarily be fire drills; other types (eg. bomb threat) will be used on some occasions. Advanced notice will be given and all persons present in the building will be expected to participate.

Special Instructions for Staff and Students

Students should make themselves aware, each semester, where the nearest Fire Exit is located for each classroom in which they hold a class. If a fire or smoke or other imminent emergency condition exists while a staff is conducting class, staff should direct the students to the nearest Fire Exit, assuring that all students have evacuated before following.

All students are to follow three primary safety principles during any emergency:

Follow the instructions of Public Safety and Fire or Police Department personnel and Fabinox Welding Academy staff.

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DO NOT PANIC

If an emergency condition arises here is what to do:

- When you hear the fire bell: **Don't panic**
- Listen for a warning that the alarm may only be a test
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow Fabinox Welding Academy staff to the exit signs and use the Fire Exit stairwells only
- Go to the designated safety area and wait with staff and students
- Your Trainer will check your name against the class roll
- Do not return to fire/smoke floor until instructed to do so.

15.3 EQUIPMENT

Equipment is available for Fabinox Welding Academy purposes only by both staff and students. Please ensure that you use all equipment safely and follow WH&S procedures at all times. Get help if there is a problem.

15.4 TEXTS AND REFERENCES

Fabinox Welding Academy provides the required texts and references required for the course as part of the course fee. The student may choose however to purchase additional texts and references to support their knowledge and understanding. We also have a library of various textbooks and references for students to access.

16.0 ISSUANCE OF QUALIFICATIONS

Students will not be issued a Certificate or Statement of Attainment if they do not have a Unique Student Identifier (USI) or if there are any fees outstanding.

Once you have successfully completed all of the units of competency required by your course, you will receive your Certificate or Statement of Attainment in the mail. The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course. We must issue your Certificate or Statement of Attainment within 30 days of all requirements of your course being met.

Certificates and Statements of Attainment will only be issued to the learner Fabinox Welding Academy has assessed as meeting the requirements of the training product.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

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16.1 INCOMPLETE QUALIFICATIONS

If you leave the course without completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

16.2 REISSUING QUALIFICATIONS

If you need additional copies of your qualification, then application must be made to the Operations Manager of Fabinox Welding Academy in writing with proof of identity provided.

Ideally you should attend Fabinox Welding Academy to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

17 RULES ENSURING COMFORT & CONVENIENCE

As Fabinox Welding Academy is a place for training and learning certain rules apply, during the conduct of courses, for the convenience and comfort of all students and staff. You must adhere to the following:

Alcohol

Alcohol is NOT permitted on Fabinox Welding Academy premises.

Smoking

Fabinox Welding Academy is a NON-SMOKING workplace and we ask for your assistance not to smoke in on our campus.

Chewing Gum

The chewing of gum is NOT allowed on the premises, as some of classrooms and hallways have carpets.

Drugs

You must NOT bring drugs to Fabinox Welding Academy. Anybody found doing any sort of dealing with the drugs will be expelled from Fabinox Welding Academy and will be reported to the police.

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Firearms and Knives

It is against the law to carry firearms or knives at the public places in NSW. You must NOT bring any firearms, knives or any kind of weapons to class. Anybody found with any sort of weapons will be expelled and will be reported to the police.

Dress

Dress should be neat and tidy, giving a professional look to students. Thongs or any clothing considered by management to be offensive will not be allowed.

Mobile Phones

All mobile phones should be switched off during class or any seminar. You can use the mobile phones out of class sessions, and during the breaks.

Food and Drink

No Food or Drink is allowed in the classrooms, computer labs, hallways, stairways and lifts.

Litter

Please use the rubbish bins provided for the litter.

Other Important Tips

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student room. Keep Fabinox Welding Academy premises clean and do not write anything on the walls or on the desks. Student must leave Fabinox Welding Academy premises in neat and tidy condition.

18.0 LIVING IN AUSTRALIA

Living in Sydney

Sydney is the state capital of New South Wales and the most populous city in Australia and Oceania. It is located on Australia's east coast, the metropolis surrounds the world's largest natural harbour, and sprawls towards the Blue Mountains to the west.

Residents of Sydney are known as "Sydneyiders". Sydney is the second official seat and second official residence of the Governor-General of Australia and the Prime Minister of Australia and many federal ministries maintain substantial presences in Sydney.

In the evenings you can enjoy barbeques under the stars, eat at one of the many outdoor cafes and restaurants or dance the night away at one of the nightclubs.

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If you enjoy sport there is plenty of choice with world class golf courses, an Olympic Swimming Centre and many tennis courts. The beaches are famous for surfing and there are plenty of sheltered spots for peaceful swimming, snorkelling or diving. Sail boats, canoes, wind surfers and jet skis are available for hire for use on the river or open ocean.

Beach Safety

The ocean can be dangerous if you are not a strong swimmer.

There are life guards at most local beaches. Please take special care to obey signs on the beaches and to swim in safe areas where there are life guards. Always swim between the red and yellow flags.

Driving in Australia

We can assist you with car hire if you are over 21 years.

In Australia you must drive on the left hand side of the road.

You must hold a current driving license. If it is not in English you will need to carry an English translation.

You and your passengers must wear seatbelts at all times.

Never drink any alcohol and drive. The police are very strict and conduct random breath tests.

It is illegal to talk on a mobile whilst driving and there are large fines.

Smoking

Under NSW Law, it is illegal to smoke in a public place or within four metres of a public doorway. Please place cigarette butts in the bins provided in the smoking area in the car park adjacent to the school.

Climate

Summer (December to February) NSW summers are generally long and very warm, with temperatures ranging from 21°C to 36°C, with occasional hot spells of over 40°C. Humidity in summer ranges from 60% to 85%.

Autumn (March to May) Pleasantly warm weather conditions with occasional cooler nights.

Winter (June to August) Sydney has a short and mild winter. Winter temperature ranges from 12°C to 21°C, with the overnight temperature sometimes dropping below 12°C.

Spring (September to November) Spring in Sydney offers a pleasant mild temperature, with occasionally unpredictable cold, wet and windy days

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Useful links

Visit the following website for things to do in Sydney: <https://www.sydney.com/things-to-do>

Visit the following website for things to do near Riverstone:

<https://www.newsouthwalestourism.com/attractions/riverstone/nsw>

18.1 Directory

Emergency Services:

Police 000

Fire 000

Ambulance 000

Hospitals

Visit the following website for information on the various hospitals near Riverstone:

<https://healthengine.com.au/find/public-hospital/NSW/Riverstone-2765>

Shopping:

Riverstone Village Shopping Centre

Address: Riverstone Parade (Opposite Train station) Parking off, Pitt St, Riverstone NSW 2765

Banks

Located in Shopping Centre above.

Legal Assistance

Legal Aid NSW

Suite 36-37, 15 Kildare Road, Blacktown NSW 2148

Ph: 02 96214800

Fax: 02 98315597

Email: blacktown@legalaid.nsw.gov.au

Students should note that some services such as counselling, legal advice, some medical services and others may require payment of a fee. Students should obtain clarification of this fee before engaging any services.

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Clothing

There is no formal dress Code for students whilst on campus, however, students should wear appropriate clothes when completing welding work. As part of the entry requirements for the course, you must have steel capped boots, welding helmet, long sleeve cotton shirt and long cotton pants to undertake training and assessment.

Cost of Living

The cost of living in Sydney really depends on your lifestyle. As a guide, you will need AUD\$25,000.00 at a minimum for living expenses for one year (covering accommodation transport and food but not entertainment or a car). An initial cost of roughly AUD\$5,000 is needed to cover rental bonds, furniture, electricity and telephone. You only need to pay this once.

Other expenses may include any insurances you may require such as car and home insurance.

Accommodation Options

Sydney boasts a diverse range of accommodation options. Students may choose to live with an Australian family, in student lodging, or take on independent apartment rental. Whatever you choose, we suggest arranging your accommodation as early as possible - preferably as soon as you have accepted the offer of a place at Fabinox Welding Academy.

For students who have not decided where they would like to live in Sydney, a minimum booking of four weeks at a Homestay will guarantee you somewhere to stay upon arrival and while you make more definite arrangements. Airport pickup can be arranged with accommodation.

Homestay

Homestay, with an Australian family in a private furnished bedroom, is a great opportunity for students to improve their language skills and have an authentic cultural experience.

Two Homestay Providers:

- Student Accommodation Online and
- Homestay Experience.

Further information regarding the services provided by these two agencies and the associated costs, can be obtained by contacting these respective providers directly and visiting their respective websites for further information.

Student Employment

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International students holding an Australian student visa are permitted to work up to 40 hours every two weeks (or 20 hours per week) during the academic session. This limitation applies to both paid and unpaid work.

Telephone, Internet and Post

The cheapest way to phone overseas is using a phone card. These are available at newsagents and convenience stores. Different phone cards will have different rates. You will need to compare different cards to see which is the cheapest for your country. If you would like a mobile phone, packages start from around AUD\$15 a month plus call costs for a two year contract. You can also buy a pre-paid mobile phone for about AUD\$100.

To post a letter overseas the cost is between \$1.20 and \$3.00 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going to.

Emergency Support Services

Police, Fire, Ambulance 000

Poisons Information Centre(24 hours) 13 1126 Telephone Interpreter Service (TIS) 13-1450

International calls

0011 + country Code + area Code + number

0012 + country Code + area Code + number (to find out the cost of the call immediately afterwards)

Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students. When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards. An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

School Aged Dependent Children

Students are advised that any school aged dependents accompanying them will be required to pay full fees if they are enrolled in either a government or non-government school.

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19.0 CHANGES TO FABINOX WELDING ACADEMY OWNERSHIP OR MANAGEMENT OR PREMISES

Fabinox Welding Academy will inform ASQA of prospective ownership and/or management changes. The process to be adopted is to advise the ASQA in writing of:

- any prospective changes to the ownership as soon as practicable prior to the change taking effect, and
- any prospective or actual change to the high managerial agents (as defined in section 5 of the ESOS Act) such as our CEO as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect.

Fabinox Welding Academy will provide ASQA with information on the new owner or high managerial agent for the purpose of making an assessment under the ESOS Act.

Fabinox Welding Academy has defined the position of CEO as a High Managerial Agent, thus any change to the CEO will result in notification to ASQA.

Fabinox Welding Academy will notify the designated authority and the students enrolled, including those whom have not yet commenced, with the registered provider of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation.

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20.0 UNDERSTANDING OF FABINOX WELDING ACADEMY RULES & RECEIPT OF STUDENT HANDBOOK

I,

Student ID No:.....

acknowledge that all of Fabinox Welding Academy and Course Information Enrolment Terms and Conditions, Registration and Course fees and Refund Policy and Visa terms and conditions have been provided and fully explained to me during my Fabinox Welding Academy Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand: PLEASE TICK EACH BOX

- That if I am in breach of any of these terms and conditions, my enrolment with Fabinox Welding Academy may be cancelled and reported to the Department of Home Affairs;
- That I must attend all classes and maintain a minimum of 20 contact hours per week with Fabinox Welding Academy;
- That I am required to maintain satisfactory course progress including doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions;
- That I will notify Fabinox Welding Academy of any change of contact details;
- That I must remain pay all my fees according to the disclosed Fee Schedule sent to me;
- That I will maintain my Health Insurance at all times;
- That Fabinox Welding Academy has orientated me about my safety during and after class.
- That I have read and understood all of the rules, policies and procedures as detailed in the student handbook, Legislative Requirements, all course and marketing information and Student Orientation details; and
- That I again understand and agree that if I am in breach of any of these conditions my enrolment will be cancelled, and details recommended to Department of Home Affairs for cancellation of student visa.

.....

Student Signature

Date