



**Contempo**  
College

## **INTERNATIONAL STUDENT HANDBOOK**

This document has been prepared to assist you in making a fully informed decision to enroll in  
Nationally Recognised Training

# INTERNATIONAL STUDENT HANDBOOK

## ABOUT US

Contempo College has been established since 2021 to deliver nationally recognised training to domestic and international students in hospitality with a focus on school leavers, those employed or seeking to be employed in a mid to high level positions within the hospitality sector or work in the sector in their chosen vocation.

## OUR GUARANTEE

We guarantee you will be provided with:

1. Industry recognised and developed training;
2. Practical scenarios to ensure your training is providing you with the skills required to gain employment; and
3. Support services to ensure your training can be completed
4. Maintenance of registration as a Registered Training Organisation (RTO) and its Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registration
5. Maintain registration of our courses on the national register ([www.training.gov.au](http://www.training.gov.au)) in accordance with all relevant regulations and requirements
6. Maintain compliance under the NVR Act 2011 and the Standards for Registered Training Organisations (RTOs) 2015 ([www.asqa.gov.au/standards](http://www.asqa.gov.au/standards)) as well as the ESOS Act ([www.legislation.gov.au/Details/C2018C00210](http://www.legislation.gov.au/Details/C2018C00210)) and the National Code 2018 ([www.internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Implementation.aspx](http://www.internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Implementation.aspx)) and any other relevant legislation, standards or guidelines as required.

We will not guarantee:

1. You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks; and
2. You will be employed at the conclusion of your training, as we are not an employer.

## COURSE INFORMATION

We offer Nationally Recognised Training in:

### **SIT50416 Diploma of Hospitality Management**

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

## AMOUNT OF TRAINING

Contempo College is required to meet the requirements of the Volume of Learning for all students, as described in the Australian Qualifications Framework (AQF) for each unit of competency on scope.

### **SIT50416 Diploma of Hospitality Management**

This qualification is delivered to the local and international students over 104 weeks of study (80 weeks of structured learning and 24 weeks of term breaks) comprising of 1600 hours consisting of structured learning, 400 hours of unstructured learning. This qualification also include, 160 hours of skills demonstration and practice in a real and simulated environment.

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## ENGLISH LANGUAGE REQUIREMENTS

At the time of enrolment or prior to commencing training and as of October 2019, the Department of Education require the provider to provide evidence that the each prospective student has the required the required English proficiency standard.

It is a requirement for providers to enter the date the student took the test and the actual score the student received which is listed on the test result form.

Each prospective student's English test information is now entered onto the government data base PRISMS therefore must submit evidence of attainment of one of the following:

English language test providers	Minimum test score	Minimum test score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS	Date student took the test and the score the student received
International English Language Testing System	5.5	5	4.5	
*Test of English as a Foreign Language (TOEFL) paper based	527	500	450	
TOEFL internet based test	46	35	32	
Cambridge English: Advanced (Certificate in Advanced English)	162	154	147	
Pearson Test of English Academic	42	36	30	
Occupational English Test	Pass**	N/A	N/A	

## ENTRY REQUIREMENTS

When you have determined the right training for you, as part of the enrolment process, we will be required to conduct an initial skills assessment to assist us to ensure you are able to complete the training you wish to be considered for enrolment.

This will include a short interview as to your knowledge and experience of the industry in which you are training to gain employment as well as a Language Literacy and Numeracy test. All of these are designed to assist us in understanding any additional assistance you may need prior to commencing your training.

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If you are currently enrolled with a Registered Training Organisation, you must have **completed 6 months** of your primary course before we can accept an application for enrolment.

**Note:** Prior learning is not required to undertake our training.

### ENROLMENT REQUIREMENTS

**Note:** If you are currently enrolled with a Registered Training Organisation, you must have **completed 6 months** of your primary course before we can accept an application for enrolment.

If you are seeking to enrol you must:

1. Hold an international student 500 class visa,
2. Undertake an initial skills assessment; and
3. Be over the age of 18 years.

### ACCEPTANCE OF ENROLMENT

Your enrolment is accepted in full when you have completed the following:

1. Submitted an application for enrolment;
2. Undertaken an initial skills assessment;
3. Returned your written agreement; and
4. Paid the initial course fee payment or paid course fees in full.

### LICENCING REQUIREMENTS

The qualifications we offer have no licencing requirements attached to the employability outcomes.

### VENUE

You undertake the training at our location Level 2, 379 Hay Street, Perth WA 6000, Australia.

Our training venue meets the requirements of registration and provides you with the following:

1. Training room;
2. Library;
3. Break out room;
4. Offices for confidential meetings with your trainer or the director;
5. Simulated work environment for practical training and assessment where not able to be done in an actual workplace;
6. Refreshment facilities; and
7. Student lounge.

Our venue is centrally located to public transport, cafés and restaurants, shopping precincts and off street parking.

### ACCESSIBLE AREAS AND ACCESS TO TRAINERS

1. Trainers are accessible at all times during classroom sessions;
2. Director and Administration personnel are only accessible during scheduled classroom breaks or before/after class;
3. Trainers are not accessible during lunchbreaks;
4. No access is granted to telephones, photocopiers, fax machines and any other non-training related equipment;
5. Students have access to trainers on an individual and confidential level if there are any concerns in understanding; and the training information, or any other concerns relating to their attendance at workshops.

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## ASSESSMENT

### PRINCIPLES OF ASSESSMENT

The assessment principles of validity, reliability, fairness and sufficiency will be met through the delivery of assessment in real time and as a combination of Written Assignments, Oral Assignments, Practical Assessments, Written and Summative Assessments as each student undertakes the particular unit of study.

The competency standards as set in the relevant training package, shall be the benchmarks for assessment.

On-the-job assessment requirements will be met through consultation with the student and employer to ensure all necessary equipment and time is allocated for thorough assessment to be made.

Trainers are responsible for ensuring that assessments are conducted practically and ethically and that competency is confirmed and evidence is relevant and available. Students are responsible for ensuring that they have the evidence to support their application for competency in a unit of study.

The assessment process will be managed through the timely and accurate auditing of assessment documentation, observation of assessment practices and auditing of the assessment process and documentation by the Industry Validation and Moderation groups.

### ASSESSMENT STANDARDS

All assessments conducted by us will:

1. Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40116 Certificate IV in Training and Assessment or its successor.
2. All of our assessments within our RTO will lead to the issuing of a certificate or statement of attainment under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
3. All of our Assessments will be:
  - Valid - Assessment methods will be valid, that is, they will assess what they claim to assess,
  - Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the student and from context to context,
  - Fair - Assessment procedures will be fair, so as not disadvantage any students. Assessment procedures will:
    - Be equitable, culturally and linguistically appropriate,
    - Involve procedures in which criteria for judging performance are made clear to all participants,
    - Employ a participatory approach,
    - Provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
  - Flexible - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We will achieve this through:

- Careful design of the assessments,
- Validation and moderation of the assessment materials conducted in our annual review,
- An understanding of the definition and practical application of the above definitions.

### ASSESSMENT TASK CRITERIA

All our assessment tasks will enable applicants to be informed of the context and purpose of the assessment and the assessment process.

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This will include information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances. Information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the way RTO determine Competent (C) or Not Yet Competent (NYC).

## ASSESSMENT METHODS

Our assessments and assessment methods will ensure that we:

- Focus on the application of the skill and knowledge as required in the workplace, including:
  - Task skills (actually doing the job)
  - Task management skills (managing the job)
  - Contingency management skills (what happens if something goes wrong)
  - Job Role environments skills (managing your job and its interaction with others around you)
- Ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.
- Have staff available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.
- Ensure all assessment tasks consider any language and literacy issues, cultural issues or any other individual needs related to the assessment (where relevant).
- Have a fair re-assessment process.
- Have an appeals process if you are unhappy with your academic result and have exhausted your re-sit options. See further details in the appeal process section.

## ASSESSMENT TOOLS

Our assessment tools are:

1. Written assessment – requires the learner to answer a series of written questions used to capture evidence of a student acquiring the knowledge required to be successful in the work outcomes of the unit of competency.
2. Practical assessment – requires the student to be observed completing a task or series of tasks to demonstrate they have acquired the required skills to be successful in the work outcomes of the unit of competency.

Oral questioning may be used to:

1. Enhance or clarify answers provided in the written assessment; and
2. Actions undertaken or omitted during the practical demonstration.

## RE-ASSESSMENT OPPORTUNITES

Students not successful at the first attempt of an assessment task will be afforded:

1. No charge opportunity to re-attempt the assessment task on a further 2 occasions; and
2. If still deemed unsuccessful after the 3<sup>rd</sup> attempt, students will be counselled to repeat the entire unit and will be charged prorate of total course fees.

At completion of the 2nd re-attempts if the student is still not successful, they are to be deemed Not Yet Competent (NYC) and advised of their appeal rights.

## RE-ASSESSMENT APPEALS

Students not satisfied with their academic mark, may appeal the result.

This must be in writing to the Director, who will investigate and review the result.

Contempo Education Pty Ltd T/A Contempo College  
RTO Code: 45720  
CRICOS Code: 03933H

CRICOS Standards/Standard 1 Marketing/Version 1.0 11/2020

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Students will have the opportunity to be re-assessed on an individual basis by mutual agreement.

This may be arranged prior to course completion to allow for students to graduate with other class participants.

**Note:** Should you not complete the assessment task on the alternate date, you may be charged an alternate assessment fee.

### CHANGE TO COURSE

Where available, any approved changes to downgrade a course after commencement of the course, a \$500.00 administration fee will apply.

No charge will apply should a Student wish to upgrade to a higher course.

**Note:** The enrolment fee is not refundable

### ATTENDANCE

Attendance records will be systematically maintained for students on the course.

Non-attendance due to illness must be evidenced by a medical certificate, or other exceptional personal leave must also be recorded, monitored and reported weekly.

International students must present a medical certificate issued by a Legally Qualified Medical Practitioner (LQMP), a sickness certificate issued by a pharmacy is not sufficient.

### ATTENDANCE REQUIREMENTS

Contempo College is required to record and keep attendance. Records will systematically be maintained for students on a registered course.

An amount of training (also referred to as Volume of Learning) is required to be completed prior to undertaking the assessment for each qualification and Unit of Competency. To achieve the amount of training students must:

1. Undertake at least 80% of the structured hours allocated to each qualification; and
2. Satisfactorily complete 100% of the assessment tasks.

**Note:** We allow non-attendance for 20% of the structured training hours to cover occasional absences and illnesses, including illness supported by a medical certificate.

As soon as practicable, after we become aware a student is no longer able to achieve 80% attendance for the term, or course, the student will be notified that they are in breach of the amount of training and it is likely they will not successfully complete the training.

Assistance including catch-up sessions and additional days will be offered to students who have fallen behind in their attendance. Please note there may be an additional fee for catch-up sessions outside of the scheduled timetable.

### ABSENCE

If absent from a day on the course is due to a medical condition or illness, you are required to produce a medical certificate from a Legally Qualified Medical Practitioner. You may not produce a sickness certificate from a chemist.

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You must not be absent from a designated training day for paid employment (where applicable).

### FAILURE TO ATTEND

Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course.

Failure to attend on numerous occasions may mean a Not Yet Competent (NYC) being recorded and no refund of monies paid.

Contempo College is also required to inform the Department of Home affairs of any visa breach.

### LATENESS TO CLASS

1. Lateness to class on any day is not acceptable;
2. When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay; and
3. We expect that all students will be in the room on time after breaks throughout the day.

### BEHAVIOUR AND DRESS

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to but not limited to Equal Opportunities, Harassment, Bullying and Discrimination.

Unacceptable behaviour includes:

1. Inappropriate clothing includes: thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words;
2. Inappropriate language means: no swearing or abusive language;
3. Mobile phones: no mobile phone use during class times or recording of content;
4. Eating: no eating in the classroom;
5. Playing games on mobile devices during class times;
6. Lateness returning to class from breaks is unacceptable;
7. Disrespectful behaviour to all other Students, trainers and other individuals;
8. Misuse of our computer system;
9. Littering;
10. Engaging in behaviour which may offend, embarrass, threaten or harm other students, staff or general public, including via electronic means; and
11. Jumping, standing on or putting shoes on furniture is not permitted.

### SMOKING, DRUGS AND ALCOHOL

Smoking: Is prohibited in all buildings and covered areas and students are expected to use the designated smoking areas.

Drugs and Alcohol: Students are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free at all times during the course or their enrolment may be cancelled and the relevant authorities notified.



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## CHANGE TO OUR BUSINESS

Whereby we make any changes to any or all of the following:

1. Ownership and control of the legal entity.
2. Name of the legal entity or trading name.
3. Chief Executive Officer or accountable officer.
4. Location of Head Office or campus, and
5. Contact details of the organisation,

if any major changes occur, all students will be notified as soon as possible which will include information about how these changes will affect their studies.

## COMPANY PROPERTY

We are equipped with the tools and resources for you to gain the skills necessary to work in your chosen industry and just like being at work you are required to treat our tools and resources with care and respect, observing all instructions in the correct and appropriate manner.

Unless instructed and authorised to do so, you shall not touch or operate property, as this may lead to injury to yourself or others if used incorrectly.

You will be held financially liable for all negligent, reckless or wilful damage to our property.

## GRIEVANCES, COMPLAINTS AND APPEALS PROCESS

In keeping with the National VET Regulator Act 2011, Standards 2015, Contempo College have a complaints and appeals process to assist you when the need arises.

In making your decision to enrol with us, you need to be aware that:

1. A complaint relates to any matter not related to your training and academic result, and
2. An appeal can be against an academic result or against a decision/outcome made by the college through the grievance process

You may complain or appeal:

1. Informally – a brief discussion with your trainer, where the trainer’s explanation is sufficient to resolve the matter, or
2. Formally – in writing, where an investigation is required to resolve the matter.

### General Guidelines

- Complainants will be given the opportunity to present their case.
- A written statement of the outcomes will be issued, providing reasons for decisions reached.
- The complainant and any respondent will have the right to have a representative present during any relevant meetings which form part of the grievance handling process. If the students are using a paid nominee, this is at their own expense.
- The complainant and any respondent will not be subject to any discrimination, victimisation or harassment as a result of actions taken.
- At all stages of the process, a current student’s enrolment will be maintained.

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- Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws.
- These procedures do not circumscribe an individual's rights to pursue other legal remedies.

Procedures:

### Step 1

It is in everyone's best interests to resolve the matter as amicably and as quickly as possible. Any concern should be discussed with the staff member or other person concerned and a satisfactory outcome achieved. However if the matter is not resolved, then the person should proceed to Step 2 and commence the formal process.

### Step 2

All formal complaints/grievances (written) should be lodged on the Complaints and Appeals form.

This form can be downloaded from the website or email admin and they will send you one.

Please attach all relevant information and any evidence to this form when lodging it and submit it to the CEO at the following:

**Email:** [info@contempo.edu.au](mailto:info@contempo.edu.au)

**Post: Level 2, 379 Hay Street, Perth, WA 6000.**

Or deliver it to reception who will pass it onto the CEO or designated representative.

### Step 3

Contempo College will acknowledge the receipt of a formal complaint within 24 hours of receiving your formal complaint and the investigation will commence within 10 working days of submission.

The matter will be discussed with the staff member or individual student the complaint is about, depending on the nature of the complaint.

If this doesn't resolve the matter, a meeting will be organised for the complainant and respondent to be conducted with the CEO or designated representative.

Any additional evidence can be brought on this day and you are encouraged to bring a representative of your choosing as well to support you, all the Contempo College request's is prior notification of any representatives attending on the day. This representative is able to present or assist with presenting the case on your behalf.

After hearing the complainants formally present their case, the Contempo College will investigate and make a decision on the complaint. The outcome and subsequent actions will be documented, and you will be notified in writing of the decision within five (5) working days from the date of the meeting.

If the outcome does not favour the complainant, Contempo College will also advise in writing of your right to lodge an internal appeal.

### Step 4

The internal appeal must be submitted within twenty (20) working days of the receipt of the notification from step 3.

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This process will also be followed if students are appealing against a warning of Contempo College intention to report for unsatisfactory progress.

The CEO or designated representative will acknowledge receipt of the appeal within five (5) working days and contact the appellant to arrange the date, place and time for the appeal hearing. The CEO may ask another staff member to be present at the appeal hearing or participate in the decision making process and you will be informed of the same.

Students will be informed of the appeal outcome in a written statement, including reasons for the outcome within ten (10) working days after the appeal hearing.

If the appeal outcome is a decision not in favour of the students, you will be informed to request an external appeal through the overseas student ombudsman and this notice is required within ten (10) days.

Information on the Overseas Student Ombudsman

The Ombudsman services are free of charge and you may lodge an appeal as follows using their online complaint form.

Contact Information

Website address: [www.oso.gov.au/making-a-complaint/](http://www.oso.gov.au/making-a-complaint/)

Office hours: 9.00am – 5.00pm Monday to Friday (AEST)  
In Australia: 1300 362 072 (calls from mobiles at mobile rates)  
Outside Australia: +61 2 6276 0111  
Fax: 02 6276 0123 (in Australia), +61 2 6276 0123 (outside Australia)  
Mail: Overseas Students Ombudsman  
GPO Box 422  
Canberra ACT 2601, Australia

Contempo College agrees to be bound by the Overseas Students Ombudsman's recommendations and any recommendations made will be implemented within thirty (30) days of receipt of the report.

Contempo College reserves the right to notify the relevant authority if the matter is deemed illegal under Australian legislation or is outside the scope of the expertise in the Contempo College.

Our full complaints and appeals procedure is available for inspection at our training venue or downloaded from the website.

**Note:** Nothing in our complaints and appeals procedure prohibits or restricts your rights under Australia's consumer laws or from engaging with the Overseas Student Ombudsman.

### COURSE EXTENSION, DEFERMENT OR SUSPENSION

You may seek a course extension, deferment, or suspension of studies under the special circumstances clauses in the relevant legislation.

You may request to defer the commencement date of your course or temporarily suspend your studies while the course is in session under limited circumstances. A deferment or suspension may only be granted on the grounds of '*compassionate or compelling circumstances*'.

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If a course extension is requested, we must not extend the duration of the enrolment if you are unable to complete the course within the expected duration.

There are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence such as:

1. Compelling or Compassionate
  - a. serious illness or injury, where a medical certificate states that you are unable to attend classes.
  - b. bereavement of a close family member.
  - c. a major political upheaval or natural disaster in your home country requiring emergency travel.
  - d. a traumatic experience which could include:
    - i. involvement in or witnessing of a serious accident; or
    - ii. witnessing or being the victim of a serious crime.
2. The registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
3. An approved deferral or suspension of the overseas student's enrolment has occurred under standard 9 (deferring, suspending or cancelling the overseas student's enrolment).

If we extend the duration of your enrolment, you must contact Immigration to seek advice on any potential impacts on your visa, including the need to obtain a new visa.

For a request to defer/suspend your studies to be approved, the following conditions must be met:

1. Your course fees must be paid up to date
2. Documentation you provide must support your claim for compassionate and compelling circumstances.

If you take leave without Contempo College's approval, your enrolment may be seriously affected by:

1. Your enrolment cancelled (reported to DoHA if on a student visa).
2. Your academic progress, results may still be entered as Not Yet Competent.
3. Your attendance may still be marked as absent .

As an international student, Contempo College is required by legislation to notify the Department of Home Affairs of your deferment.

We are not obligated to extend the period of your enrolment if you have not completed your course on time.

Please talk to the CEO or designated representative if you expect that you will require longer than the allocated course period as there will be VISA considerations and it may not be possible.

### COURSE PROGRESS

A currently enrolled student who has enrolled for classes will have a structured study load of at least 20 hours per week which you must attend.

Satisfactory course progress is deemed to be met when the student has met the attendance levels and completed all assessment tasks.

We must report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

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1. The internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
2. The student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
3. The student has chosen not to access the external complaints and appeals process, or
4. The student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

### EARLY WITHDRAWAL

Students who leave the course prior to completion will receive a statement of attainment for all units completed.

### EDUCATION AGENTS

Education Agents are usually your first point of contact when intending to undertake study in Australia and the activities and ethics of all Education Agents is important to Australia's and our reputation as a desirable destination for students.

When we engage with agents, we are committed to ensuring all Education Agents act ethically and appropriately when representing our business, life and study in Australia.

We will only appoint Education Agents whose company is registered in the relevant country, state or province and if relevant in Australia. We will monitor the Education Agent's performance and activities using a variety of methods.

We will not engage in any activities with an Education Agent who has been found to be dishonest, lack of integrity or have engaged in unethical behaviour.

All Education Agents are listed on our website and registered with the national regulator, ASQA, as per the requirements of the National Code 2018 and Standards for Registered Training Organisations (RTO's) 2015.

### EMERGENCY PROCEDURES

You will be given a briefing on the emergency procedures in the event of an emergency and you are expected to comply with instructions given by our company members.

### EMERGENCY SERVICES

The national telephone number for emergency Police, Ambulance or Fire Services is **000** (dial triple zero). From a mobile phone you may need to use the international standard emergency number of **112** (one, one, two).

### CRITICAL INCIDENTS COLLEGE CONTACT

Contempo College has a critical incident policy accessible to all students from the website.

Once the relevant authorities have been notified, the point of contact for Contempo College is the CEO, **Santy Ramasamy; Phone Number: 0422011025.**

### Steps to take

1. Contact the relevant authority, police, ambulance or fire station,
2. The triple zero operator will talk you through the information they require,
3. Contact Contempo College personnel either at the college or the CEO (if relevant) after hours,
4. Contempo College personnel will assist you in either managing the situation or supporting you managing the situation,

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5. Contempo College personnel will assist you in filling in the required internal and external paperwork (where relevant),
6. Contempo College personnel will act as the contact for you throughout the process,
7. Contempo College personnel will disseminate the information to relevant persons such as parents and family members,
8. Contempo College personnel will follow up until the situation is resolved and keep the relevant people informed (where possible).

### EMPLOYMENT OPPORTUNITIES

Upon successful completion of your training, you may be able to gain employment in the areas for which you have been trained and prepared.

As stated earlier, we are not able to guarantee you will be employed at the successful conclusion of your training. The onus is on you to seek out the available employment opportunities and to successfully complete your training.

### FEEDBACK AND COMMUNICATION

We embrace an ongoing policy of open communication and encourage feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of our services.

We would appreciate feedback in regard to your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

Feedback can be supplied directly to your trainer, other employees, or as written suggestions, which may include the use of feedback questionnaires.

### FEE PAYMENT

As a Nationally Registered Training Organisation we are able to collect fees from the student and must provide or direct the student to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Student's right to obtain a refund for services not provided by us in the event the:
  - arrangement is terminated early; or
  - we fail to provide the services.

### COURSE FEES

- SIT50416 Diploma of Hospitality Management: \$20,000

### PAYMENT OPTIONS

International students' payment options shall be detailed in the Letter of Offer. A payment schedule will be customised when the Letter of Offer is generated.

### ENROLMENT FEE

A Non- Refundable Enrolment fee of \$250 is applicable to any of our courses.

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### RESOURCE FEE

A Resource Fee of \$300 is applicable to any of our courses.

### CHANGE TO COURSE

Any approved changes to downgrade a course after commencement of the course, a \$500.00 administration fee will apply. No charge will apply should the Student wish to upgrade to a higher course.

### RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)

The fees associated with Recognition of Prior Learning are:

1. Application fee \$500.00 per application irrespective of the number of units applied for; and
2. Assessment fee \$500.00 per unit of competency applied for.

### REPLACEMENT CERTIFICATE OR STATEMENT OF ATTAINMENT

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$50.00 will apply for a copy to be produced.

### LATE FEE PAYMENT

It is the student's responsibility to pay fees on time according to the payment plan agreed upon at time of enrolment and any late fee payments will incur a late fee payment of \$100.00.

Should a student require an extension for their fee payments, they must apply in writing to the CEO, at least two weeks prior to the fee being due.

**Note:** Should the payment not be made by the agreed date, the overdue account will be sent to a debt collection agency without any further notice.

Any costs incurred in the collection of fees are the responsibility of the student / parent / guardian. The institute will not pay these fees.

A learner with outstanding fees may be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date and this will impact on your completion date.

No Certification and/or Statements of Attainments or release letters are issued until all fees are up to date.

### SUMMARY OF THE FEES

Enrolment Fee (non refundable)	\$250.00
Resource Fee	\$300.00
Course Change Fee	\$500.00
RPL Application Fee	\$500.00
RPL/Unit Fee	\$500.00
Replacement Certificate/SOA	\$ 50.00
Cancellation Fee	\$500.00
Late Payment Fee	\$100.00

### COOLING-OFF PERIOD

Contempo Education Pty Ltd T/A Contempo College  
RTO Code: 45720  
CRICOS Code: 03933H

CRICOS Standards/Standard 1 Marketing/Version 1.0 11/2020

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## INTERNATIONAL STUDENT HANDBOOK

The decision to enrol in any training has to be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a ten (10) day cooling off period immediately after the completion of your initial skills assessment.

At the end of your cooling off period, you will receive a notification of enrolment including a reminder of your cancellation and fee obligations and the costs involved.

### CANCELLATION

Cancellations made by you prior to your course commencement must be made in writing by you and is deemed to take effect on receipt of your written notification.

Cancellations after the course commencement must be notified in writing and you will:

1. Be refunded the unused portion of your course fees; and
2. Cancellations after the course commencement, the initial deposit is not refundable.

### WITHDRAWING FROM A COURSE

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given. If you owe fees, no Certification and/or Statement of Attainments are issued until all fees are up to date.

Contempo College will also report this event to the Department of Home Affairs as it is a breach of your student visa conditions

### TRANSFER TO ANOTHER COURSE WITHIN OUR RTO

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

### TRANSFER TO ANOTHER PROVIDER

A transfer to another provider may not occur until the student has completed 6 months of your primary course.

Where a learner seeks to transfer their enrolment to another provider, the learner shall not be entitled to a refund of any course fees paid.

The learner seeking to transfer to another provider must also ensure they have paid all outstanding fees, prior to the release being granted, if applicable.

### FEE PROTECTION

Your fee payments are protected by our admission to the Tuition Protection Service; [www.tps.gov.au](http://www.tps.gov.au)

Where we are unable to provide services for which you have paid, you will:

1. Be placed into an equivalent course such that the new location is suitable to you; and you receive the full services for which you have prepaid at no additional cost; or
2. Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

### REFUND

Contempo Education Pty Ltd T/A Contempo College  
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All applications for a refund of monies paid to us are to be made to the CEO on the refund application form. The refund application form is to be accompanied by any evidence you wish to present to support your application.

Refund application forms are available from the administration team.

**Full refunds** are provided for:

1. Withdrawing from your course 4 weeks prior to the agreed started date as per original Confirmation of Enrolment letter (eCoE)
2. Withdrawing from your course, where the change has been instigated by us; or
3. An application for a Student Visa has been denied by the Department of Home Affairs.

**Partial refunds** are provided for:

1. A course is commenced but due to unforeseen circumstances, we are unable to complete the course.
2. Withdrawing from the course less than 4 weeks prior to the agreed start date as per original CoE minus a \$500 non-refundable administration fee.
3. Cancellations after the course commencement, the initial deposit is not refundable.

### NO REFUND

There is no refund of fees or any prepaid amount for:

1. Any poor and/or non – attendance;
2. Poor behaviour;
3. You provided false or misleading information;
4. You failed to comply with the conditions of the Contempo College withdrawing from the course after the agreed start date as per original Confirmation of Enrolment (CoE);
5. Visa refusal due to visa application submissions post start as per original CoE;
6. Student who submits fraudulent documents or misleading information or fails to disclose previous visa refusal/cancellation or makes false declaration on the application;
7. Student expelled for breach of college rules or visa conditions including poor and/or non – attendance; poor behaviour, etc);
8. Withdrawing as student is granted permanent residence or any other types of visa;
9. DoHA cancels the student's current visa;
10. DoHA rejects application for student visa renewal – Refund on a pro Rata Basis;
11. You simply changed your mind;
12. You any way contributed to the problem;
13. You asked for a service to be done in a certain way against the advice of the business; or
14. You asked for a service to be provided in a way against the Standards for Registered Training Organisations 2015;
15. You were unclear about what you wanted;
16. You have outstanding fees with the college.

### REFUND PROCESS

Refund requests for full or partial refunds must:

- be made in writing on the Application for Refund Form, available at the Student Administration Office;
- set out the reasons for the request;
- be accompanied by supporting documents as may be appropriate; and
- be forwarded to: **Contempo College, Level 2, 379 Hay Street, Perth WA 6000**

Information provided by the student on the Refunds Application Form must include:

- date of the claim

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- full name of student
- course in which the student was enrolled
- basis for making the claim
- amount claimed
- address to which the refund is to be forward
- student's payment details
- student's signature
- all documents relevant to consideration of the claim
- third party authorisation, if applicable

Claims will not be processed where the signature on the claim does not match the student's signature, shown on other documents provided by the student for admission to Contempo College.

Refunds will be reimbursed in Australian dollars.

Where a student is dissatisfied with a decision to provide or not to provide a refund, he/she may appeal that decision in accordance with the Complaints and Appeals Policy and Procedure. These complaints and appeals processes do not restrict the student's rights to pursue other legal avenues.

### **PAYMENT OF REFUND**

Where a refund is granted, refunded monies will only be paid to the registered student or the third party that authorised by the student in the refund application.

### **TIMEFRAME FOR REFUND**

All applications for refund shall be determined within 10 working days and shall be paid within 28 days from the date of refund application.

### **APPEALS**

Learners who are not satisfied with the outcome of the refund process or an academic result may access our complaints and appeals process.

### **NO FEE SERVICES**

There is no fee for the initial skills assessment of the language, literacy and numeracy (LLN) assessment which is included in your enrolment fee.

Any services provided by the Student contact officer are provided free of charge to the student accessing such services and includes referrals to external services. Where possible such external services will be a not for profit or international student services specific organisation.

Any investigation conducted by Contempo College into a complaint or grievance or academic appeal is also at no cost to the student however if external mediation services are engaged, this is on a cost recovery basis to be negotiated at the time of engagement.

### **INDUSTRY ENGAGEMENT**

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We have engaged with industry representatives to ensure our training and assessment services are being delivered to meet the needs of the industry and that your training is relevant to industry which will give you the skills required to enable you to be successful at gaining employment in the industry.

### INITIAL SKILLS ASSESSMENT

Under the National VET Regulator Act 2011, National Code 2018 and Standards for RTOs 2015, we are required to undertake an initial skills assessment to assist with the identification of potential language, literacy or numeracy and non-vocational barriers to completing the training.

We will conduct an initial skills assessment with you at the time of enrolment or immediately prior to commencing the training.

All international students must also present their IELTS or equivalent test.

The initial skills process is in two (2) parts and involves:

#### Part One

A short interview, conducted by our trainers, as to your knowledge and experience of the industry you are training to gain employment in.

#### Part Two

A Language, Literacy and Numeracy assessment shall be conducted under supervision by a trainer assessor.

All of this is designed to assist us in understanding:

1. Your ability to complete the course; and
2. Any additional assistance you may need prior to commencing your training.

### MONITORING, RECORDING AND ASSESSING THE COURSE PROGRESS

#### Responsibility for monitoring student progress

The trainer is responsible for:

- a) Monitoring course progress,
- b) Identifying any student who may, be in need of support or intervention, and
- c) Working with the student and relevant staff to provide appropriate intervention.

Any agreed intervention strategy is recorded in student file.

The trainer is also responsible for referring any issues pertaining to a student who is not making satisfactory progress to the Academic Manager.

When dealing with a student who is not progressing effectively in their course we will:

1. Ensure all students are treated fairly and openly;
2. Aim to maintain student confidentiality and privacy except as required by law;
3. Ensure appropriate information will be made available to students identified as at risk of not achieving satisfactory course progress;
4. Ensure ease of access to learning and other support to students at risk of not achieving satisfactory course progress;
5. Ensure equity, consistency, transparency and natural justice principles are observed;
6. Ensure privacy laws are respected.

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## ISSUANCE OF AWARDS

We shall ensure AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing all agreed fees the student owes to us have been paid.

Statements of Attainment will be issued where a student does not complete a full qualification or is deemed competent in some but not all of the Units of Competency.

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$50.00 will apply for a copy to be produced.

## LEARNING DIFFICULTIES

If you have any learning difficulties, we encourage you writing the information on your enrolment form during application or to let us know what they are by talking in confidence with your trainer or director prior to course commencement.

## LEGISLATION

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all staff and students are made aware of any changes, where relevant.

The legislation that particularly effects your participation in our Vocational Education and Training programs includes but is not limited to the following:

1. Equal Opportunity Act 1984 (Equal Opportunity Act WA)
2. Fair Trading Act 1987
3. National VET Regulator Act 2011
4. Education Services for Overseas students (ESOS) Act 2011
5. National Code of Practice for Providers of Education and Training to Overseas Students 2018
6. Tuition Protection Service Act 2011
7. Privacy Act 1988
8. Standards for Registered Training Organisations 2015
9. Workplace Health and Safety Act 2012
10. Workers Compensation and Rehabilitation Act 1986

## STUDENT SUPPORT SERVICES

As we offer training courses to all members of the community, we have established a number of vocational barrier supports which include special assistance with:

1. Assessment tasks,
2. Language, Literacy and Numeracy; and
3. English language courses at a registered English language school.

All our staff are able to assist by referring you to external providers when non- vocational support services to assist you are required. This includes but is not limited to the following:

1. Accommodation assistance;
2. Centrelink;

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3. Counselling;
4. Food/Material assistance;
5. Legal Aid;
6. Personal Support;
7. Australian Tax Office;
8. Ethnic Communities Council;
9. Women's Legal Resource; and
10. Interpreting Services.

### STUDENT RESPONSIBILITIES AND RIGHTS

When you elect to participate in training with us, you have a responsibility to:

1. Adhere to our policies and procedures;
2. Adhere to your VISA requirements;
3. Treat others with respect, fairness and courtesy;
4. Not plagiarise, collude or cheat in any assessment activity;
5. Attend class and arrive on time;
6. Notify your trainer if you will be absent or late;
7. Participate in the course;
8. Submit assessments on time and in the required manner;
9. Provide written notice of any changes to your enrolment status and
10. Pay all fees on time

You have a right to:

1. Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
2. Be free from all forms of intimidation;
3. Work in a safe, clean, orderly and cooperative environment;
4. Have personal property protected from damage and other misuse;
5. Learn in an environment that is conducive to success;
6. Work and learn in a support environment without interference from others;
7. Apply to have existing skills and knowledge recognised;
8. Privacy concerning records containing personal information, (subject to other statutory requirement and other agreed uses);
9. Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
10. Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
11. Express and share ideas and to ask questions.

### OUR RIGHTS AND RESPONSIBILITIES

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation and CRICOS College.

We will maintain Workplace, Health and Safety, Equal Opportunities, Anti-Harassment, Anti-Bullying and Anti-Discrimination policies and relevant legislation.

We will:

1. Have suitable qualified staff;
2. Provide all training services for which we are registered to provide;

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3. Student resources; and
4. Effective assessment tools.

### PRIVACY

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act, and is securely stored. It will not be accessed by any unauthorized person without prior written consent from the student.

Our full privacy policy is available:

1. In your pre-enrolment package;
2. For download from our website; or
3. By phoning or emailing our office.

### RECOGNITION OF PRIOR LEARNING (RPL)/CURRENT COMPETENCIES (RCC) OR CREDIT TRANSFER (CT)

Recognition of prior learning and/or current competencies is a process for giving students credit for skills, knowledge and experience gained through working and learning. It can be gained at any stage of their lives, through formal and informal learning, in Australia or overseas, through work or other activities such as volunteering.

Credit Transfer is the process where you have successfully completed units of study that are deemed equivalent to the units of study you will undertake at Contempo College.

If you fit in this category enquire about RPL/RCC or credit transfers (CT) which could significantly shorten your study requirements.

The fees associated with Recognition of Prior Learning are:

1. Application fee \$500.00 per application irrespective of the number of units applied for; and
2. Assessment fee \$500.00 per unit of competency applied for.

### COURSE CREDIT

All students are made aware of the ability to apply for course credit via a RPL, RCC or CT application throughout the enrolment and induction process of the course.

### EVIDENCE REQUIRED FOR RPL OR CURRENT COMPETENCIES.

If a student has already started their course of study they are to place any applications for course credit by the 2nd week of the first term of study in their enrolled course.

1. All applications are to be submitted to administration and include certified documents or original documents to be sighted and copied by Student Administration.
2. Applications will not be accepted unless all required information is included. - Where RPL is being applied for the students must include all relevant evidence of work experience and where learning has occurred.
3. A Credit Transfer application must be accompanied by nationally recognised Certificates with detailed Statement of Attainments indicating the units successfully completed including unit codes and titles and dates of completion.
4. A Credit application must be accompanied by recognised Certificates with detailed Statement of Attainments as well as Unit Descriptions and Unit Objectives and must include detailed course outlines or other documentation giving sufficient details, including content, assessment schedule and duration, of the studies completed to enable assessment of the application.
5. Students are required to submit their application with supporting evidence as required and outlined in the applications.

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There is no fee attached to a credit transfer, however if an application for credit transfer only shows sufficient evidence for Recognition of Prior Learning then the appropriate fee will be charged.

Applications for credit transfer and/or Recognition of Prior Learning must be made at the time of submitting an application for enrolment.

### RECORDS MANAGEMENT

Administrative records management specifications are determined by regulatory requirements, the business functions, technologies, risks, evidence requirements, retention and archiving, compliance requirements for external and internal reporting, security, storage and retrieval of information.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities.

Records we will collect for each student includes:

1. Participant personal details - recorded and entered at the time of enrolment and confirmed at training session;
2. Course details - recorded and entered at the time of enrolment and confirmed at training session;
3. Course units of competency or modules - recorded at the time of enrolment and confirmed at training session;
4. Progress - recorded on hard copy by trainers/assessors;
5. Attendance - recorded on training session rolls by trainers/assessors;
6. Completed assessments must be retained for 12 months.

***Participant records of academic outcomes must be maintained for 30 years and added to the Unique Student Identifier (USI) website under your USI number.***

### ACCESSING YOUR PERSONAL RECORD

To access your personal record, you need to make an appointment with the CEO or designated representative either by phoning the office or arranging an appointment through your trainer.

### TRAINERS AND ASSESSORS

All training and assessment services are delivered and assessed in English.

As per the requirements of the National Code 2018 and the Standards for Registered Training Organisations 2015 (the Standards), we provide all of the training services you have purchased by ensuring the Contempo College's training and assessment is delivered only by persons who have:

1. vocational competencies at least to the level being delivered and assessed
2. current industry skills directly relevant to the training and assessment being provided
3. current knowledge and skills in vocational training and learning that informs their training and assessment.

**Note:** We don't engage any person or training organisation to deliver our training and assessment services on our behalf.

### STUDY PERIOD

Each course will be delivered to meet the specific requirements for each student or group of students and a training calendar has been prepared for each course for each calendar year.

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The training calendar demonstrating each term and the units to be undertaken have been developed to assist students with their training commitment.

### THIRD PARTY ARRANGEMENTS

We do not engage with any third party to provide any training and assessment services on our behalf.

From time to time, we may enter into an agreement with an education agent to provide marketing and recruitment services on our behalf, which is a third party arrangement according to the Standards for RTOs 2015.

Engagement with third parties to provide student support services will only be on a case by case basis and only when such services are outside of the scope and ability of our staff.

### WORKPLACE HEALTH AND SAFETY

We believe that all accidents are preventable and seek to ensure a safe environment for all students and staff.

During your course induction, your trainer will explain the WHS requirements particular to your training location and where required the need to wear Protective Personal Equipment (PPE).

You will be expected to comply with our Workplace Health and Safety Policies and report all incidents, near miss activities and safety hazards immediately.

### WORK PLACEMENT

**Note:** Contempo College is introducing a component for all students to give them access to a real site work environment: for **SIT50416 Diploma of Hospitality Management**.

Contempo College will arrange the work placement on learner's behalf and it is assessable via a placement logbook which is provided as part of the learner resources.

Each period of work placement will give you an opportunity to build relationships, establish networks and practice and demonstrate the skills and knowledge you have acquired as part of your training as relevant to the units of competency and are a requirement of the training package.

You are required to attend this period of work placement, as it is a part of your course and you will not be able to miss a day of work placement without a doctor's certificate and will be required to make up the missed hours.

### WORKING WITH CHILDREN and NATIONAL POLICE CLEARANCE

All students undertaking work placement must have a current national police clearance prior to attending placement.

All national police clearances must be "clean" or the building and construction organisation will not accept you for work placement or employment in Australia. Website: <https://www.nationalcrimecheck.com.au/>

Where you are allocated a hospital or care facility that has Children under the age of 18, you must also have a Working with Children Check registration in Western Australia. Website: <https://workingwithchildren.wa.gov.au/>.

Our office will provide you with a form if you need to apply for a WWC Check.

Where applicable we will comply with all Federal and State working with Children legislation. A list of all relevant legislation is available from the Federal Police Website <http://www.afp.gov.au/nch/policechecks.html>



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**VISA REQUIREMENTS AND CONDITIONS** (this information is provided from [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au))

## ENROLMENT

In order to be granted a student visa, must be enrolled in a course of study provided by the college or institution, you intend to go to and it must be registered on the Commonwealth Register of Institutions and courses for Overseas for Overseas Students (CRICOS).

If you are applying from outside Australia, you must include a Confirmation of Enrolment (CoE) for each intended course of study with your visa application. A letter of offer from your education provider will not be accepted.

If you are applying for more than one course in your student visa application, you must include all Confirmation of Enrolment (CoE) codes in the application form or the visa may only be granted for the CoE provided.

## TRANSFERS BETWEEN PROVIDERS

We will not actively recruit a student or accept transfer requests from a student who has not successfully completed a minimum of 6 months training of their primary course with their current training organisation.

Exceptions to this rule only apply to any of the following:

1. The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
2. The releasing registered provider has had a sanction imposed on its registration by the relevant department agency that prevents the overseas student from continuing his or her course at that registered provider;
3. The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS database; or
4. Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

If a release is granted under the abovementioned circumstances, it will be at no cost and you must contact Department of Home Affairs to seek advice on whether a new student visa is required.

If we intend to refuse the transfer request, we will inform you in writing of:

1. the reasons for the refusal
2. your right to access our complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

## STUDENT ACCOMMODATION

International students requiring accommodation are able to take advantage of a number of accommodation types in the region. These include:

1. Oz Homestay,
2. Private rentals, and
3. Student Housing.

## GENUINE TEMPORARY ENTRANT

The GTE requirement applies to all student visa applicants.

The genuine temporary entrant (GTE) requirement is an integrity measure to ensure that the student visa program is used as intended and not as a way for international students to maintain ongoing residency in Australia.

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When assessing the GTE requirement, we will consider the requirements set out in ministerial direction number 69. To assess this, we will consider:

1. Your circumstances;
2. Your Department of Home Affairs history;
3. If you are under 18 years old, the intention of your parent, legal guardian or partner; and
4. Any other relevant matter.

The GTE requirement provides a useful way to help identify those applicants who are using the student visa program for motives other than gaining a quality education. The requirement is not designed to exclude students who, after studying in Australia, go on to develop the skills required by the Australian labour market and apply to become permanent residents.

### FINANCIAL CAPACITY REQUIREMENTS

You need to have enough money that is genuinely available to you, to pay for your course fees, and travel and living costs for you and your accompanying family members while you are in Australia.

You might need to provide evidence of your financial capacity with your visa application. Check the Document Checklist Tool (disclaimer) to find out the evidence you need to provide.

### EVIDENCE OF FINANCIAL CAPACITY

If you need to provide evidence of financial capacity, you will be able to demonstrate this by providing one of the following:

1. Evidence of funds to cover travel to Australia and 12 months' living, course and (for school aged dependents); schooling costs for the student and accompanying family members; and
2. Evidence that you meet the annual income requirement.

#### Annual income option

The annual income option requires a student to provide evidence of personal annual income of at least AUD\$60,000.

For students accompanied by family members, the requirement is at least AUD\$70,000. The income demonstrated must be the personal income of your spouse (who is not coming with you) or parents. Where both of your parents are working, their combined income can be considered for this requirement. Evidence must be in the form of official government documents such as tax assessments. Evidence in the form of bank statements or information directly from an employer is not acceptable.

#### Twelve months' funds option

Evidence of funds can include money deposits, financial institution or government loans, scholarships or sponsorships.

You can calculate the total amount of funds you will need by adding living costs, course fees, schooling costs and travel costs. Use the information below to calculate the total amount of funds you will need.

#### Living costs

From 1 October 2019, the 12 month living cost is:

1. student or guardian - AUD21,041
2. partner or spouse – AUD\$7,362
3. child – AUD\$3,152.

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According to the Study in Australia Website: [www.studyinaustralia.gov.au/english/live-in-australia/living-costs](http://www.studyinaustralia.gov.au/english/live-in-australia/living-costs)

## Course fees

Calculate the first 12 months of your course fees or include the total cost of your course if it is for a duration of 12 months or less. Deduct any prepaid costs and provide evidence of these payments (this should be on your Confirmation of Enrolment or provide receipts).

If you are in Australia and your course has already commenced, calculate the course fee payable for the 12 month period commencing from the date on which you lodge your application.

**Example 1:** if your course fee is AUD\$50,000 for three years, determine the fee for one year (12 months) by dividing the total amount by the number of years. The amount will be AUD16,666. Deduct any pre-paid amounts.

**Example 2:** If your course fee is AUD\$15,000 for ten months, and you have already paid AUD5,000, deduct this prepaid amount from the total amount. The amount will be AUD\$10,000.

**Example 3:** if your course fee is AUD\$20,000 for 18 months, determine the fee for one year (12 months) by dividing the total amount by the number of months, then times by 12 ( $20,000/18 \times 12$ ). The amount will be AUD\$13,333. Deduct any pre-paid amounts.

## Schooling costs

Where school aged children are included in your student visa application, schooling costs of at least AUD\$8,000 per year for each child will need to be added to the amount of funds required. You are responsible for researching schooling costs, which vary between states, territories and schools in Australia.

You do not have to provide evidence of schooling costs if you are:

1. a PhD student and can show you have enrolled your child in an Australian government school where the fees have been waived
2. received an Australian Commonwealth Government scholarship, including Foreign Affairs and Defence sponsored students, and you can show you have enrolled your child in a government school where the fees have been waived.

## Travel costs

If applying outside Australia, include AUD\$2,000 (except if applying from East or Southern Africa, include AUD\$2,500; West Africa include AUD\$3,000).

If applying in Australia, include AUD\$1,000 (except if returning to Africa, include AUD\$1500).

## Genuine access to funds

You and your accompanying family members must be able to access the funds shown while you are in Australia.

When considering whether the funds will be genuinely available, we will take into account additional information and supporting evidence you provide, such as:

1. The nature of the relationship between you and the person who is providing the funds, where applicable;
2. Your income, assets and employment or those of the person providing the funds;
3. Evidence of financial support history; and
4. Source of funds for any lump sum deposits.

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## HEALTH REQUIREMENTS

You must meet the health requirements according to the following website;  
<https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health>

You might need to undergo health examinations as part of the visa application process.

The health assessment process can take several weeks to complete. To help avoid delays, you can choose to undertake your health examination prior to lodging your visa application.

## HEALTH INSURANCE

You must have adequate health insurance while in Australia. Students can show this by obtaining Overseas Student Health Cover (OSHC) which provides medical and hospital insurance.

## CHARACTER REQUIREMENTS

Everyone who wants to enter Australia must be of good character and will be assessed against the character requirements.

You must answer a number of character related questions on your visa application form and the information you provide will be used to assess your character.

You might be asked for more information.

## WORKING WHILE STUDYING

You must comply with the state and territory laws of Australia. The number of hours you can work in Australia can be found in your visa conditions.

If you are a student visa holder, you and your dependent family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to their student visa. Students and their families must not breach the work conditions that apply to their student visa.

## WORK CONDITIONS FOR STUDENT VISA HOLDERS

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is not in session.

Work placement that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.

Voluntary, unpaid work, is not included in the limit of 40 hours per fortnight if it:

1. Is of benefit to the community
2. Is for a non-profit organisation
3. Is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

If the voluntary work could have been undertaken by an Australian resident who would have received a wage, then this is included in the 40 hours.

## Family members granted permission to work

Family members:

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1. Must not start work until the primary visa holder has commenced their course in Australia
2. Can work up to 40 hours per fortnight at all times unless the primary visa holder has commenced a course towards a masters or doctoral degree and holds a Student visa (subclass 500). In this case there is no limit on the number of hours a family member might work.

### Fortnights

A fortnight is a period of 14 days commencing on any Monday and ending on the second following Sunday.

An example of how 40 hours a fortnight is calculated: After their course has commenced, a student visa holder works the following numbers of hours over a four week period:

1. week one - 15 hours work;
2. week two - 25 hours work;
3. week three - 25 hours work; and
4. week four - 10 hours work.

In the fortnight comprising weeks one and two above (40 hours worked in that 14 day period) or in the fortnight comprising weeks three and four above (35 hours worked in that 14 day period), the work condition is not breached as you are able to work 40 hours in that 14 day period.

However, the student visa holder has breached their work condition in the fortnight comprising weeks two and three above (50 hours worked in that 14 day period). **Students found to have breached their work conditions might be subject to cancellation of their visa.**

### Additional information about student visa work conditions

You can view your visa online using Visa Entitlement Verification Online (VEVO). VEVO is a free internet service, available 24 hours a day, seven days a week. It allows you, and your employer or education provider, to view your visa details online.

### TAX FILE NUMBER

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office.

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

### YOUR WORKPLACE RIGHTS

Workers in Australia – including visa holders with permission to work – have rights under Australian workplace law.

The Fair Work Ombudsman Pay and Conditions Tool (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

More information is available about Workplace rights - for all visa holders working in Australia and can be found at:

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

### UNIQUE STUDENT IDENTIFIER (USI)

All students require a Unique Student Identifier (USI) as per the Commonwealth Government of Australia.

You can advise Contempo College of your USI via your Enrolment Form.

If you do not yet have a USI please go to the USI website [www.usi.gov.au](http://www.usi.gov.au) to create one.

## INTERNATIONAL STUDENT HANDBOOK

Contempo College is unable to enrol or issue you with a Certificate or Statement of Attainment until we have received and verified your USI.