



Yarra College

Australia

RTO Number: 45992 CRICOS Number: 04115A

Student Information Handbook

2023

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Student Information Handbook

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Yarra College
Australia

General Information

Introduction

Welcome to Yarra College Australia!

Yarra College Australia is a Recognised Training Organisation (RTO), delivering Nationally Accredited Training. Yarra College Australia is providing the following Qualifications to international students:

- SIT30821 - Certificate III in Commercial Cookery (CRICOS Course Code: 112699F)
- SIT40521 - Certificate IV in Kitchen Management (CRICOS Course Code: 112700G)
- SIT50422 – Diploma of Hospitality Management (CRICOS Course Code: 112701F)
- BSB50420 – Diploma of Leadership and Management (CRICOS Course Code: 112702E)

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at Yarra College Australia.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

Training Guarantee

Once a student has commenced a training program, we agree to work together with them to produce a unified approach in the achieving of the relevant qualification they are undertaking. Yarra College Australia will maintain compliance with all aspects of the Standards for RTOs 2015 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, including delivery and assessment arrangements and issuing of AQF certification documents.

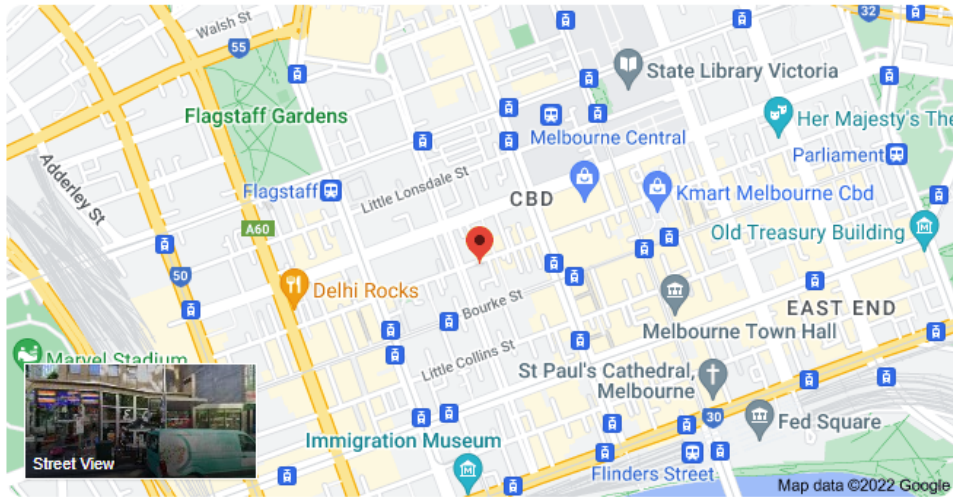
Location

The RTO delivers the courses at the following locations:

Level 6, 190 Queen Street, Melbourne, 3000 (Head Office / Classrooms)

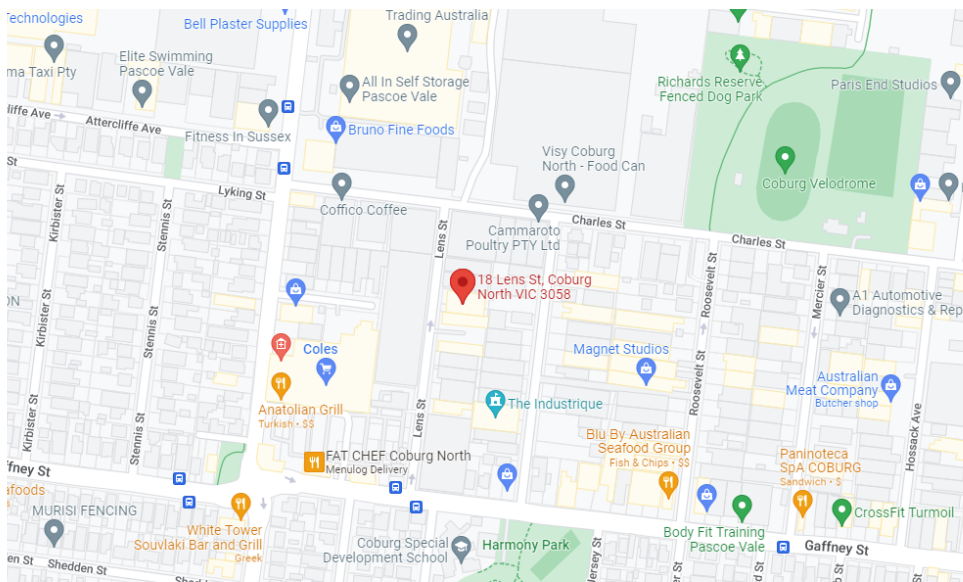
Located in the heart of the Melbourne CBD our head office and classrooms are easily accessible by public Transport (Train, Tram, or Bus).

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18 Lens Street, Coburg, 3058 (Training kitchen)

Located only 13 KMs from the Melbourne CBD this training kitchen is accessible by public Transport (Train, Tram, Bus).



Student Attendance and Behaviour

Students are required to follow all Yarra College Australia rules and instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying their Trainer (or the Student Administration Department) if they are unable to attend a training session for whatever reason.

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Students are also required to adhere to Yarra College Australia's academic rules and regulations. If a student is found to have acted in a way that Yarra College Australia deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Please note where the student breaches the RTO Policies and Procedures and therefore is cancelled from the course, no refund for course fees is payable to the student.

Complaints and Appeals

Students have access to Yarra College Australia's complaints and appeals process. The complaints and appeals policy and procedure ensure that fair and equitable processes are implemented for any complaints or appeals against Yarra College Australia.

The definition for a complaint and an appeal are as follows:

Complaint: Initial notification of your dissatisfaction or an issue that has occurred

Appeal: Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students are able to submit a formal complaint to Yarra College Australia relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc.). This can be submitted to Student Administration or directly to the CEO. All complaints are handled with confidence and are reviewed by the CEO.

A student may also appeal a decision made by Yarra College Australia in regard to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Please note: Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorised.

All students have access to the Complaints and Appeals Policy and Procedure (Appendix 1) and the Complaints and Appeals Form (Appendix 2) are listed as Appendixes to this Student Information Handbook, and copies can also be produced by the Student Administration Department at any time upon request.

Please read the Appendixes 1 and 2 for more details about the complaints and appeals process and related form or through the website (www.yarracollege.vic.edu.au).

Equity Commitment

All Yarra College Australia staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. Yarra College Australia has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals Policy and Procedure).

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Yarra College Australia acknowledges its legal obligations under State and Federal equal opportunity law, including:

- **The Equal Opportunity Act 2010 (Vic)**
This Promotes recognition and acceptance of all people and to eliminate all forms of discrimination as far as possible
- **Privacy and Data Protection Act 2014 (Vic)**
This promotes the responsible and transparent handling of personal information
- **The Privacy Act 1988 (Cth)**
The Australian privacy principles sets out guidelines on how information must be collected, stored, used and destroyed with particular reference to use of information for direct marketing
- **Racial and Religious Tolerance Act 2001 (Vic)**
This promotes racial and religious tolerance by prohibiting conduct involving the vilification of persons on the ground of race or religious belief
- **Charter of Human Rights and Responsibilities Act 2006 (Vic)**
The Charter of Human Rights and Responsibilities Act 2006 (the Charter) is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. It is about the relationship between government and the people it serves.
The Charter requires public authorities, such as Victorian state and local government departments and agencies, and people delivering services on behalf of government, to act consistently within the human rights in the Charter.
- **The Age Discrimination Act 2004 (Cth)**
This prohibits age discrimination in many areas including employment, education, accommodation and the provision of goods and services.
- **The Disability Discrimination Act 1992 (Cth)**
This provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.
- **The Racial Discrimination Act 1975 (Cth)**
This aims to ensure that everyone is treated equally, regardless of their race, colour, descent, national, or ethnic origin.
- **The Sex Discrimination Act 1984 (Cth)**
This prohibits discrimination on the basis of sex, marital or relationship status, actual or potential pregnancy, sexual orientation, gender identity, intersex status

The above legislation can be found at either:

- <http://www.comlaw.gov.au>
- <http://www.legislation.vic.gov.au>

Yarra College Australia fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, and sexual orientation, physical or intellectual impairment.

All Yarra College Australia staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by a Yarra College Australia representative, please contact the CEO or Director.

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Workplace Health and Safety

Yarra College Australia complies with all relevant Workplace Health and Safety legislation (Occupational Health and Safety Regulations 2017 (VIC)). This legislation outlines the expectations for the health, safety and welfare of employees and other people at work, eliminate risks at the source, involve employers, employees and organisations in the implementation of health and safety standards.

Trainers/Assessors will actively take steps to identify hazards that could cause harm to Student in the learning environment. Where possible, the Trainers/Assessors will take action to remove or control these hazards, and will report the hazard to the appropriate on-site personnel.

Where practicable, students must take responsibility for their own health and safety, and that of their fellow students. This means students must follow all safety rules, procedures, and the instructions of their Trainer while attending a training session.

Privacy

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Standards for Registered Training Organisations 2015, Government Contracts or by law, information about a student will not be disclosed to a third party without the consent of the student.

Relevant legislation includes:

- Privacy Act 1988 (Cth)
- Privacy and Data Protection Act 2014 (Vic)

The ESOS Legislative Framework

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa.

The following link provides details of all aspects of the ESOS Legislative Framework:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Access to Student Records

Access by students to their personal records is available upon request to the Student Administration Department. Students may contact Student Administration to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification.

Student Access to the file will be granted only once written notification is received and Student Administration has validated the student's identification.

Access shall be provided within 2 days of confirming the student's identification.

Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at Yarra College Australia will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

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Whilst all staff employed by Yarra College Australia has the responsibility to provide support to all students, Yarra College Australia shall nominate a ‘Student Support Officer’ who shall be available to all students, on an appointment basis, through the standard RTO hours of business.

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical.

Currently the role and responsibility this ‘Student Support Officer’ is maintained by the person detailed below:

Name: **MEHNAZ FATIMA**

Ph: (+61) 466106256

The following support services are to be available and accessible for all students studying with the RTO. The RTO will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the RTO at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the RTO.

- **Academic issues**

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students’ progress is monitored and guidance and support provided where non satisfactory results are identified.

A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying at the RTO at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

- **Personal / Social issues**

There are many issues that may affect a student’s social or personal life and Students have access to the Support officer through normal RTO hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.

- **Accommodation**

While the RTO does not offer accommodation services or take any responsibility for accommodation arrangements the RTO is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

- **Medical Issues**

Student Administration will always have an up to date list of medical professionals within access from the RTO location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.

Local medical services can be gained from the student support officer.

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- **Legal Services**

The RTO is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

The Student Support Officer is able to provide links to external sources of support where staff at Yarra College Australia are not qualified, or it is in the student's best interests to seek professional advice. All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Officer.

In the case of an emergency the student must contact '000' via telephone to report the emergency to appropriate authorities.

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Student Requirements

English Language Requirements

All Vocational Education courses have an English language requirement. This requirement is met by achieving an IELTS testing score of 5.5. Students who do not have a current IELTS or equivalent test result are advised to have their English level tested prior to commencement of their chosen vocational course.

Further information on this requirement can be gained by contacting the RTO directly or your Education Agent.

As part of the enrolment process, students will also need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess your LLN ability. Some students may be referred on for special help as required.

If you have a Language Literacy or Numeracy concern that you think may affect your training program, we encourage you to raise the matter through enrolment or directly with your Trainer/ Assessor.

Academic Progress

International students are required to maintain satisfactory academic progress as a condition of their Visa. This required academic progress is identified by the number of units assessed as 'Competent' within one term – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a term.

This progress is monitored by the RTO and support and guidance will be given and intervention strategies implemented for students who are identified as at a risk of not achieving satisfactory academic progress.

A student who does not achieve this 50% competency rate for two consecutive terms shall be considered in breach of this academic progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:

- Notified when close to falling below the required academic performance for a single term
- 1st Warning when falling below the required academic performance for single term
- 2nd Warning when close to not achieving the required academic performance for a consecutive term

Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to the appropriate government agencies.

Further details on academic progress can be found within the documented policy and procedure available upon request.

Satisfactory Attendance

International students are required to maintain a full-time study load (20 Hours per week) as part of their Student Visa requirements. The attendance of the student is monitored by the RTO and where required will engage with students to ensure their academic progress is not affected by lack of attendance.

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Student Conduct

Students are required to follow all rules of the RTO and the instructions from staff representing the RTO. Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff and visitors.

Students are also required to adhere to academic rules and regulations as directed by the RTO or its representatives. Where a student is found to have acted in a way that the RTO deems to be misconduct, the RTO may implement disciplinary action in the form of suspension or cancellation of a student's enrolment.

Unique Student Identifier

The Unique Student Identifier (USI) is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create
- Stays with you for life

It is a requirement that all students must provide a Unique Student Identifier (USI) to Yarra College Australia before a Qualification or Statement of Attainment can be issued (unless a USI Exemption has been granted by the Department of Education and Training).

This requirement includes all international students studying with Yarra College Australia to need a USI. All international students studying in Australia will have been issued with an Australian Visa. This will allow them to use their passport as proof of ID when creating a USI.

Yarra College Australia will include provision for the USI on the Written Agreement and will require all students to generate their own USI at www.usi.gov.au/students/create-your-usi

USI Exemption

A person with a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. To apply for an exemption, the student must complete the Commonwealth Statutory Declaration Form found at: <https://www.usi.gov.au/documents/usi-statutory-declaration>

If a USI exemption is granted then the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Deferring, suspending or cancelling an enrolment

Students are able to initiate deferral, suspension or cancellation of their studies only in limited circumstances or may have their enrolment suspended by the RTO due to misbehaviour. A student enrolment may be cancelled where a serious breach of Visa or enrolment conditions has occurred.

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It is important to note that deferring, suspending or cancelling a student's enrolment may affect the students Visa.

Student Initiated Deferral or Suspension

Students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement where they have a good reason to do so.

The RTO is only able to temporarily defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: The above are only some of examples of what may be considered compassionate or compelling circumstances. The RTO Manager along with the CEO will use their professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the RTO will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student's file.

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to Defer, Suspend or Cancel enrolment' and submit to Student Administration. This application to defer must include in detail the 'compassionate or compelling circumstances' to support the temporary deferral of the start date of their studies.
- A student wishing to temporarily suspend their studies after commencement must complete an 'Application to Defer, Suspend or Cancel enrolment' and submit to Student Administration. This application for suspension of study must include (in detail) the 'compassionate or compelling circumstances' to support the temporary suspension of studies.

Student Initiated Cancellation

A student may cancel their enrolment where they have decided to discontinue studying with the RTO.

Please note: Students wishing to transfer their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. Further information can be gained from the 'Transfer between Providers Policy and Procedure'.

- Students wishing to cancel their enrolment must complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit to Student Administration.

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Provider Initiated Deferral

The RTO may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the RTO deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Please see 'Provider Default' within the Refund Policy and Procedure.

Provider Initiated Suspension or Cancellation

Yarra College Australia may suspend or cancel a student enrolment where they have not paid fees as documented in their written agreement or has behaved in a manner that is not appropriate for an education setting such as misbehaviour. Such actions may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying, as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories – Academic Misconduct or General Misconduct. Where the Academic or General Misconduct is considered severe enough, the RTO has the right to cancel the student enrolment.

Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within the Yarra College Australia.

Assessment breaches such as:

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

General Misconduct

General misconduct is where a student has acted in a manner that is not appropriate for an education setting.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Examples of General Misconduct may include where a student has:

- Non-payment of fees as documented in the student's written agreement;
- Does not follow the rules and procedures of the RTO;
- prejudices the good name or reputation of the RTO;
- prejudices the good order and governance of the RTO or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the RTO;
- fails to comply with conditions agreed in the contract;
- Wilfully disobeys or disregards any lawful order or direction from RTO personnel;
- refuses to identify him or herself when lawfully asked to do so by an officer of the RTO;
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of the RTO, or on RTO premises or other premises to which the student has access as a student of the RTO;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to the RTO;

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- knowingly makes any false or misleading representation about things that concern the student as a student of the RTO or breaches any of RTO rules;
- alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to the RTO, or any other person while the student is engaged in study or other activity at Yarra College Australia, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of the RTO;
- misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the RTO premises while acting as an RTO student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- steals, destroys or damages a facility or property of the RTO or for which the RTO is responsible; or
- is guilty of any improper conduct

Where a student has been identified of Academic or General Misconduct the CEO shall be informed and will make a decision on the penalty and the severity of the penalty. The CEO may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

The penalties the Yarra College Australia may impose include:

- Non-payment of fees may result in suspension of studies until such time as the remaining fees are paid or cancel the enrolment where it has been determined the collection of fees will not be possible.
- Academic Misconduct could include a warning, repeating an assessment task, deemed NYC in the unit of competency, or suspension or cancellation of enrolment
- General Misconduct may result in a warning, a charge for any costs that may have caused, request for formal apology if the action affected a third party, or suspension or cancellation of enrolment

Where a student has been identified with Academic or General Misconduct Yarra College Australia shall ensure the following:

- Students must be treated fairly, with dignity and with due regard to their privacy
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the CEO to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

Further details on deferrals, suspensions, and cancellations can be found within the documented policy and procedure (www.yarracollege.vic.edu.au).

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Living in Australia

Australia

Australia is a unique and diverse country in every way - in culture, population, climate, geography, and history.

Culture

Australian culture is as broad and varied as the country's landscape. Australia is multicultural and multiracial and this is reflected in the country's food, lifestyle and cultural practices and experience.

Australia has an important heritage from its indigenous people, which plays a defining role in the cultural landscape.

This diversity of influences creates a cultural environment in Australia that is lively, energised, innovative, and outward looking.

Population

Australia's population is roughly 22.0 million people. The most populous states are New South Wales and Victoria, with their respective capitals, Sydney and Melbourne, the largest cities in Australia.

Australia's population is concentrated along the coastal region of Australia from Adelaide to Cairns, with a small concentration around Perth, Western Australia. The centre of Australia is sparsely populated.

Climate

The majority of Australia experiences temperate weather for most of the year.

The northern states of Australia are typically warm all the time, with the southern states experiencing cool winters but rarely sub-zero temperatures.

Snow falls on the higher mountains during the winter months, enabling skiing in southern New South Wales and Victorian ski resorts, as well as the smaller resorts in Australia's island state, Tasmania.

Geography

Australia is an island continent and the world's oldest and sixth largest country (7,682,300 sq. km).

Lying between the Indian and Pacific oceans, the country is approximately 4,000 km from east to west and 3,200 km from north to south, with a coastline 36,735 km long.

Canberra is Australia's capital city. With a population of approximately 320,000 and situated in the Australian Capital Territory, Canberra is roughly half way between the two largest cities Melbourne and Sydney.

Australia has 17 listed World Heritage properties. Australia is also famous for its landmark buildings including the Sydney Opera House, and the Sydney Harbour Bridge; its ancient geology, as well as for its high country.

History

Australia's first inhabitants, the Aboriginal people, are believed to have migrated from some unknown point in Asia to Australia between 50,000 and 60,000 years ago.

While Captain James Cook is credited with Australia's European discovery in 1770, a Portuguese possibly first sighted the country, while the Dutch are known to have explored the coastal regions in the 1640s.

The first European settlement of Australia was in January 1788, when the First Fleet sailed into Botany Bay under the command of Captain Arthur Phillip. Originally established as a penal colony, by the 1830s the number of free settlers was increasing. Transportation of convicts to the eastern colonies was abolished in 1852 and to the western colonies in 1868.

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Legal system

Australia follows a Westminster system of government and law inherited from the British who originally colonised the country.

There are two main political parties and a number of minor parties, which make up the Commonwealth parliament. Each state and territory also has its own government.

Living in Melbourne

Melbourne has been repeatedly declared one of the most liveable cities in the world by The Economist's liveability rankings, which surveys over 140 cities around the world.

People living in Melbourne enjoy a safe city, affordable healthcare, world-class education, reliable infrastructure, business opportunities and a healthy environment.

More information can be found at the Victorian Government website – Live in Melbourne:

<https://liveinmelbourne.vic.gov.au/>

Indicative Costs of Living

The Australian Government - [Study Australia website](#) provides current information on the costs of living while studying in Australia.

The cost of living will vary depending on your expenses in the following areas:

- Accommodation type and location
- Groceries / Eating Out
- Transport and Public Transport
- Phone / Internet
- Other activities / Entertainment

Accommodation will be your biggest expense and the cost for different types of accommodation can vary greatly. A single 1 bedroom unit in Melbourne city is more expensive than a share house in the suburbs of Melbourne.

Accommodation types and estimated costs:

Accommodation Type	Inner Melbourne city	Suburbs
Share House	\$240 - \$290	\$200 - \$250
Homestay	\$340 - \$360	\$340 - \$360
One Bedroom Unit	\$480 - \$530	\$400 - \$450
Managed Apartment	\$480 - \$530	\$480 - \$530

Estimated living costs:

As an estimate the following costs are applicable for an average student lifestyle *per week*:

- Accommodation (Share house in Melbourne suburbs) - \$250 - \$300
- Transport: \$100 - \$150
- Food: \$100 - \$200
- Personal & Clothing: \$50 - \$100
- Entertainment: \$80 - \$150

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Total estimated living costs for an international student: \$580 – \$650 per week
(Approx. \$30,000 - \$34,000 per year)

To calculate you expected living costs based on lifestyle please see the *Study in Australia Cost of Living Calculator* - <https://www.studyaustralia.gov.au/english/live/living-costs>

School Aged Dependants

If you are to be accompanied by any school aged dependant's you are required to ensure that they are enrolled in a school. The options are enrolling in a Government or Private School. In both cases you will be required to pay any fees.

Overseas Student Health Cover (OSHC)

All student visa holders must have Overseas Student Health Cover (OSHC) which provides medical and hospital insurance in Australia. You must not arrive in Australia before your health insurance starts. If you are in Australia and do not have adequate health insurance, you are in breach of visa condition 8501.

Yarra College Australia does not organise OSHC for students and all students are responsible for organising this prior to arrival in Australia.

Further information on OSHC can be found through the following Australian Government Departments:

- Study in Australia - Insurance
<https://www.studyaustralia.gov.au/english/live/insurance>
- Department of Home Affairs – Adequate Health Insurance for visa holders
<https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health/adequate-health-insurance>

Planning for training

Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

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Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment.

The RTO will ensure the following definition of Credit Transfer is implemented:

Credit Transfer: Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client’s initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Yarra College Australia. To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course students applying for RPL must provide evidence to the satisfaction of Yarra College Australia. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge. Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all students upon request.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the CEO by following the ‘Complaints and Appeals Policy and Procedure.’

The fee structure for Recognition of Prior Learning (RPL) and Credit Transfer (CT) are indicated below:

Fee Details	
Recognition of Prior Learning (RPL)	\$250
Credit Transfer (CT)	\$300



Language Literacy and Numeracy

Yarra College Australia recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

As part of the enrolment process, the student will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required.

We encourage students with Language Literacy or Numeracy concerns to undertake training. A range of support services can be provided for the student upon request. The possible support measures may include:

- Additional training time
- One-on-one training
- Providing materials in alternative formats
- Reasonable adjustment
- Referral to external agencies who may be able to assist

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.

Training Evaluation

Yarra College Australia fully appreciates and acts accordingly to any feedback that you give us. Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures the ability for the RTO to address any immediate areas of concern. Feedback shall be gained from the student at various points throughout the program at an informal level. The RTO shall also conduct formal feedback at two (2) occasions throughout the student course (midpoint and completion):

Midpoint Feedback:

At the midpoint of a student's course of study, the student will be asked to complete a 'Midpoint Feedback Survey'. This allows the RTO to ensure that the student is satisfied with the services that the RTO is providing and that they are receiving the services outlined in their enrolment information.

The Midpoint Feedback Form will be administered by Student Administration and the relevant Trainer / Assessor. Completed surveys are to be submitted to the Student Administration Department.

A summary of the feedback collected is to be presented for review through the RTO Meetings where required action can be determined.

Completion Feedback:

Students are also asked to complete a 'Learner Questionnaire' upon completion of their course of study. This evaluation requests feedback across a range of aspects including:

- Course content
- Course delivery
- Course assessment
- Training Staff
- Facilities
- Resources

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Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

Course information

Prior to enrolment, we will provide all students with course information, including content and vocational outcomes (www.yarracollege.vic.edu.au).

Please refer to individual Course Brochures for course details, entry requirements, tuition fees, the enrolment process and related information.

Enrolment Process

The enrolment process is completed by following the steps outlined below:

1. Read and understand the information contained in the Course Brochure and in this document.
2. Complete and sign the Application Form (International Students) to declare that you understand all of the information provided and confirm your interest in the selected course. This will include providing a range of information and documents to support your application.
3. Return the Application Form to Yarra College Australia.
4. You will then receive a Letter of Offer and Written Agreement confirming your enrolment details which must be signed and returned to confirm your enrolment with Yarra College Australia.
5. Undertake a Language, Literacy and Numeracy test at Yarra College Australia prior to your commencement of the course.

Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential.

Fees, Charges and Refunds

For up-to-date information relating to course dates and fee schedules please refer to our Course Fee List (www.yarracollege.vic.edu.au).

Please note that Yarra College Australia may update fees and charges from time to time and it is recommended potential students contact Yarra College Australia to ensure the most up to date information is obtained.

Yarra College Australia will not require an international student or intending overseas student undertaking a course that is more than 25 weeks, to pay more than 50% of the student's total tuition fees for a course before the student has begun the course.

While Yarra College Australia cannot require students to pay more than 50 per cent up front, it can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

Course Fee Refunds

All applications for refunds must be made in writing by way of the 'Refund Application Form' and submitted to Student Administration. Approved applications will be processed within 14 days from the date of application.

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Yarra College
Australia

Please note: where the Student breaches the conditions of enrolment no refund is payable.

All clients have the right to appeal a refund decision made by Yarra College Australia by accessing the Complaints and Appeals Policy and Procedure.

These refund arrangements and the availability of the complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.

The full Refund Policy and Procedure is included in *Appendix 3* of this Student Information Handbook and on the RTO website (www.yarracollege.vic.edu.au).

Qualifications and Statements of Attainment

Students will be issued a Qualification when they have been assessed as competent in the Units of Competency specified as being required for completion of a Qualification. The Qualification will be issued within 30 days of completion of the course (providing all course fees associated with the student have been paid).

Students will be issued with a Statement of Attainment where students have completed some Units of Competency – but have not attained a full Qualification (either they have withdrawn from a Qualification or have only enrolled into single unit). The Statement of Attainment will be issued within 30 days of completion/ withdrawal of the course (providing all course fees associated with the student have been paid).

Please note: A Qualification or Statement of Attainment may not be issued without a valid USI unless an exemption has been granted.

Further Information

Yarra College Australia

Head Office and classrooms

Level 6, 190 Queen St, Melbourne, 3000

Ph: (+61) 03 9017 5256

E: info@yarracollege.vic.edu.au

Yarra College Australia is registered under the National VET Regulator:

Australian Skills Quality Authority

Ph: 1300 701 801

Website: www.asqa.gov.au

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Appendix 1

Complaints and Appeals Policy & Procedure

1. Policy

This policy/procedure supports the RTO to provide a process for complaints and appeals to be heard and actioned. This includes any allegations involving the conduct of

- the RTO, its trainers, assessors or other staff;
- a third party providing services on the RTOs behalf, its trainers, assessors or other staff; or
- a learner of the RTO

All complaints and appeals received by Yarra College Australia will be viewed as an opportunity for improvement.

Despite all efforts of Yarra College Australia to provide satisfactory services to its students and clients, complaints may occasionally arise that require formal resolution. The following procedures provide students and clients the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student or client (unless referred to a third party; see procedure for more details).

2. Procedure

The complaints and appeals policy and procedure and applicable form is made available to all students, potential students, and clients by directly contacting the RTO, through the RTO's website, and within the student information handbook.

2.1 General Complaints

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue. Any staff member can be involved in this informal process to resolve issues but once a complainant has placed a formal complaint / appeal the following procedures must be followed:

- Any student, potential student, or third party may submit a formal complaint to Yarra College Australia with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Student Administration at the RTO, or through the RTO website.
- All formally submitted complaints or appeals are submitted to the Student Administration department or directly to the RTO Manager. Complaints are to include the following information:
 - Submission date of complaint

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- Name of complainant;
 - Nature of complaint;
 - Date of the event which lead to the complaint
 - Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the ‘Complaints and Appeals Register’ which is monitored by the RTO Manager regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant
 - Description of complaint / appeal
 - Determined Resolution
 - Date of Resolution
 - The complainant shall be notified in writing that their complaint has been received and registered with the RTO.
 - A complainant may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
 - The RTO Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
 - As part of the process of investigating the complaint the RTO Manager shall ensure the principles of natural justice and procedural fairness are maintained at all times. This includes informing and involving all parties involved in the allegations or cause for the complaint. There will be opportunities provided to all parties to provide their version of the event(s) or action(s) that have caused the complaint. The collection of information and details regarding the complaint will be conducted in a manner that ensures the privacy and confidentiality of all parties involved.
 - To ensure the fairness of the complaints system, the complaints resolution process (investigation and determining outcomes of a complaint) must be completed by a person independent of the complaint. In other words where the complaint is in relation to the CEO or RTO Manager’s actions, the complaint shall be referred immediately to the external and independent mediator listed below.
 - In the unlikely event that the complaint is not finalised within 60 calendar days, the RTO shall ensure that the complainant shall be provided reasons for the delay, and will be regularly kept informed and updated of the progress of the matter.
 - Once a decision has been reached the RTO Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.
 - The RTO Manager shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the

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complainant, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant of the outcome in writing.

- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by the Student Administration department and on the students file / complainants file.

2.2 Appealing a Decision

All complainants have the right to appeal decisions made by Yarra College Australia where reasonable grounds can be established. The areas in which a complainant may appeal a decision made by Yarra College Australia may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by Yarra College Australia in the first instance.
- To activate the appeals process the complainant is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the complainant feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Student Administration department.
- The complainant shall be notified in writing that their appeal has been received and registered with the RTO.
- The RTO Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The RTO Manager shall ensure that Yarra College Australia acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

- Where a complainant has appealed a decision or outcome of a formal complaint they are required to notify Yarra College Australia in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through the Student Administration department and they shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
- The RTO Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- The complainant shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The complainant shall also be provided the option of

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activating the external appeals process if they are not satisfied with the outcome. The complainant is required to notify Yarra College Australia if they wish to proceed with the external appeals process.

Assessment appeals

- Where a student wishes to appeal an assessment they are required to notify their Trainer in the first instance. Where appropriate the Trainer may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

- If this is still not to the student’s satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the ‘Complaints and Appeals Register.’

- The RTO Manager shall be notified and shall seek details from the Trainer involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a ‘third party’. The third party shall be another Trainer appointed by Yarra College Australia.

- The student shall be notified in writing of the outcome with reasons for the decision, and the ‘Complaints and Appeals Register’ updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Yarra College Australia if they wish to proceed with the external appeals process.

2.3 External (Independent) Appeals:

In addition to the above internal processes, if the processes fail to resolve the complaint or appeal, or the complainant or appellant is still dissatisfied with the decision of the RTO, an application with an independent and external dispute resolution body can be submitted to allow for any decisions made by the RTO in relation to the complaints and / or appeals process to be reviewed independently of the RTO. (See below for contact details).

It should also be noted that any *appeals* relating to the CEO will be automatically be dealt with by this external and independent mediator in the first instance of the complaint being received.

Where the RTO is informed that the student has accessed external appeals processes:

- The RTO will maintain a student’s enrolment until the external appeal process is finalised.
- The RTO will comply with the findings of the external appeals process.
- Where a decision or outcome is in favour of the complainant, Yarra College Australia shall follow the required action and recommendation from the relevant external appeals organisation to satisfy the student’s grievance as soon as practicable.
The decision of the independent mediator is final and any further action the student wishes to take is outside the RTO’s policies and procedures. Students wishing to take further action shall be referred to the appropriate government agencies and this information can be gained from the CEO.
- All records and correspondence in relation to an external appeal shall be maintained with the initial complaint and internal appeal documentation within the ‘Complaints and Appeals Register’ and the student file for a minimum of 5 years.

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Independent Mediators:

Victorian Domestic Students:

The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process. Further details and office locations for this service are available from <http://www.disputes.vic.gov.au/>

International Students External Appeals:

In addition to the above processes International students enrolled with Yarra College Australia can lodge an external appeal with the Commonwealth Overseas Students Ombudsman. Contact details for the Overseas Students Ombudsman are available from www.oso.gov.au.

Organisation:	Overseas Student Ombudsman (https://www.ombudsman.gov.au/How-we-can-help/overseas-students)
Contact point:	Email: ombudsman@ombudsman.gov.au Call: 1300 362 072 (within Australia) Outside Australia call +61 2 6276 0111. Enquiries 9 am to 5 pm Monday to Friday (AEDT)

Further information

If, after the RTO's internal complaints and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA via the ASQA connect webpage. <https://asqaconnect.asqa.gov.au/>

National Training Complaints Hotline

Alternatively students are able to contact the **National Training Complaints Hotline** which is designed to protect the interests of students and employers. The contact details are as follows:

Website: <https://www.dese.gov.au/national-training-complaints-hotline>

Phone: 13 38 73

Students are able to submit their complaint online (via an online form) following the process described at <https://www.dese.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>

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2.4 Preventative and Corrective Action

If the internal or any external complaint handling or appeal processes result in a decision that supports the complainant, Yarra College Australia will immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant, and all involved in the matter, of the outcome.

In all cases where a complaint, internal appeal, or external appeal is submitted results in any type of corrective action to be taken by the RTO, details of the complaint and / or appeal shall be reviewed to ensure that steps are taken to eliminate or mitigate the likelihood of recurrence.

In addition the complaints and appeals register shall be monitored by the CEO to ensure that all complaints and appeals submitted, regardless of the outcome, are able to monitored and reviewed to ensure appropriate steps and actions are identified to prevent further re-occurrence.

The details of the complaint and resulting outcome(s) shall be reviewed as part of the RTO's next management meeting with the purpose of identifying the potential causes of the initial complaint. The RTO will then determine appropriate steps to be taken so as to remove the potential issue arising again in the future. Where the complaint has arisen due to any employee or student actions, appropriate mechanisms shall be implemented to ensure appropriate education is provided to prevent recurrence of potential issues.

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Appendix 2

Complaints and Appeals Form

The following is a cover sheet to support your complaint/ appeal. It is to outline your complaint / appeal and you are to attach any supporting documentation.

Please indicate what your grievance is (tick the appropriate box below):

- Complaint** - Initial notification of your dissatisfaction or an issue that has occurred
- Appeal** - Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Date of submission:	
Name of Complainant:	
Describe the nature of the Complaint / Appeal:	

Describe the specific incident that caused concern/distress. Please describe exactly what occurred, when it occurred, and who was involved (If there is not enough space to fully record your complaint/ appeal here then please use the reserve of this paper to add further details).	

What action have you taken to try and resolve this complaint / appeal?	

Do you have a suggested remedy to the problem?	

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I hereby declare that the information provided on this form is true and correct.	Signature:
	Date:

RTO Section:

RTO Personnel who received this document in the first instance:	Title:	
	Name:	
	Signature:	
	Date:	
RTO Manager to complete:	Date received:	
	Name:	
	Signature:	
Notes and comments regarding how the complaint has been dealt with and outcome of complaint:		

Refund Policy & Procedure – International Students

1. Policy

This policy/procedure provides all staff and clients information on the refund arrangements that are in place within Yarra College Australia.

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to the Student Administration department and the following procedures followed in assessing the refund application.

All refund information is to be made available to clients prior to enrolment through:

- Student information handbook
- The RTO’s website
- The Written Agreement which is completed and signed prior to acceptance into a course of study with Yarra College Australia

2. Procedure

2.1 Refund applications

Any student wishing to apply for a refund must complete a ‘Refund Application form’ (Appendix A) and submit this form to Student Administration. The application form can be accessed by:

- Contacting student administration
- Accessing the RTO’s website

All refund applications are to be assessed by the RTO Manager and applications processed within fourteen (14) days of the application being placed. Where a student is entitled to a refund Student Administration will process the refund payment as required.

2.2 Appealing Refund decisions

All students have the right to appeal a refund decision made by Yarra College Australia by accessing the complaints and appeals policy and procedure. Students wishing submit an appeal of the refund decision should refer to the Complaints and Appeals Policy and Procedure.

This policy and the availability of complaints and appeals processes, does not remove the client’s right to take action under Australia’s consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.

The RTO’s dispute resolution processes do not remove the client’s right to pursue other legal remedies where they feel necessary.

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The assessment of refund applications shall be granted as indicated below:

CALCULATION OF FEES AND REFUND TABLE			
Student Default Circumstances		Calculation of Fees	of Refund
Student visa refused	Student fails to start a course due to visa refusal (before agreed start date)	YCA will retain on the account of administrative cost: either 5% of each course fees (Tuition fees + Non-tuition fees); or \$500; whichever is less	Refund course fees (tuition and non-tuition fees) less 5%; or \$500; whichever is less
	Student's application for student visa renewal got rejected or refused after agreed start date	YCA will retain weekly tuition fees for part of the course that has already been delivered to the student before the day student's application for student visa renewal got rejected or refused.	Refund tuition fees for part of the course that has not been delivered to the student after the day student's application for student visa renewal got rejected or refused. Non-tuition fees are non-refundable.
Student visa cancelled	Student's visa got cancelled due to student actions including breach of student visa conditions or holding any other types of visa including permanent residence	Full term tuition fees for the whole duration of the current term is payable.	No Refund.
Cancelled requests before agreed start date	Student's notification of cancelled at least 10 weeks prior to agreed start date	YCA will retain on the account of administrative cost: 10% of the first term tuition fees.	Refund tuition fees less 10% of first term tuition fees. Non-tuition fees are non-refundable.
	Student's notification of cancelled in at least 4 weeks prior to agreed start date	YCA will retain on the account of administrative cost: 50% of the first term tuition fees.	Refund tuition fees less 50% of first term tuition fees. Non-tuition fees are non-refundable.
	Student's notification of cancelled in at least 2 weeks prior to agreed start date	YCA will retain on the account of administrative cost: 75% of the first term tuition fees.	Refund tuition fees less 75% of first term tuition fees. Non-tuition fees are non-refundable.
	Student's notification of cancelled in less than 2 weeks prior to agreed start date	Full term tuition fees for the whole duration of the first term is payable.	No Refund
Cancelled requests after deferment of commencement	Student's notification of cancelled of his/her course after the deferment of commencement date in a student's original eCoE in which visa was granted.	Full term tuition fees for the whole duration of the first term is payable.	No Refund

CALCULATION OF FEES AND REFUND TABLE			
Student Default Circumstances		Calculation of Fees	Calculation of Refund
Cancelled on requests in consecutive courses	Student's notification of Cancelled on in succeeding course enrolled	YCA will retain deposit paid towards succeeding course enrolled.	No Refund.
Non- commencement	Student failed to commence his/her first course without prior written notification	YCA will record a Credit Note against the student as to honour the fees paid in that course. This Credit Note is valid for a year from the date issued and is not transferrable to any other course. It is neither redeemable for cash nor refundable in full or in part for any reason.	No Refund.
	Student failed to commence his/her succeeding course without prior written notification	Student failed to commence his/her succeeding course without prior written notification YCA will retain deposit paid towards succeeding courses enrolled.	No Refund
	Student failed to satisfy condition of a conditional CoE including English language proficiency requirements and Course specific entry requirements.	YCA will retain deposit paid towards courses enrolled.	No Refund
Provider Default Circumstances	YCA is unable to provide the course for which the original offer was made	YCA will refund if any unspent course fees (Tuition fees) received by YCA in respect of the student within 14 days.	
	Course withdrawn by YCA	YCA will refund if any unspent course fees (Tuition fees) received by YCA in respect of the student within 14 days.	
Withdrawal requests after course has started	Student's notification of withdrawal from the course in at least two weeks prior to the start of his/her next term.	Full term tuition fees for the whole duration of the current term is payable.	No Refund
	Student's notification of withdrawal from the course after two weeks prior the start of his/her next term.	Full term tuition fees for the whole duration of the next term is payable.	No Refund
	Student's notification of withdrawal from the course during his/her study	Full term tuition fees for the whole duration of the current term is payable.	No Refund
	Student withdraws after his/her course has started without notification	Full term tuition fees for currently studying course is payable.	No Refund
Withdrawal during deferment or suspension of studies	Student notification of withdrawal from the course during deferment or suspension of studies	Full term tuition fees for the whole duration of the current term is payable.	No Refund

CALCULATION OF FEES AND REFUND TABLE			
Student Default Circumstances		Calculation of Fees	Calculation of Refund
Other circumstances	Student expelled for breach of YCA student code of conduct including submitted fraudulent documents or misleading information	Full term tuition fees for the whole duration of the current term is payable.	No Refund
	Student failed to disclose previous visa refusal / Cancelled on or makes false declaration on the application	Full term tuition fees for the whole duration of the current term is payable.	No Refund

Definition of terms used in refund table above:

Course fees	The total amount of fees including pre-paid tuition fees and non-tuition fees.
Weekly tuition fees	A daily tuition fee is calculated outcome of total tuition fees for the course divided by number of calendar days in the course. Then, to get weekly tuition fees simply multiply the outcome by 7.
Non-tuition fees	Enrolment Fee; OSHC Fee; Fees to cover textbooks or uniforms, which student use while they study the course.
Tuition fees	A term is study period comprised of 20 weeks of teaching. Tuition fees are charged in full for each term and must be paid according to the Enrolment Acceptance Agreement.
Deposit	Any monies paid to confirm the student's enrolment in succeeding courses; concurrently with or after signing the Enrolment Acceptance Agreement.
Agreed start date	Agreed start date means the day on which the course is scheduled to start, or a day agreed between YCA and the student as per student's eCoE.

Other Definitions:

Face to Face	20 scheduled course contact hours per week excluding any holiday period.
OSHC	Overseas Student Health Cover
PRISMS	Provider Registration and International Student Management System
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
ASQA	Australian Skills Quality Authority
DET	Department of Education and Training
DHA	Department of Home Affairs
ELICOS	English Language Intensive Courses for Overseas Students
ESOS	Education Services for Overseas Students



2.3 Default Notifications (Notifying the TPS and students of Provider or Student defaults)- International students

Yarra College Australia is only required to report a refund provided to an international student where a student’s visa is refused. Notification to the Tuition Protection Service must occur within seven (7) days after the default obligation period for payment of the refund. Yarra College Australia will organise any refunds within 14 days of the default occurring.

As Yarra College Australia has a compliant written agreement in place there are no other reporting requirements in relation to payment of refunds to International Students.

All default notifications and reporting is to be completed through PRISMS & TPS login by the CEO.

Any provider or student default must be reported by the CEO as follows:

Provider (RTO) Default:

- Yarra College Australia are required to notify the Secretary and the TPS Director within 3 business days if they default – that is, if they are not able to deliver the course to a student as agreed.
- Yarra College Australia will also notify all students of the default and refund arrangements that will be applicable to the student within 3 business days.
- From this default date the provider will then have 14 days to meet their default obligations and provide any relevant refunds.
- Yarra College Australia is then required to provide notification to the Secretary and the TPS Director of the outcome of the discharge of the refund obligations – that is to report whether the refund has been made.

Student Default:

To meet Tuition Protection Service (TPS) reporting obligations, providers only need to report on whether they have provided a refund to a student in two cases of student default:

- where a student's visa is refused, even if there is a compliant written agreement in place
- where there is no compliant written agreement in place.

Where a compliant written agreement is in place, there is no requirement to report any other student defaults and refund arrangements.

Notification to the Tuition Protection Service must occur within seven (7) days after the default obligation period for payment of the refund i.e. report whether the student took the offer of an alternative course or a refund, and, if a refund, how much was paid. Yarra College Australia will organise any refunds within 14 days of the default occurring.

All default notifications and reporting is to be completed through PRISMS / TPS login by the CEO.

2.4 Maintaining Records of Refunds

Where a student application for refund is submitted, all records of the refund application and associated actions are to be maintained in the student file. This includes receipts identifying refunds have been paid and any correspondence relating to the refund application.

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Any information that the client provides Yarra College Australia or that Yarra College Australia collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies such as the Tuition Protection Service.

2.5 Further information

- Where a student application for refund is submitted, all records of the refund application and associated actions are to be maintained in the student file.
- If tuition fees have been paid by a third party, then refunds will be payable to that third party.
- The RTO is not able to provide any refunds for fees paid to third parties such as OSHC or education agent fees.

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