

SWANSTON

INSTITUTE

RTO | 45774 | CRICOS | 03962C



2023-24

INTERNATIONAL STUDENT HANDBOOK



WWW.SWANSTON.EDU.AU

Welcome to Swanston Institute!

Congratulations on undertaking an educational journey with us....

Dear Students,

On behalf of all the staff at Swanston Institute, we send you a warm welcome and thank you for choosing Prospect Education Group Pty Ltd T/A Swanston Institute for your education and academic development.

Your enrolment is an important step to further develop your skills and knowledge to assist you in your career aspirations. We will strive to provide you with a first-class learning experience that is based on up-to-date practices and skills used in the workplace.

Our vision is to enable our learners to achieve their chosen career goals by providing excellence in training and support you in your path to career satisfaction.

Our goals are to:

- Provide accessible training for all students.
- Allow learners to choose their learning pathway and method of assessment to prove competence.
- Make training enjoyable and to ensure we encourage a continued search for knowledge and learning.

This Student Handbook will provide you with information about our Nationally Recognised Training Organisation, as well as the services we provide and how to enrol.

If at any time you require additional information, please do not hesitate to contact us on 03 9100 2111; 03 9923 7802 or email admissions@swanston.edu.au; admin@swanston.edu.au

We also welcome your comments. Tell us about things we have done well, or can better, so we can continue to improve our services to our learners.

Feedback forms are available in each of our courses as well as via our website www.swanston.edu.au

Once again, on behalf of our Nationally Recognised Training Organisation, we welcome you and look forward to working with you.

Kind regards,
CEO
Shravan Rashali

➔ Mission Statement

Our mission is to develop people's skills, while keeping them current and introducing new skills.

➔ Our Values

At Swanston Institute, we live by these values, and we hope you will too.

- Deliver what we promise
 - Celebrate achievement
 - Promote a culture of continuous improvement
 - Be remarkable
 - Share ideas
 - Work hard, have fun
-

➔ Our Objective

In recognition of our mission, our objectives are:

- Industry Engagement: We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.
- People: We strive to attract, recruit and retain talented, competent and committed trainers and assessors. We promote excellent performance through leadership and ongoing targeted professional development.
- Safety and Equality: We are committed to providing an environment which is safe, equitable, and promotes a confident and productive training and assessment environment.
- Integrity and Ethics: We conduct ourselves in accordance with shared and agreed standards of behaviour and hold ethical conduct and integrity as our highest priorities.
- Quality Committed: We aspire to deliver consistent, high-quality services, and apply quality systems that support training and assessment superiority; and
- Student Focused: We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.

➔ You the Student

Swanston Institute is responsible for the quality of the nationally recognised training and assessment we deliver. This means that we will always comply with the regulations that govern RTOs, being the VET Quality Framework, including the Standards for RTOs 2015, and ESOS/National Code requirements.

- To ensure our compliance with the framework and standards above, we implement rigorous internal policies, procedures and systems that ensure that our operations are compliant. In addition, we participate in audits with ASQA and other national and state regulatory bodies upon their request.
- As an RTO, Swanston Institute is also responsible for issuing your AQF certification documents in line with the procedures outlined in this Handbook.
- This handbook is designed to give you some relevant information about your studies and answer any queries you may have in relation to your training
- Please take some time to read this handbook and if you require any further information, check out our website www.swanston.edu.au or call us on 03 9100 2111, 03 9923 7802.
- We look forward to celebrating your achievements with you. Good luck!

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➔ Getting started

Prior to enrolment we encourage you to understand your course structure ensuring you make a clear decision based on all the relevant aspects of the training you wish to undertake; the information is available on our website www.swanston.edu.au or by contacting admissions@swanston.edu.au

- Marketing materials
- Tuition fees and charges.
- Applicable qualifications/courses by the appropriate code and title.
- Outline the currency of the qualifications/courses in question.
- Outline the duration of training and the assessment requirements.
- Specify delivery modes and delivery locations.
- Specify entry requirements into the course.
- Student contributions and responsibilities.
- Student support, facilities and resource; and
- Pre-training review process.
- Language, Literacy and Numeracy (LLN)

➔ Pre-Training Review

Prior to your enrolment, Swanston Institute will conduct a pre-training review interview for each individual participant. Pre-Training Review includes a documented review of your training needs, your current competencies that relate to the course, Recognition of Prior Learning (RPL) and to ensure that your Language, Literacy and Numeracy skills suit the training and assessment strategies with:

- detailed outline of the training program.
- the sufficiency of information provided
- the appropriateness of the course and AQF level
- Credit Transfer (CT) & Recognition of Prior Learning (RPL)
- Language, Literacy and Numeracy (LLN) assessment to identify your language, literacy and numeracy skills

Pre-training reviews will also ensure you are enrolled in an appropriate training program and identify any special needs with your individual learning requirements if you require any. Our admissions / support staff can discuss options in training programs to assist in achieving competence.

You will also undertake a Language, literacy and numeracy (LLN) assessment relevant to your course. This is to identify whether you need additional support to successfully complete your course. More details are provided later in this handbook.

➔ Enrolment

Once we process your enrolment, you will be provided with an outline of your training (known as a Timetable) which will include:

- the units/competencies to be obtained.
- the timeframe for achieving these units/competencies.
- the training to be undertaken.
- Information about your trainer and assessors; and
- the name of the qualification to be issued.

Unit dates may change over time – your trainer / admissions team will keep you and your timetable updated.



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➔ Your Trainers and Assessors

Swanston Institute will ensure that the responsibility for the management and coordination of training delivery and assessment by achieving appropriate staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

- the necessary training and assessment competencies as determined by the National Quality Council (Currently, Australian Industry and Skills Committee) or its successors.
- have the relevant vocational competencies at least to the level being delivered or assessed
- can demonstrate current industry skills directly relevant to the training program being trained/assessed; and
- will continue to develop their VET knowledge and skills as well as their industry currency and trainer/assessor competence.
- can provide you with assistance on any aspect of the course content, resources or assessment activities.

➔ Student-centric training

We incorporate adult learning principles into the training and assessment strategies that occurs in accordance with the requirements of the training program and the endorsed training package.

- Training that reflects your learning styles and needs
- Incorporate industry feedback to your training
- Innovative methods of training delivery and skills development that improves performance, productivity and employment opportunities
- Learning that is professionally and workplace relevant
- Flexible training options, recognising the needs of each individual student.
- Trainers with recent and relevant industry expertise maintaining currency in their industry experience.
- Identify and clarify training needs
- Learning programs that make sense in the work environment.
- Enhancing skills for the present and future.
- Practical, hands-on skills linked to underpinning knowledge.
- Learning environments that adapt to change; and
- Learning that leads to career advancement.
- We encourage you to take responsibility of your own learning and actively participate in the learning and assessment process.

➔ Educational Standards

Swanston Institute strictly follows policies and management practices that maintain high professional standards in the delivery of education and training services, and which safeguard the interests and welfare of its students and, where relevant, their employers.

- Maintains a learning environment that is conducive to the learning
- Facilities, methods and materials used in the provision of training
- Maintains compliant systems for recording and archiving student enrolments
- Confidentiality and comply with national privacy standards.

➔ Resources and Equipment

As a student you are expected to invest on average 10-11 hours a week of guided learning and summative assessments during the training weeks and does not include the term breaks. You need to have the following resources to conduct self-study and assessments:

- Internet
- Computer/laptop
- MS Office
- All the students will get Wi-Fi access within the campus.

➔ Support during your studies

It's important to maintain your enrolment at all times throughout your course to keep us informed about your study difficulties to ensure we provide you any support required during your course

- Difficulties that may affect your learning
- Assistance with deferment of study, help with a Special Consideration application, or referral to further student support service or external counsellor.
- Assistance for practical advice on assignment writing; course-specific language and learning skills; and assistance with any language, literacy or numeracy problems.
- Adequate time is provided to work on assessments and projects.
- Assessments / projects are assessed at the completion of each unit; and
- Organise information and assistance regarding any disability related matters as per Commonwealth Disability Discrimination Act 1992.

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➔ Staff available for learning needs

- Student Support Officer
- Admissions team
- Training Coordinator
- Trainers and assessors
- Administration and management

➔ LLN support

- Language, Literacy and Numeracy (LLN) support will be identified through pre-training review, LLN test, orientation session and/or trainer/assessor recommendation.
- The information is collected and prepare a strategy to support providing with one-on-one support after the class hours, provide extra reading or tasks to complete related to the areas identified.

➔ Support during your studies

- Welfare services to help with the mental, physical, social and spiritual well-being of students. These services may include, through direct provision or referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.
- Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. The Institute does not charge for such referrals to the provider.
- You can telephone the office to make an appointment and ask to speak with the Student Support Officer or email to admin@swanston.edu.au

➔ How assistance is available to you?

- Discussing with trainer/assessor in class or after the class hours.
- Email a specific query to their trainer/assessor; or
- Telephone admissions team at 03 9100 2111; 03 9923 7802 or email admin@swanston.edu.au for all other queries.
- Student-to-Trainer Ratio
- Student ration will be depending on the class size and approvals.
- Swanston Institute 24/7 Emergency line 0433 853 970 to speak with student support officer.

➔ Students at risk

We have intervention strategies in place, including student support services available to enable students to complete qualifications in expected timeframes.

- Students at risk of not completing within the expected timeframe are identified as early as possible.

Students failing to progress in line with the Swanston Institute's course progression policy and procedure and/or any provisions implemented for any unit of competency assessment are automatically regarded as being "students at risk" and supported via an appropriate intervention strategy.

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Support team

The student support team regularly monitor the process efficiency.

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External Support Services (Student Support Services Referral List)

Problem	Website	Phone no.
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & obsessive-compulsive disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenitynsw.com.au/	9740 9539
Accommodation	www.domain.com.au , www.gumtree.com.au , www.realestate.com.au www.hostelworld.com www.reiv.com.au	
Asthma	www.asthmansw.org.au/	1800 645 130
Abortion & Grief Counselling		1300 363 550
Consumer credit and debt	www.cclcnsw.org.au	1800 808 488
Australian Search and Rescue		
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org	9951 5522, 13 11 14
Depression	www.depressiondoctor.com	
Depression (National Initiative)	www.beyondblue.org.au	1300 22 4636
Department of Home Affairs	www.homeaffairs.gov.au/	131 881
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au	9418 8728
Drugs and mental health	www.thewaysidechapel.com	9358 6577
Families & friends with mental illness	www.arafmi.org	9805 1883
Eating disorders	www.edf.org.au	9412 4499
Eczema	www.eczema.org.au	1300 300 182
Emergency services (police, fire, ambulance)		0 0 0
Epilepsy	www.epilepsy.org.au	9856 7090
Family planning information	www.fpahealth.org.au	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au	9519 2820
Hepatitis C	www.hepatitisc.org.au	9332 1599
Homicide Victims' Support Group 24x7 (QLD)	www.qhvsq.org.au	1800 774 744
HIV/AIDS	www.sesiahhs.health.nsw.gov.au	9332 9700
Lifeline	www.lifeline.org.au or www.crosscultural.net.au	9391 2244

Legal information and advice	www.lawaccess.nsw.gov.au	1300 888 529
Mental health advice	www.mentalhealth.asn.au	9816 5688
Maternal and Child Health Line		132229
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017
Relationship counselling	www.interrelate.org.au	9745 5544
Schizophrenia	www.sfnsw.org.au	9879 2600
Serious illness (sufferers & families)	www.can-survive.org	1300 364 673
Smoking - Quit line		13 18 48 / 13 78 48
Suicide Prevention	www.suicideprevention.com.au	1300 360 980
Suicide Helpline (Victoria)		1300 651 251
Study Melbourne Student Centre (SMSC)	www.studymelbourne.vic.gov.au	1800 056 449
Telephone Interpreter Service		131 450
The Lounge (Salvation Army)	www.salvationarmy.org.au	0451 374 507
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

➔ Living in Melbourne

Melbourne is the capital of the State of Victoria and Australia's second largest city. It is famous for its parks and gardens, historic buildings, theatres, galleries, restaurants, multicultural precincts, festivals and internationally recognised sporting events.

Melbourne is a well-planned city and very easy to get around. There is always plenty to do in Melbourne: please check www.whatsoninmelbourne.vic.gov.au



➔ Climate

Melbourne has four distinct seasons. Summer is dry with warm to hot daytime temperatures averaging 28 degrees C (82 degrees F). Winter is cold, crisp and wet with daytime temperatures averaging 14 degrees C (57 degrees F).

Weather can affect you and your family while settling into Melbourne or Australia. Some may be used to a much warmer climate. Some may be used to colder weather. Getting to know what the weather is like in Melbourne can help you prepare and feel more settled.

Melbourne's weather is highly unpredictable and is known to occasionally provide 'four seasons in one day'. A range of clothing for all conditions is recommended for anyone planning to study in or visit Melbourne. A really warm coat is essential for the winter months. The following table provides the lowest, average and highest temperature in Melbourne.

➔ General help for students

If you have a problem, the first place you should go for help is the reception at Swanston Institute. Swanston Institute staff will be able to assist you or refer you to a person who can help you. If you have money problems, personal problems, problems with school or anything else, the staff will be able to assist you with advice and put you in touch with the right people.

➔ Melbourne, Australia Weather Averages

The table below displays max and min temperature and rain data for the whole year as an average taken from last 12+ years of historical data for Melbourne.

Month	Day	Night	Rain Days
January	26°C	15°C	4
February	25°C	15°C	3
March	23°C	14°C	4
April	19°C	12°C	5
May	16°C	9°C	6
June	13°C	7°C	6
July	13°C	7°C	6
August	13°C	7°C	8
September	16°C	8°C	7
October	19°C	9°C	7
November	21°C	11°C	6
December	24°C	13°C	6

➔ Communications

A private telephone can be connected quickly, and local calls are not metered and cost between 25 – 40 cents per call. Cheap phone cards for overseas calls can be purchased in newsagents or corner stores. Mobile (cell) phones are easily available, and networks are extensive. Internet access is convenient and easily available. Overseas and local language newspapers are also readily available. At post offices you can post letters, make international phone calls, and send faxes.

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➔ Accommodation

The first decision to consider is deciding what type of place rent your own apartment, flat or house; you can share a flat “shared accommodation”).

When you make a decision about where to live, you need to balance the cost of higher rents in the city areas with the lower rents and higher transport costs of living in the suburbs.

There are some vacancies that you can check on the Domain website: <http://www.domain.com.au/>. Please click on “property”, then click on either “rent” or “share” for more information. Another useful site for renting a place of your own is to visit the Victoria Real Estate Agent website on <http://www.realestateview.com.au>.

Swanston Institute will assist the international students for the accommodation, support and general welfare arrangements.

➔ Renting your own apartment, flat or house

Renting your own apartment, flat or house means you can choose who lives with you and may be a good choice for students who prefer their independence. It also means that you may need to buy (or rent) all your own furniture.

The estate agent will ask you to sign a contract (tenancy agreement or lease) with the owner, agreeing that you will stay in the place for a minimum period of time (usually 6 or 12 months). Make certain that the accommodation is suitable for your needs and that you can afford it.

Always check that there are smoke alarms installed. Contact real estate agents close to the area in which you want to live to check availability and prices.

The average apartment, house or flat ranges from \$200 - \$300 per week (one bedroom) or \$250 - \$400 per week (two bedrooms). You will also pay a bond or security deposit equal to one month's rent.

A bond is a security deposit that is held until the end of your tenancy by the landlord or real estate agent in case you don't fulfil your responsibilities. It is refundable after you move out of the flat or house, provided you leave the property in reasonable condition and fulfil your obligations under the lease.

Renting through a real estate agent may appear more expensive but this will offer you the security and civil rights that cannot be guaranteed when renting privately.



➔ Student apartment complexes

These are fully furnished and allow students to live independently in a secure and supportive residential environment. As these complexes are very popular there is a high demand when vacancies are advertised. Some places will provide meals for an additional cost. Utility costs are not usually included in the rental price. Rental can vary from AU\$150–AU\$300 per week.

➔ Sharing an apartment, flat or house

This type of rental accommodation is usually only arranged after you arrive in Melbourne. In a shared apartment, flat or house each person usually has his or her own bedroom and shares the bathroom, kitchen and living areas with other people.

Costs depend on the size of the residence and the number of people sharing. Your budget should allow for food, electricity and other bills, plus transport and other personal costs. Food costs can be shared, with everyone paying an agreed amount per week, or each person buying his or her own food (approximately \$85 to \$130 per week).

In most households the cost of electricity, telephone rental and other bills are shared equally (approximately \$70 per week). You will normally record and pay for your own telephone calls.

Long distance and international calls are itemised on the telephone bill that is they are listed individually with the number called and the cost of the call. The average price of a room ranges from \$140 to \$220 per week. You will also be asked to pay a bond or security deposit.

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➔ Hostel accommodation

Hostels usually have bathroom, living and leisure areas that are shared with other residents. Some hostels include meals in their fees, while at others kitchen facilities are provided and you cook for yourself. You can have your own room at most hostels, but this is more expensive than if you are sharing a room with another student, there may be other charges, such as a bond (security deposit) and appliance charges.

There are many private hostels in Melbourne, offering a furnished bedroom, shared bathroom, living and leisure areas. Computer facilities may also be available weekly prices range from AU\$220– AU\$350. Extra costs may include payment of a bond.

Money Diversification



➔ Rental Information

You may be responsible for paying for the cost of the reconnection of the utilities that is to have gas, electricity, water and telephone connected. When you leave a rental property, it is your responsibility to notify the electricity, telephone water and gas companies that you have left and are no longer responsible for the bills.

When you move into a place you need to make sure that you understand all of the papers that you sign.

Do not sign anything unless you are fully aware of all terms and conditions, and you are sure you understand them clearly. If you would like clarification of any documents you have to sign, ask the Welfare Officer for help.

Note: The above information has been compiled based on a single student with no dependents. Should a husband / wife and / or child accompany you to Australia you must be realistic about the additional expenses they will incur.

➔ Cost of Living in Melbourne & Sydney

Expenses	Cost of Living in Sydney	Cost of Living in Melbourne
Housing and Utilities	AUD 3,224	AUD 2,300
Public Transport	AUD 193	AUD 156
Private Transport*	AUD 32,000	AUD 30,000
Food and Drink	AUD 20 - AUD 40	AUD 15 - AUD 25
Clothes and Shoes	AUD 150 - AUD 200	AUD 200
Entertainment	AUD 41	AUD 40
Personal Care and Hygiene	AUD 63	AUD 69
Insurance	AUD 250	AUD 200
Total Cost	AUD 7,428 (Public Transport) or,	AUD 2,990 (Public Transport) or,
	AUD 39,235 (Private Transport)	AUD 32,834 (Private Transport)

➔ Living costs

When calculating your budget, you must remember to include your:

- Annual tuition fees
- Textbooks, study excursions and study equipment
- Expenses for any dependents that accompany you (e.g., full school fees for any children, childcare etc.)
- Overseas Student Health Cover (OSHC)
- Accommodation costs
- Living expenses including food, gas, electricity, telephone and transport
- Entertainment
- Airfares
- Emergency expenses

*Private Transport: These expenses are counted since the purchase of the vehicle plus the cost of fuel and the cost of maintenance. Thus, the costs may also vary depending upon the choice of vehicle purchased.

The average monthly cost of living in Melbourne is AUD 2,000 on average. Yet, Melbourne is less expensive in comparison to Sydney.

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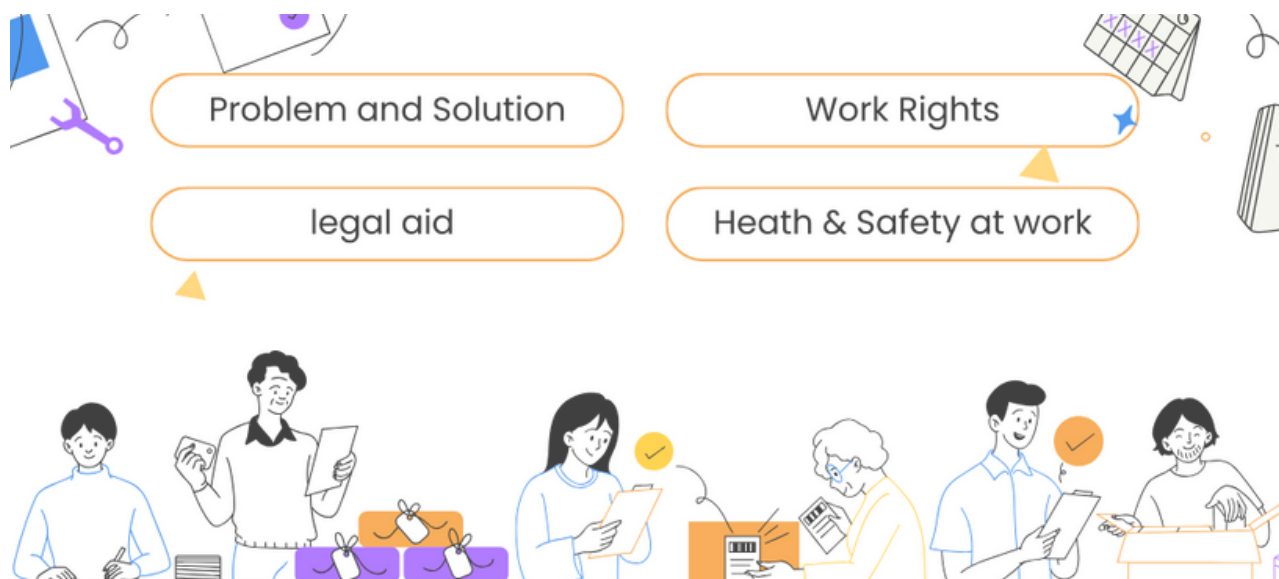
➔ Work Cover Authority & Occupational Health

The Victorian Work Cover Authority is the manager of Victoria's workplace safety system and provides information on Work cover and workplace occupational health & safety issues.

For more information, please visit the website: <http://www.workcover.vic.gov.au/> or contact Victoria Work Cover Authority: Level 24, 222 Exhibition Street, Melbourne. 1800 136 089 or (03) 9641 1444

➔ Wage line

Provides information on rates of pay and conditions of employment, award information, and employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues. For more information, please visit <http://www.wagenet.gov.au/default.asp> or contact Office of Workplace services – Department of Employment, Workplace Relations and Small Business. Melbourne Branch 8th Floor Customs House, 414 La Trobe Street, Melbourne, 3000 Phone: 1300 363 264



➔ Job Watch

Investigates exploitation in employment and training. It also handles complaints and inquiries from the general public regarding annual leave, notice pay, sick leave, redundancy pay and related issues. For further detail information, please visit: <http://www.job-watch.org.au/> or contact Job Watch: Telephone Advice: (03) 9662 1933 Email: jobwatch@job-watch.org.au

➔ Resources and Equipment

As a student you are expected to invest on average 10-11 hours a week of guided learning and summative assessments during the training weeks and does not include the term breaks. You need to have the following resources to conduct self-study and assessments:

- Internet
- Computer/laptop
- MS Office
- All the students will get Wi-Fi access within the campus.

➔ Australian Industrial Relations Commission

AIRC functions broadly, to facilitate agreement making between employers and employees or Organisations of employees about wages and conditions of employment and to ensure that a safety net of fair minimum wages and conditions is established and maintained. For more information, please visit: <http://www.airc.gov.au/> or contact the Commission and registry: Level 4, 11 Exhibition St, Melbourne Phone: 8661 7777 Fax: 9654 6812

➔ Legal Aid Commission

Offers free telephone advice service and can assist with applications for legal assistance. Please visit <http://www.legalaid.vic.gov.au> for more information or contact any of the following Victoria Legal Aid Offices: Melbourne Branch 350 Queen Street, Melbourne 3000 Phone: 9269 0234

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➔ Opening a bank account

In Australia there are two types of Banking organisations: banks and credit unions. Credit unions are co-operative banks. Each person who has an account with a credit union also has shares in the credit union.

When you open a bank or credit union account in Australia you need to provide identification. You will need to bring your passport and some other forms of identification (for example your student identification card, birth certificate or driver's license or identity card from your home country).

- Bank of Melbourne
- Westpac
- Bendigo Bank
- Citibank
- Colonial State Bank
- The Commonwealth Bank
- National Australia Bank
- St George Bank
- Westpac

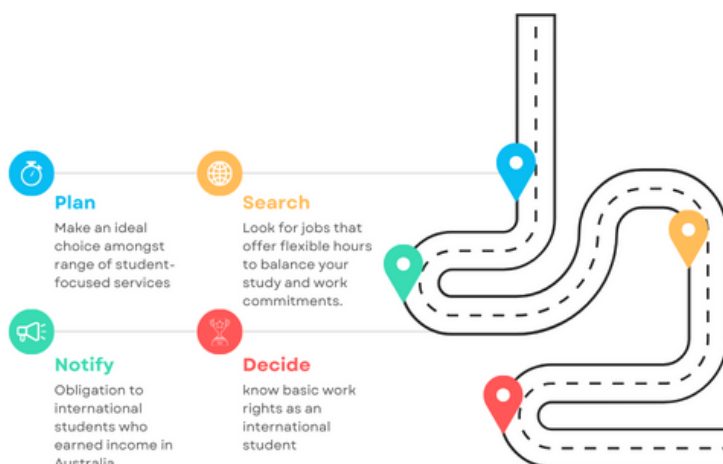
When you open your bank account the bank will ask you for your Tax File Number. Australian banks such as ANZ, Bank of Melbourne, Commonwealth, National Australia Bank and Westpac Bank and others have services located in both the city and suburban centres.

➔ Part-time work

If you are holding a student visa and thinking of looking for part-time work, helpful websites are: www.seek.com.au www.mycareer.com.au www.careerone.com.au

Your visa allows you to work for up to 48 hours fortnightly during study periods and full-time during semester breaks. You should not rely on income earned in Australia during your studies as sometimes jobs may be difficult to find.

There are a range of external agencies you can ask for assistance with employment related issues. Here is a listing of agencies where you can get help:



➔ Applying for a tax file number

Foreign passport holders, permanent migrants and temporary visitors can apply for a TFN online using Individual Auto Registration (IAR). It is free to apply for a TFN.

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number if you do not want one. However, if you do not give your bank or employer your Tax File Number, any income you earn (including interest on your bank account) will be taxed at a higher rate than if you had given your Tax File Number to your bank or employer.

In Australia you will be required to submit a taxation return showing the amount you have earned each year. Tax file numbers (TFNs) are issued to each taxpayer, and this must show on your taxation return. To find out more about the Australian taxation system, employment, payment, and tax file numbers see the section for individuals, including families, on the Australian Taxation Office website.

➔ Equal Opportunity Commission

Receives complaints from people who feel they have been treated unfairly, have been discriminated against or are experiencing sexual harassment. For more information, please visit: <http://www.eoc.vic.gov.au/> or contact:

Enquiries line: Phone: 9281 7111 Toll Free: 1800 134 142 TTY (Telephone Typewriter): 9281 7110
Commission Offices Address: Level 3, 380 Lonsdale Street, Melbourne Phone: 9281 7111 Fax: 9281 7171
Email : eoc@vicnet.au

Public Resource Centre Address: 3rd floor, 380 Lonsdale Street, Melbourne 3000 Phone: 9281 7111
3.) Australian Taxation Office

Provides information on taxation and superannuation issues. For more details, please visit: <http://www.ato.gov.au/> or contact these Victorian Taxation Offices: Phone 13 2861 for an appointment

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➔ Entertainment

Many international events are held in Melbourne and Victoria including comedy festivals, Antipodes (Greek) Festival, Indian Festivals, Chinese Festivals the Australian Tennis Open, World Series Cricket, Melbourne Fashion Festival, and the Formula 1 Grand Prix. There are many more such events.

Use www.thatsmelbourne.com.au and follow the links to find out what events including sports are on in Melbourne. You can purchase tickets to events through Ticket Master www.ticketmaster.com.au



➔ Port Phillip Bay

Melbourne is also close to Port Phillip Bay – take the No 15 tram to St Kilda – so it is easy to enjoy the beach and water sports too. Be careful while at the beach. Some Victorian beaches can be quite dangerous for inexperienced swimmers. Always swim between the flags at beaches that are patrolled by Lifesavers. For helpful hints on water safeties visit the www.watersafety.vic.gov.au

➔ In the city, some places to visit:

Melbourne has an extensive public transport system and Swanston Institute is ideally located. The campus is close to major bus and tram routes. Before you use any public transport, whether it is a train, tram or bus, you are required to purchase a Myki (stored value travel card), these can be purchased at all train stations and at some newsagents. It is recommended that you purchase your tickets in advance. There are many types of tickets available including weekly, monthly and 10 ticket packs.

International students are not eligible for concessions. On trains it is important to validate your ticket before you board the train. If you are found without a valid ticket, you may be required to pay a transport infringement fine.

➔ Sport and Recreation

There are many places to play and watch all sorts of sport in Melbourne and Melbourne hosts many local, national, and international sporting competitions.

The Melbourne Sport and Aquatic Centre in Albert Park is only a short tram ride away from Swanston Institute and for a reasonable fee, you can play basketball, volleyball, table tennis, badminton, and swim in the pool. www.msac.com.au

➔ Out of Town

There are many tourist attractions a few hours' drive from the city – The Yarra Valley, Mt Buller snow fields, Torquay surf beach, Healesville Sanctuary, The Grampians. See www.visitvictoria.com Day tour buses are easily accessed on Swanston Street between Little Bourke and Bourke Street and Swanston Institute is close to major transportation hubs.



➔ In the city, some places to visit:

Bourke St Mall: the heart of Melbourne's shopping area with large department stores, Myer, David Jones and many shopping arcades. DFO: at Southern Cross Station and Docklands for a range of designer factory outlets and seconds shops.

QV: a new shopping complex in central Melbourne (Elizabeth St, Latrobe St, Russell St block) supermarket, food court, restaurants and many top-quality shops and designer outlets. GPO – the old post office building has been redeveloped, to include shopping, cafes and night clubs – corner of Bourke and Elizabeth Streets Bridge Rd., Richmond: also, for a range of designer factory outlets and seconds shops.

Chapel St., South Yarra a marvellous shopping strip with shops selling all the fashion labels, good food, bookshops etc. Brunswick Street, Fitzroy an eclectic mix of shopping and eating opportunities. Camberwell Markets Clarendon Street shops in South Melbourne Coventry Street shops, also in South Melbourne <http://www.visitvictoria.com/index.cfm>

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➔ Food

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Melbourne's restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Ethiopian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, Lebanese, French and Indonesian.

➔ Clothing

Australian students dress casually. Australians are generally relaxed when it comes to clothes, but they do tend to dress up at night. If you are planning to buy warm clothing, shopping in Melbourne will provide you with a large range at a very competitive price.



➔ Computers & Laptops

If you intend to bring your laptop or PC to Melbourne, you need to ensure that it is compatible with Australia's power supply (240W, 220W, 50HZ). Your modem will also need to be compatible with Australia's telephone system (Austell certified).

➔ Cultural Adjustment

International students and their families may experience a wide range of feelings and moods when studying or living in Australia. Some may feel excited to see and learn new things or meet new people. Some may feel lonely, stressed, frustrated and homesick, these are all very normal feelings.

However, it is very important that you seek help if you find that the process of cultural adjustment is adversely affecting you. Swanston Institute staff including the Welfare Officer are available to assist and discuss any concerns.

➔ Mobile Phones

If you intend to use your existing handset and service provider in Australia ('international roaming'), you will need to contact your home provider to determine the necessary steps in making this arrangement. Alternatively, you may wish to use your current handset whilst in Australia but connect to a local service provider. There are a variety of mobile phone services operating in Australia which offer short-term (pre-paid) or long-term (contract) plans.

You should be aware, however, that because different countries operate under different cellular systems it is possible that your existing handset may not be compatible locally. In this instance you may be required to purchase a local handset.

Adjusting to Your New Campus & City:

- Plan to arrive early before the Orientation and Enrolment period. This will allow you to explore the campus location and new city or town.
- Choose a good housing option that suits your budget, needs and lifestyle.
- Consider physical aspects like location and travel time to your campus and household amenities.
- Talk to Swanston Institute if you have questions or concerns.

➔ Student Safety

Melbourne is a multicultural and tolerant society and although a relatively safe city it is not immune to crime. However, there are some common-sense steps you can take to ensure a safe and enjoyable stay. The Swanston Institute Welfare Officer is available to give advice and address any concerns you may have.

- Be aware of what is happening around you. Should you feel alarmed or suspicious head to a well-lit area or an area where there are other people.
- Do not use ATM's alone in isolated areas.
- Choose to walk in well-lit areas and be especially vigilant at night, where possible stick to main roads and avoid parks and dark laneways.
- Do not wear headphones when walking alone at night as this will restrict your awareness. At train stations stay in well-lit areas and stand near security cameras.
- Call 000 for police, fire brigade or ambulance.

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➔ Culture

Australians believe in equality and that all people deserve respect regardless of their gender, ethnic and racial background, occupation, or economic circumstances. A casual “thank you” to a shop assistant, ticket seller and the like when you are served, is all that is required.

- Learning more about Australian culture can help you feel more settled.
- It is common in Australia to call a person by their first name when meeting and addressing new people. Depending on the situation, you do not need to preface it with Mr., Miss, Dr or Professor (i.e., John instead of Mr. John’s Surname).
- Being on time is very important in Australia. If you are delayed for your appointment, for example 10-15 minutes, apologies for being late at the first convenience. However, if you feel that you will be significantly late, 30 minutes or more, it is recommended that you get in touch to apologise and let the other person know as soon as possible. However, punctuality is more relaxed when it comes to social occasions including parties and dinners.

➔ Appropriate and Inappropriate Behaviour

Unacceptable behaviour – in many places there are laws against unacceptable behaviour including spitting in public, swearing, talking indecently, behaving in a sexually indecent way, sexual harassment, urinating in public and drinking excessively.

Alcohol – alcohol can be legally served to any person aged 18 or over. It is also a common part of Australian students’ parties. Do not feel pressured to drink if you do not want to. Driving under the influence of alcohol in Australia is a crime and drinking excessively is considered socially unacceptable.

Gifts – Gifts are not usually given to trainers/teachers or others in official positions. Offering gifts in these situations can be interpreted as an effort to gain favourable consideration.

Humour – Australian’s value a person’s ability to laugh at him or herself. Comments that might seem disrespectful or inappropriate are usually intended to be humorous icebreakers. These are signs that the person feels comfortable with you, rather than intended to hurt you.

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➔ Miscellaneous Social Customs

If an Australian is invited to a meal, he or she may take a small gift, chocolates or a bottle of wine, to the host. As a student you are not expected to do this. If Australians tell you to “bring your own plate”, they mean bring a plate with some food to share.

Do not push ahead of others who are waiting in a queue and always wait for people to exit lifts or trains before entering.

It is not polite to ask a person who you have recently met about his or her income, marital status or religion, however after you have formed a friendship this may be acceptable as part of the friendship building process.

Australians generally stand about an arm’s length from each other when in conversation. In general people will feel uncomfortable if you invade this “personal space” You are not generally expected to tip for services. If the service has been very good, especially in a restaurant, you may wish to do so.

Goods in retail shops are sold at a fixed price, though it is becoming common to ask if a discount is available on large and expensive items, like electrical goods. A little bargaining is commonly used in the open-air markets. Clearing your throat or blowing your nose noisily in front of others, and not using a handkerchief or a tissue paper are not considered acceptable public behaviour.

➔ Developing Independent Living Skills

Manage your time effectively. Plan ahead what you have to do and what you want to do in a week or a month.

Balance your study and social life. Learn how to achieve your academic goals and enjoy your experience in Melbourne at the same time.

Discuss your concerns within your peer support network. Keep records of your expenses to manage your budget.

Consider developing additional skills that you do not have or want to further develop (i.e., joining a cooking class, a time management workshop etc.).

Be familiar with as many support services and facilities as possible and talk to us, you do not need to come with a problem. We are happy to simply listen to your experience or share our experience with you.

➔ General Information – Courses we deliver

We deliver different types of qualification according to industry and Student requirements. Please visit www.swanston.edu.au for the list of courses, duration, entry requirements, Admission requirements and other information training Sessions:

A trainer will be available during this time to deliver the training session, weekdays learning support will be provided to all Students through support officers.

➔ Support

Student Administration – provides support with settling into Swanston Institute and Melbourne and provides advice and assistance on meeting people in the community, cross-cultural adjustment, study progress, visa concerns and social activities, personal issues, your rights and responsibilities, accommodation needs, issues related to sexual harassment and equal opportunity, and is generally there to listen when you need to talk to someone.

➔ Guided learning

The trainer provides learning activities; the student takes responsibility for completing all mandated tasks and activities.

- The trainer is available for consultation and feedback as required.
- All students will be provided with resources for Guided learning activities and tasks. Guided learning may or may not include:
- Student Handbook activities
- Learning activities
- Research
- Induction specific to the course/ unit requirements and content
- Projects
- Case studies

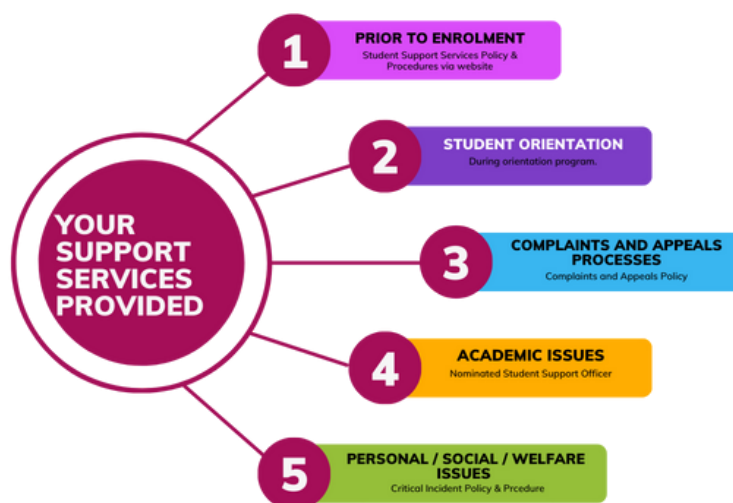
➔ Training support after training sessions

A trainer will be available to assist students with training support immediately following the session or students may make individual appointments.

Training support can also be provided to Individual students via telephone and email after the training sessions or on request from the students.

Generic Student support such as study skills, employability skills, etc. will be provided during support workshops upon request.

Students will be provided training support after the training sessions for the course or on their request.



➔ Legislative Requirements

All staff and Students at Swanston Institute must meet the following regulatory requirements:

- ASQA (Australian Skills Quality Authority).
- VET Quality Framework (VQF).
- The Australian Qualifications Framework (AQF requirements); and
- Other applicable legislation and regulation as relevant to the courses being delivered.
- In addition, staff and Students at Swanston Institute must also meet various particular legislative requirements, mentioned in the training packages and legislation register.

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➔ Tuition Assurance

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. Swanston Institute is a member of the Tuition Protection Service (TPS). This means that the fees paid to the Institute are safeguarded if the Institute defaults on delivering the courses you are enrolled in.

In the unlikely event that the Institute is unable to deliver the course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid course fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education complete their studies in another course or with another education provider or receive a refund of their unspent course fees.

Students and their sponsors can choose to pay more than 50 per cent of tuition fees up front if they wish to do so. This allows students and those paying fees on their behalf, such as their parents or a scholarship sponsor, to pay any amount greater than 50 per cent of the tuition fees to take advantage of favourable exchange rates or have the convenience of only paying once. Further information on the Tuition Protection Service can be accessed at: International students - Department of Education, Australian Government

➔ Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that needs to be applied to take account of them. It requires clear communication between the trainer and assessor and the student to ensure that the student is fully informed, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

➔ Principles of Assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

➔ Flexible

To be flexible, assessments should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and support continuous competency development.

➔ Preparation and Submission of Assessment

Swanston Institute may use the following assessment methods to evaluate the student's competency:

- Written/Oral tests
- Workplace Assessment
- Observations
- Role-plays
- Workbooks
- Written Tasks
- Demonstration
- Third party reports and observations
- Projects
- Other assessment methodologies which align with the qualification and student requirements

Trainers and Assessors will gather evidence of competencies over the duration of the training program. Throughout each unit of competency there will be a variety of assessment tasks and you will be consulted during this process to ensure that your individual learning style is taken into consideration.

Don't be hesitant about assessment tasks, as they are designed to ascertain how you are progressing with your learning and what progress you have made towards achieving the required competence. More formal assessment strategies are used to consolidate the evidence bank that you have been developing.

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➔ Principles of Training and Assessment

Training and assessment strategies developed by Swanston Institute will adhere to the following principles:

- Training and assessment strategies are developed for each qualification/unit of competency that will be delivered and assessed.
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification.
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders.
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups.

➔ Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills.
- Knowledge that is essential to competent performance.
- Assessment of knowledge and skills must be integrated with their practical application; and
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

➔ Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

➔ Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

➔ Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

➔ Flexible

To be flexible, assessments should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and support continuous competency development.

➔ Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

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➔ Attempts demonstrate competency/Reassessment

Assessment Re-assessment: If you fail full or any part of the assessments, you will be provided with ongoing support. The kind of support required will be assessed on individual case basis by the student support team along with the Course Coordinator.

- You may be provided 3 chances of re assessments while receiving continuous support from the trainers in terms of extra study time, extra resources, and mentoring.
- If a need is identified for extra tutoring time, you will be given a special timetable to meet the trainers for support during the breaks in the regular course timetables.
- The records for these reassessment timetables; meetings will be made available to the student support team along with the assessments finally completed and deemed Competent.
- The inclusion of extra academic support and tutorial time will be conducted during the break periods in the regular timetable within your CoE duration.
- If there are no breaks in the course duration, the extra academic and tutorial time may be provided with an extension to the CoE and/or a customised timetable.

➔ Assessment Submission

Reassessment will only be offered to the students who have submitted their assessments but failed to achieve the satisfactory outcome and are marked NYC. You are entitled to 3 assessment attempts for each assessment task you have been marked NYC on submission.

First 2 attempts will be free, and 3rd will be charged as per the offer letter and written agreements.

If you are unsuccessful after 3 assessment attempts, you will be required to repeat the unit and pay the repeat unit fee, cheated or plagiarised work may not be entitled to re-sit assessments, instead you may be required to repeat the unit and pay the repeat unit fee. Any NYC marked due to being absent will not be eligible for this entitlement. More details on the website/fee and refund policy procedure is available or by sending your request to: admissions@swanston.edu.au

➔ Recognition of Prior Learning (RPL) & Credit Transfers (CT)

If you have gained experience from employment, previous formal training undertaken or life experiences, you will be offered the opportunity to apply for Recognition of Prior Learning (RPL) and Credit Transfer.

Swanston Institute recognizes qualifications and statements of attainment issued by other Registered Training Organizations or via RPL process which will match a your experience to the requirements in a unit of competency and assess if recognition can be granted.

Students can apply for RPL or Credit Transfer prior to commencement of the course and delivery of the relevant unit(s). Eligible students for credit transfer will be granted Credit Transfer status and will be subject to the Credit Transfer Procedure.

➔ Transitioning to a New Qualifications

Where a qualification or unit of competency has undergone changes, according to the transition arrangements from the industry you may be transferred to the new replacement qualification as soon as practicable. Swanston Institute will inform you of any potential changes to ensure you are not in any way disadvantaged.

➔ Work Based Training

Depending on your selection of training program you may require completing a work based training in your related field. Swanston Institute has MOU with industry relevant workplace to meet workplace-based training specific to the course or you will have choice to arrange your own work placement that has required facilities currently operational (example a commercial kitchen).

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Access and Equity

Swanston Institute is an equal opportunity employer and is committed to developing policies and practices that eliminate discrimination and harassment in the workplace and its education and training programs, and in the provision of its services. Swanston Institute has a legal responsibility to ensure that all reasonable steps have been taken to prevent discrimination and harassment from occurring in the workplace and training environment.

We are committed to providing a fair and equitable learning and working environments for all students and staff. In offering education program(s) as part of our Registered Training Organisation (RTO) status we aim to provide learning programs and pathways where program design, course content and all aspects of the training and assessment process are available in a way that allows equality of educational opportunity to all students.

We promote fair and equal access, for all students and potential students, regardless of characteristics such as their gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy, political convictions, physical disability, or intellectual impairment.

We seek to create a training and education environment free from all forms of discrimination and harassment, including sexual harassment, and which enables all students to understand the education program in which they are enrolled/wishing to enrol and to achieve their potential. Access and equity cover three broad areas: Discrimination, Harassment and Affirmative Action. Each of these areas is supported by legislation at State or Federal level, and includes but is not limited to the following: Federal Legislation:

- Age Discrimination Act 2004 (Cth).
- Australian Human Rights Commission Act 1986 (Cth)
- Disability Discrimination Act 1992 (Cth).
- Racial Discrimination Act 1975 (Cth).
- Sex Discrimination Act 1984 (Cth).
- Workplace Gender Equality Act 2012 (Cth); and
- Fair Work Act 2009 (Cth).
- State Legislation:
- Australian Capital Territory Discrimination Act 1991 (ACT).
- New South Wales Anti-Discrimination Act 1977 (NSW).
- Northern Territory Anti-Discrimination Act 1996 (NT).
- Queensland Anti-Discrimination Act 1991 (QLD).
- South Australia Equal Opportunity Act 1984 (SA).
- Tasmania Anti-Discrimination Act 1998 (TAS).
- Victoria Equal Opportunity Act 1995 (VIC); and
- Western Australia Equal Opportunity Act 1984 (WA).

Racism

Swanston Institute is firmly committed to providing a working, teaching, and learning environment that is free from racism. Racism not only denies a person's fundamental human right to respect, but it also reduces their opportunity to gain a fair share of society's valued resources, such as education and employment.

Swanston Institute recognises that the achievement of equal employment opportunities and equal educational outcomes is dependent on the provision of a discrimination and harassment free environment.

Swanston Institute understands the community's racial and ethnic diversity and acknowledges that people from a non-English speaking background and indigenous people, in particular, have experienced and continue to experience institutional disadvantage, racial prejudice and discrimination.

Swanston Institute expresses unconditional rejection of racist behaviour and its commitment to eliminate racism in its organisational structure through the provision of training programs that are equitable, accessible and culturally inclusive.

Sexual Harassment

Swanston Institute is firmly committed to providing equal employment opportunities and educational outcomes for all staff and students. We recognise that these achievements are dependent on the elimination of sexual harassment from the working and learning environment.

Swanston Institute recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and students are not subject to sexual harassment.

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➔ Disability

Swanston Institute Staff and students should be mindful of the following principles:

- Persons with a disability have the same rights and responsibilities as other members of the community and should be empowered to exercise those rights and responsibilities.
- Persons with a disability have the same right as other members of the community to:
- expect respect for their human worth and dignity as individuals.
- live free from abuse, neglect or exploitation.
- realise their individual capacity for physical, social, emotional and intellectual development.
- exercise control over their own lives.
- participate actively in the decisions that affect their lives and have information and be supported where necessary, to enable this to occur.
- access information and communicate in a manner appropriate to their communication and cultural needs; and
- services that support their quality of life.

➔ Charter of Human Rights and Responsibilities Act 2006

The following rights need to be protected and can be implied into staff responsibilities

- Privacy and reputation A person has the right:
- not to have his or her privacy, family, home or correspondence unlawfully or arbitrarily interfered with; and
- Not to have his or her reputation unlawfully attacked.
- Freedom of thought, conscience, religion and belief

Every person has the right to freedom of thought, conscience, religion and belief, including:

- the freedom to have or to adopt a religion or belief of his or her choice; and
- The freedom to demonstrate his or her religion or belief in worship, observance, practice and teaching, either individually or as part of a community, in public or in private.

A person must not be coerced or restrained in a way that limits his or her freedom to have or adopt a religion or belief in worship, observance, practice or teaching.

- Freedom of expression
- Every person has the right to hold an opinion without interference.
- Every person has the right to freedom of expression which includes the freedom to seek, receive and impart information and ideas of all kinds, whether within or outside Victoria and whether: orally, in writing, in print, by way of art, or In another medium chosen by him or her.

Special duties and responsibilities are attached to the right of freedom of expression, and the right may be subject to lawful restrictions reasonably necessary:

- to respect the rights and reputation of other persons; or
- For the protection of national security, public order, public health or public morality.
- Peaceful assembly and freedom of association
- Every person has the right of peaceful assembly.

➔ Critical incident

Any incident happens during or after the institute hours, you need to contact student support officer via face to face or phone call. You also need to report if any incident happens during the class time to other student or trainer.

➔ Consumer Rights and Consumer protection

On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

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Privacy

Swanston Institute staff and contractors collect, store, use and disclose personal information in accordance with the thirteen (13) Australian Privacy Principles of the Privacy Act 1988, thereby safeguarding confidential information in accordance with the Standards for Registered Training Organisations (2015).

Open and Transparent Management of Personal Information	RTO will manage personal information in an open and transparent way. This includes having a clearly expressed up to date Australian Privacy Principles Privacy Policy.
Anonymity and Pseudonymity	The APPs give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.
Collection of Solicited Personal Information	Australian Privacy Principles 3, outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.
Dealing with Unsolicited Personal Information	How RTO deals with unsolicited personal Information is covered by APP4.
Notification of the Collection of Personal Information	Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.
Use or Disclosure of Personal Information	Outlines the circumstances in which RTO may use or disclose personal information that it holds.
Integrity of Personal Information	An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.
Cross-border Disclosure of Information	Outlines the steps RTO must take to protect personal information before it is disclosed overseas.
Adoption, use or disclosure of Government related identifiers	Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.
Quality of Personal Information	RTO must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. The organisation must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.
Security of Personal Information	RTO must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. RTO has obligations to destroy or de- identify personal information in certain circumstances.
Access to Personal Information	Outlines RTO's obligations when an individual requests to be given access to personal information held about them by the organisation. This includes a requirement to provide access unless a specific exception applies.
Correction of Personal Information	Australian Privacy Principle 13 outlines the obligations in relation to correcting the personal information it holds about individuals.

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➔ Individual Rights to Access Personal Information

Individuals may access their personal information by contacting Swanston Institute in writing. Access is generally granted within 30 days of receiving the written request.

➔ The Student Outcomes Survey

The National Student Outcomes Survey is an annual survey of students who completed their vocational education and training (VET) in Australia during the previous calendar year. The survey covers students who have an Australian address as their residential address (VET student outcomes) and, since 2017, international students who completed their training onshore in Australia (International onshore VET qualification completer outcomes).

The survey collects information on VET students' reasons for training, their employment outcomes, satisfaction with training, and further study outcomes. The main reason for not continuing with the training is also collected for those who did not complete.

➔ Why is the survey conducted?

The aim of the Student Outcomes Survey is to improve the economic and social outcomes of Students who undertake vocational education and training (VET). This is achieved by providing the VET sector with information on the:

- Outcomes from training (e.g., employment and further study outcomes)
- Relevance of the training
- Benefits of the training
- Satisfaction with the training
- Reasons for not continuing the training (where applicable)

The information is used by national and state/territory bodies, along with local training providers to ensure vocational training is of high quality and relevant to Australian workplaces. The survey highlights both the positive and negative outcomes from training and monitors the effectiveness of VET system. The information collected assists in administering, planning, and evaluating the VET system.

More information about this survey can be found at <http://www.ncver.edu.au/sos/faq.html>.

➔ Storage and Security of Personal Information

Swanston Institute stores personal information in both paper and electronic form. Hard copy information is

.....kept under locked security. Personal information stored on computers is, where practical, password protected.

Swanston Institute's policy is to dispose of personal records that are no longer in use unless they are required to be stored for accountability, liability or other policy reasons. Where this is the case, such records are stored separately from the operational information.

➔ Updating Personal Information

Swanston Institute monitors the quality and accuracy of personal information that it maintains and where practical, updates that information on a regular basis. Individuals can update their personal information at any time by contacting Swanston Institute.

➔ Marketing

Swanston Institute will market its Vocational Education and Training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or Training Program.

Swanston Institute will not state or imply that the nationally accredited Training Programs other than those on their scope of registration are recognised by the Australian Skills Quality Authority

Swanston Institute has in place policies and procedures to ensure that advertising and marketing meets both the Swanston Institute Guidelines, as well as the national guidelines and protocols for Advertising and Marketing, as required by the Australian Quality Training Framework. This ensures that all advertising and marketing strategies are:

- True and honest
 - Accurate
 - A part of the approved scope of registration
 - Approved by the Swanston Institute Training Management Team
-

➔ Workplace Health and Safety

Swanston Institute has in place policies and procedures to ensure that staff, visitors and guests are provided with a safe environment in accordance with the Work Health and Safety Act 2011.

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Complaints & Appeals

Despite all efforts of Swanston Institute to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution or students may appeal against a complaint outcome or educational determination (e.g., assessment result). Staff also has the right to avail themselves of this process.

Swanston Institute will approach all complaints and appeals with an open view and attempt to resolve issues through discussion and conciliation. Where a complaint cannot be resolved through discussion and mediation, Swanston Institute acknowledges the need for an appropriate external and independent agent to mediate between the parties.

Swanston Institute understands individuals' concerns regarding confidentiality and is totally committed to fair treatment respecting and upholding individuals' rights to privacy protection under the Australian Privacy Principles (APPs) contained in The Privacy Act amended 1988 (Cth). Swanston Institute respects the privacy rights of all individuals in the workplace.

Swanston Institute understands that despite all its efforts to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. Students have the opportunity to have any complaint or appeal resolved and resolutions reached that attempt to satisfy all parties. There is no cost to the student unless the referral is made to a third party.

The complaints and appeals policy and complaints and appeals form are made available to all students and potential students by directly contacting Swanston Institute, through the website www.swanston.edu.au and student handbooks.

Where possible, all informal attempts shall be made to resolve the issue (Informal Compliant) this may include advice, discussions, meeting with the student, emails and general mediation in relation to the issue and the student's issue. Any staff member can be involved in this informal process to resolve issues, but once a student has placed a formal complaint / appeal, the following procedures must be followed.

If you are uncomfortable speaking directly to the person involved or the informal process does not resolve the issue to your satisfaction, the formal process should be followed. Where a student is unhappy with the outcome of an assessment decision, this will be dealt with under assessment appeals.

Complaints and appeals may be made in relation to any of the following:

- Swanston Institute, its trainers, assessors, or other staff.
- Education agent
- Any third-party providing services on Swanston Institute's behalf, its trainers, assessors, or other staff.
- Assessment/RPL outcome.
- Fees and refunds/re-crediting; or
- A student at Swanston Institute.

Complaints may be made in relation to any of Swanston Institute's services and activities such as:

- The application and enrolment process.
- Marketing information.
- Education agent
- The quality of training and assessment provided.
- Training and assessment matters, including student progress, student support and assessment requirements.
- The way someone has been treated; or
- The actions of another student.

Appeals should be made to request that a decision made by Swanston Institute is reviewed. Decisions may have been about:

- Course admissions.
- Refund assessments.
- Response to a complaint.
- Assessment outcomes / results; or
- Other general decisions made by Swanston Institute.

Swanston Institute is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Swanston Institute ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual; and
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

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➔ Student Mediation Scheme?

The scheme allows Swanston Institute as a member or its student to refer to Resolution Institute as the external review body once its internal grievance system has been exhausted.

The Higher Education Support Act 2003 deals with the complaints and appeals process for higher education in Australia. Student grievance and review procedures (Subdivision 19-D, s 19-45).

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 deals with the complaints and appeals process

Resolution Institute will:

- Appoint a mediator.
- Arrange dates, locations and or teleconferences for pre-mediation discussions and mediation discussions with the provider and the student.
- Provide each participant and the mediator with the necessary documentation to conduct the mediation. Swanston Institute is a member of the student mediation scheme.

The division of the expenses associated with the mediation, e.g., mediator's fee, room hire and possibly travel expenses are to be shared equally between Swanston Institute and the complainant

Please note, Resolution Institute mediation services under the Student Mediation Scheme can only be utilized when the provider's internal appeals processes have been exhausted as per requirements under Standard 10 of the National Code 2018 For more information,

please refer:

<https://resolution.institute/web/default.aspx> If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported.

in writing via email to the CEO so the matter can be recorded in the Swanston Institute Complaints Register and be used as part of the continuous improvement activities of the Institute

➔ Informal complaints

Any student with an issue, question or complaint may raise the matter with the staff of the Swanston Institute and attempt an informal resolution of the question or complaint (Trainer, Course Coordinator, Student support officer, Admin manager, Admissions team.)

The Student Support Officer will try and resolve the complaint at the meeting or if required investigate the matter and then arrange another meeting with the student to discuss the outcome of the investigation and offer a solution if appropriate.

Students who are not satisfied with the outcome of their discussion of the issue, question or complaint are encouraged to register a formal complaint.

➔ Formal Complaints

Students who are not satisfied with the outcome of the informal process, or who want to register a formal complaint may do so at any time by.

- Obtaining a copy of the student complaint form, which can be requested from the reception desk or the Student Support Officer or website www.swanston.edu.au
- Completing the Student complaint form
- Lodging the Student complaint form with the Student Support Officer
- Students having difficulty completing the student complaint form should ask a trainer/assessor to assist them
- Once the Student complaint form is lodged with the Student Support Officer it will be dealt with as described in the formal complaint process in the Complaints and Appeals Policy & Procedures.

Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint
- Attachments (if applicable)

➔ During the formal complaint process:

Students will have an opportunity to formally present their case to the Student Support Officer, in writing or in person at no cost to the student

Students may be accompanied and assisted by a support person at any meetings involving the complaint.

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➔ The role of the Student Support Officer or Course Coordinator

Complaints can only be dealt with by the Student Support Officer/admissions team or the Admin Manager/ Course Coordinator. Whoever does hear the complaint must not be the subject of the complaint and cannot be involved in a subsequent appeal hearing.

- Assist the student register their formal complaint
- Ensure the resolution phase commences within 10 working days of the written complaint being lodged
- Provide the student, or the students representative, with an opportunity to present their complaint
- Ensure they fully understand the student's complaint
- Work with the student to identify how the complaint can be resolved to the satisfaction of the student
- Consult and negotiate with all parties involved with the complaint in order to obtain their commitment and agreement to the proposed solution
- Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document
- Arrange for the proposed resolution to be signed off by the student.
- Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution.
- Ensure that the details of the complaint are recorded in the Institute Complaints Register and reported (via the Student Support Officers report) to the Institute Monthly Management Group meetings for continuous improvement purposes.
- Advise the student to take the complaint to appeal if a resolution cannot be agreed upon

Any complaint raised by a student that the Student Support Officer or Course Coordinator considers a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury will trigger implementation of the critical incident procedure.

➔ Appealing

All students have the right to appeal decisions made by Swanston Institute

.where reasonable grounds can be established, within 20 working days of the conclusion/ decision made by the college. The areas in which a student may appeal a decision made by Swanston Institute 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 Swanston Institute in the first instance.
- To activate the appeals process, the student 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 student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the student-to-Student Support Officer.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed: the student shall be notified in writing of the outcome with reasons for the decisions.

➔ General Appealing

Internal appeals (except assessment appeals) will be heard by a 3-person panel selected from Swanston Institute CEO, the Course Coordinator the Admin Manager or the Student Support Officer / Admissions team or a member of the teaching staff of Swanston Institute (the Appeals Panel).

Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 2 working days of Swanston Institute receiving the Complaints and appeals form.

No member of the Appeals Panel is to have been directly involved in the complaint leading up to the appeal.

The role of the Appeal Panel is to:

- Provide the student, or the students representative, with an opportunity to present their appeal to the Appeal Panel
- Ensure they fully understand the student's appeal
- Review the evidence and information provided by the student, or the students representative, and the Institute
- Make an independent decision, based on the evidence to either support the students appeal, and reverse the decision by the Institute that lead to the appeal or to support the Institute case and proceed with the original decision by the Institute.
- Arrange for the decision to be signed off by the student and the CEO (this is not an agreement by the student but to record that the decision has been transmitted to the student)

➔ Internal Appeal Process – assessment

The student will not incur costs when accessing the internal appeals process unless they seek representation. If a student feels they have been unfairly assessed or there are circumstances that impacted their performance, they may appeal an assessment decision. Students should approach their assessor in this case outlining the reasons for their appeal.

If the assessor/trainer feels there are reasonable grounds for the appeal, he/ she may decide to re-assess the student.

If the assessor decides to refuse the student an opportunity for re-assessment, the student may lodge a formal appeal by submitting a complaints and appeal form. The student must provide reasons for the appeal along with any supporting evidence.

Complaints & Appeals forms are to be submitted to: The Student Support Officer or via e-mail to college email address if the appeal is in relation to the Admin Manager's decision another member of staff will deal with the process.

➔ Other information to the students:

International students may also access the external appeals process through the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who wish to appeal a decision after the conclusion of the internal complaints and appeals process. Further information can be obtained from the Overseas Students Ombudsman website <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.

The Students Ombudsman will not review the evidence or decide in place of those made by Swanston Institute. The Students Ombudsman will provide a written statement of the outcome including reasons and details for the decision to the appellant and Swanston Institute at the completion of the external appeals process.

The student will be advised as to the course of action taken by Swanston Institute as per The Overseas Students Ombudsman's advice.

➔ External appeal process

External appeals may only be lodged if a student is not satisfied with the outcome of the internal complaints & appeals process.

To lodge an external appeal, students can visit the following link <https://resolution.institute/Web/Public-In-Dispute/What-are-the-Dispute-Resolver-schemes/Student-mediation-scheme.aspx>

- Download and complete the Student Application for External Review Form
- Contact the educational and training provider and let them know you wish to proceed with the external appeals process.
- Lodge the Student Application for External Review Form with Resolution Institute.

"Resolution Institute" will advise the student that in general, the purpose of the external appeals process is to determine whether Swanston Institute has followed its internal complaints and appeals policy and procedure

The division of the expenses associated with the mediation, e.g., mediator's fee, room hire and possibly travel expenses are to be shared equally between Swanston Institute and the complainant.

➔ All student complainants

Only under exceptional circumstances, or after all opportunities to resolve the matter through a training provider's internal complaints process are exhausted, should you seek to have your complaint investigated by an external party (such as ASQA) www.asqa.gov.au/about/complaints/complaints-about-training-providers

➔ Confidentiality and Privacy Statement

Swanston Institute values and is committed to protecting the privacy of its students. We collect and use student's personal information provided on the Complaints Form to address their complaint. Access to the complaint details is restricted to authorised staff that assist in addressing the complaint. The student will receive written notification of the final outcome/resolution of the complaint.

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➔ Refunds

All refund requests for visa refusal or withdrawal must be made in writing by emailing a completed Swanston Institute Refund Application Form to admissions@swanston.edu.au. The Refund Application Form is available to download on the Swanston Institute website. The student must attach any evidence or documentation relevant to the refund application.

- All approved claims for refund are paid to the student or a person authorised by the student within four weeks of receiving the written claim.
- Please note the refund application form is only valid after the COE has been cancelled even when the refund application form has been submitted along with the cancellation form. Thus, the four weeks will be counted from the date of cancellation in case the refund application form and the cancellation form are submitted together the cancellation form. Thus, the four weeks will be counted from the date of cancellation in case the refund application form and the cancellation form are submitted together.
- It is students' responsibility to apply for a refund if applicable.
- In case of a refund due to the Institute default on the agreement, refunds will be made within 14 days of the default date.
- The Accounts Officer processes refunds and the Admin/ Accounts Manager must approve student refunds.
- If a student is dissatisfied with Swanston Institute's decision in relation to their refund request the student may lodge an appeal under the Complaints and Appeals Policy and Procedure. The availability of complaint and appeal processes does not remove the right of the student to act under Australia's consumer protection laws.

➔ Intention to cancel Enrolment

In case the student's fees remain unpaid, "Intention to cancel Enrolment" letter is sent to the student on the 15th of the month. The student gets 20 working days to appeal against the decision from the date of letter and pay the full dues along with the \$75 late fine per month.

➔ Fees, Charges and Refunds

Written agreements between Swanston Institute and students sets out the services to be provided, fees payable and information in relation to refunds of tuition fees. Swanston Institute provides an itemised list of tuition fees payable by the student and information in relation to refunds of tuition fees in the Letter of Offer and Acceptance Agreement – International Student.

Swanston Institute include in the written agreement the following information in relation to refunds of tuition fees in the case of student and provider default:

- amounts that may or may not be repaid to the student (including any tuition fees collected by education agents on behalf of the registered provider);
- processes for claiming a refund;
- a plain English explanation of what happens in the event of a course not being delivered; and
- a statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

Fees may include Tuition fee, which is fees directly related to provision of a course; non-refundable Registration fee & Administration fee, Material fee for books/materials, Health Cover (for international students), and any other charges such as re-issuance of qualification certificates / statements of attainment.

➔ Collection of Fees after enrolment:

Student must pay their fees as per the written agreement signed by them at the time of their enrolment.

➔ Fees Collection Process:

At Swanston Institute, all students are required to understand and sign the fees agreement which states the next instalments amount with the due dates. All due dates on the tuition fees are kept at standard 05th of every month.

➔ Reminder Letter and SMS

In case the student instalment falls on a particular month, a friendly SMS reminder along with the Notification Letter (Reminder to Pay) is sent to all students in the first week of that month to give the students ample time to arrange their funds.

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Refund conditions for Student defaults

Reason for asking Refund	Refund protocols in place
Registration Fee, Administration Fee and any other non-tuition fees	No refund of Registration Fee, Administration Fee and any other non-tuition fees
Withdrawal at least 60 days or more prior to course commencement date	5% of the tuition fees initially paid or \$500 (whichever is lower) will be deducted from the total tuition fees paid against the application processing fees. Remaining tuition fees will be refunded back. Registration Fee, Administration Fee and any other non-tuition fees won't be refunded.
Withdrawal less than 60 days but more than 28 days of prior to agreed start date of the enrolled course as indicated on the current Letter of Offer	50 % of Tuition fees refunded. Registration Fee, Administration Fee and any other non-tuition fees won't be refunded.
Withdrawal less than 28 days of prior to agreed start date of the enrolled course as indicated on the current Letter of Offer	No refund of Registration Fee, Administration Fee, Tuition fees and any other non-tuition fees
*Withdrawal after course commencement	No refund of Registration Fee, Administration Fee, Tuition fees and any other non-tuition fees. Tuition fees is not based on study periods.
Residency status change from International to Permanent resident (Provide application along with proof of visa status changes with copies from passport)	Fee status will change from next course (If the residency status has changed after the start of the current course). No Refund applicable for the currently enrolled course that has already commenced.
Airport pick-up	No refund
Home stay fees and accommodation booking fee	No refund
OSHC Refund Policy (Calculation of refund will be done as per the provider policy)	If Swanston Institute has organized the OSHC, we will refund the OSHC directly to the student under following conditions: Calculation of refund will be done as per the provider policy
Overpayment	Full refund of the overpaid amount (Any amount paid over and above the Registration fees/Administration fees/ Course fees/Tuition fees/ Material fees mentioned on the Written Agreement)

➔ Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Swanston Institute cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

By having a USI, you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips. For further information about the USI can be found at: <http://www.usi.gov.au/Pages/default.aspx>

Should a USI exemption apply, the student is made aware prior to enrolment or training that their training results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar

USI Exemptions apply according to the following criteria: Exemption categories are:

- International students who complete all requirements for their VET qualification or VET statement of attainment outside Australia.
- An individual who has completed all the requirements for the VET qualification or VET statement of attainment before 1 January 2015.
- Students who demonstrate a genuine personal objection to being assigned a USI. This exemption can only be granted by the Student Identifiers Registrar.

➔ Student Rights, Obligations and Responsibilities

All students have the right to:

- Be treated fairly and with respect by college staff and other students
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counselling if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements

Swanston Institute Students have the following responsibilities:

- Treat other students and Swanston Institute staff with respect and fairness.
- Follow any reasonable direction from a staff of Swanston Institute.
- Refrain from swearing, drinking, and eating in classrooms and other learning areas
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying, or misusing Swanston Institute or other student's property.
- Behave responsibly by not being under the influence of drugs and alcohol.
- Refrain from using mobile phones, iPad, tablets, or any other electronic devices that may disrupt classes.
- Attend scheduled classes
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, and/or assessment dishonesty
- Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by Swanston Institute staff.
- Not to behave in a way that would offend, embarrass, or threaten others.

Comply with all lawful regulations, rules, or procedures of that pertain to them

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➔ Plagiarism

It refers to attempts by Students to use the work, words, or ideas of others without proper acknowledgement. In the context of assessment, plagiarism occurs if a student:

- presents any phrase or extracts, word for word without using quotation marks or referencing the author
- paraphrases all or part of an author's work and presents it without referencing author, or providing inadequate reference to the author
- copies or paraphrases all or part of another Student's work and presents it as their own presents all or part of an assessment item previously submitted for assessment in another course or unit of work.



➔ Collusion

It is an agreement or cooperation in order to cheat or deceive for a fraudulent purpose. Collusion can apply to Students (past or present) who intentionally cooperate to gain an unfair advantage towards the achievement of a qualification, statement of attainment or credit towards these. Collusion also refers to the following practices, which are not considered allowable.

- Unauthorized and unacknowledged joint effort in an assessment
- Unauthorized and unacknowledged copying of material prepared by another person for use in an assessment
- Unauthorized and unacknowledged assistance from another person.

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➔ Consequences of Plagiarism

It is Swanston Institute policy that the penalty or disciplinary action imposed should be appropriate to the type and severity of the misconduct. A decision of the appropriate penalty for any act of misconduct will be made by the Admin Manager / Course Coordinator



in consultation with the trainers with the final decision resting with Swanston Institute's Chief Executive Officer (CEO), and will consider, but not be limited to review of:

- the previous record of the student
- whether the student admitted the misconduct and whether, in so doing, they came forward of their initiative
- whether the student assisted or hindered the investigation process
- whether there was significant extenuating or mitigating factors
- the type of misconduct
- the number of Students affected or involved and the impact of the misconduct on the operations of Swanston Institute and other Students
- Any benefit derived from the misconduct by the student.

The decision of the appeal to the Swanston Institute, the CEO and the Admin Manager / Course Coordinator shall be final, and no appeals of this decision will be made.

➔ Breach of Conduct

student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault, or threatens a person on Swanston Institute premises.
- Acts contrary to Equal Opportunity practices of Swanston Institute which is committed to the prevention and elimination of discrimination on the grounds of:
 - Age;
 - Impairment;
 - Industrial activity;
 - Lawful sexual activity
 - Marital status;
 - Physical features;

➔ Issuing of Qualifications and Statements of Attainment

- Political belief or activity;
- Pregnancy;
- Race;
- Religious belief or activity;
- Sex;
- Status as a parent or a carer;
- Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by a staff of Swanston Institute
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by Swanston Institute
- Deliberately obstructs any Swanston Institute teaching activity, examination, or meeting
- Engages in any conduct or activity prejudicial to the management and good governance of Swanston Institute
- Wilfully damages or wrongfully deals with any Swanston Institute property.
- Attends Swanston Institute whilst under the influence of alcohol or affected by drugs
- Carries or uses such items as firearms, knives, syringes, etc. as a weapon.
- Fails by or within the agreed required date or period, to pay any fee or charge payable to Swanston Institute
- Fails to comply with WHS/OHS regulations or wilfully places another person in a position of risk or danger
- Constantly interrupts class time through the use or presence of mobile phones and other technological devices
- Uses abusive language.

Qualifications:

- Certificates will be issued to students when they have been assessed as competent in the Units of Competency/competencies specified as being required for completion of the Qualification
- The Qualification certificate will be issued within 20 working days of the student completing all required units in the Qualification
- The Qualification certificate will also be supported by:
- A Transcript of Results. This document is not a Statement of Attainment, but will list the units of Competency that were undertaken as part of the Qualification
- A completion letter
- In case a student needs to request a certain qualification document, they need to fill out the 'Credential Request and Clearance Form'. The requested document will be made available for the student to pick up within 10 working days

Statement of Attainment:

- Statements of Attainment (SOA) will be issued to students when they withdraw or cancel their enrolment in a Qualification
- The Statement of Attainment will be issued within 20 working days of the RTO becoming aware of the student's withdrawal or cancellation
- A Statement of Attainment will normally consist of a single page; however, it may run on to a further page (the back of the document) where there is a long list of competencies.

Reissuing Qualifications and Statements of Attainment

- A student wanting to request a duplicate Qualification or Statement of Attainment should complete student request form in writing and submit to the reception.
- Prior to re-issue, all Qualifications/ Credentials or Statements of Attainment must be approved by the Admin Manager.
- All reissue copies are to be issued within 2 weeks from receipt of payment as per the fees and refund policy of Swanston Institute.

The written request and copy of duplicate Qualification or Statement of Attainment will be filed with the original client record

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SWANSTON

INSTITUTE



OUR GOAL

Provide accessible training to all students, allow learners to choose their learning pathway, simplify method of assessment to prove competence, make training enjoyable and ensure to encourage a continued search for knowledge and learning.

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