

# STUDENT'S OBLIGATION, RESPONSIBILITIES AND REQUIREMENTS AND STUDENT SERVICE GUIDE

## English Language & Other Requirements

- 1) An offer of a place on the College's course will be made based on an assessment by a suitably qualified officer of the extent to which the student's qualifications and proficiencies are appropriate to the course.
- 2) Requirements for English Language skills are as per mentioned in 'Entry Requirements' in course information. If the student does not have the required English Language Skills, the College can recommend a suitable bridging course.
- 3) The student needs to provide evidence that an assessment of their English proficiency has been carried out, and this evidence must meet Migration Regulations.
- 4) The students must not assume that they do not have to study or attend classes.
- 5) Students must enrol in a full time course.
- 6) Students must not defer the student's course commencement or suspend their studies once the student has enrolled in a course, except on the ground of illness with an evidence from a doctor, a delay of visa issue, or other exceptional compassionate circumstances beyond the control of the student, for example bereavement. If the student defers or suspends his / her studies on any other grounds, the College must report the student as not complying with visa conditions, to the Department of Immigration and Border Protection (DIBP) via PRISMS.
- 7) The College may only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as the result of:
  - a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the College was unable to offer a pre-requisite unit)
  - b. the College implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
  - c. an approved deferment or suspension of study has been granted under Standard 13 (Course credit).
- 8) Students have the right to apply for a transfer to another registered provider prior to the student completing six months of his/her principal course and the College assesses this request in accordance with the College's policies and procedures. There will be no refund of paid fees except some circumstances if allowed under the College's policies and procedures. In case the request is refused, the student can appeal through the College's 'Complaints and Appeals Process'.
- 9) You have an obligation to notify the College of a change of address while enrolled in the course.
- 10) You are required to read the description of ESOS framework which is available at the website :  
<https://www.internationaleducation.gov.au>
- 11) You will find the College's Policies and Procedures, Conditions of Enrolment including 'Refund Policy', courses, the requirements under ESOS Act and other information on our website (<http://www.oxford-college.com.au>).

**The College's obligation to Recognise** Qualifications and Statements of attainment issued by other RTOs

The College has an obligation to recognise qualifications and statements of attainments issued by any other RTO's. (This applies to vocational courses only).

## Repeating Units of Study

The College is not allowed to let students repeat Units more than once.

## Visa Conditions for International Students

International students are required to comply with the conditions of their visas, including attendance of a minimum 80% of all scheduled classes.

The College is required by law to report to DIBP (Department of Immigration and Border Protection) regarding international students who do not meet the attendance requirements or have unsatisfactory academic performances. DIBP have the power to request and check attendance and academic records.

- 1) For the ELICOS and school courses, the College may only decide not to report a student for breaching the 80 per cent attendance requirement where:
  - a. the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes) apply, and
  - b. that decision is consistent with its documented attendance policies and procedures, and
  - c. the College confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.
- 2) For the vocational and technical education and non-award courses the College may only decide not to report the student for breaching the 80 per cent attendance requirement where:
  - a. that decision is consistent with its documented attendance policies and procedures, and
  - b. the student records clearly indicate that the student is maintaining satisfactory course progress, and
  - c. the College confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

## Consequence of Breaching Visa Conditions

Students should note that not meeting their visa conditions may result in their student visa being cancelled.

## PRIVACY POLICIES

The Chief Executive Officer ensures that the College respects the privacy of students and prospective students by implementing National Privacy Principles.

- 1) Student information will not be provided to anyone unless the College has written permission from the student except the following 2.)
- 2) All information provided by you including personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by you of a student visa condition may be available to Australian Government and designated authorities and if relevant, the Tuition Protection Service (TPS) and the TPS Director, pursuant to obligations under the ESOS Act 2000 and the National Code. You have an obligation to notify the College of a change of address while enrolled in the course.
- 3) Students will have access to all information we hold on them.
- 4) The College stores and uses the information appropriately and limits access to only those persons who have legal reasons to access that information, or to whom the student has given written permission.

## Guardianship, Accommodation, Support and General Welfare Arrangements

The College ensures that;

- a. An accommodation, support and welfare arrangements for the students who are under the age of 18 years old are approved by the College.
- b. nominate the dates for which the College accepts responsibility for approving the student's accommodation, support and general welfare arrangements using the specified PRISMS pro forma letter
- c. advise DIBP in writing of the approval using the specified PRISMS pro forma letter
- d. have documented procedures for checking the suitability of the student's accommodation, support and general welfare arrangements, and
- e. advise DIBP as soon as possible in the event that the under 18 year old student has changed his or her living arrangements or the College no longer approves of the arrangements for the student using the specified PRISMS pro forma letter.
- f. Where the student is under 18 with a student visa that covers multiple courses, the College with whom the student is currently enrolled is responsible for approving arrangements for the student's accommodation, support and general welfare during that nominated period.
- g. Where the College terminates, suspends or cancels the enrolment of the student the College continues to check the suitability of arrangements for that student until:
  1. the student is accepted by another registered provider and that registered provider takes over the responsibility for approving the student's accommodation, support and general welfare arrangements
  2. the student leaves Australia, or
  3. other suitable arrangements are made that satisfy the Migration Regulations, or
  4. the registered provider reports under National Code 5.1.d that it can no longer approve of arrangements for the student.

## Protection of Student's fees paid in advance

The College ensures to comply with the requirements of the TPS (Tuition Protection Service) of the ESOS Act.

## Careers advice

The College provides access to career resources for students. Information and assistance will be provided to students by counsellors, teachers or the Principal/Academic Manager regarding further studies or employment opportunities. This service is provided free of charge.

## Counselling, Guidance, Welfare and Academic Supports

The College offers counselling services to assist students with their career aspirations and any other educational matters. Regular reviews of students' progress are made to ensure that they are progressing in accordance with their particular program. The staffs at the College are aware that living and studying in a foreign country can be difficult. Our friendly staffs are always on hand to help students adapt to their new life in Australia. The students' general wellbeing is nurtured by providing the safe, secure and supportive environment needed to maximise their studies at the College. These supports are provided free of charge.

## Accommodation

Many of our students choose to live with a host family for the duration of their study period, as they can both practice their English and learn about Australian culture first hand. Experienced counsellors are always available to discuss their homestay arrangements.

## Airport Transfer

To ensure their welcome to Sydney is a friendly one, our staff can meet them at Sydney Airport and take them to their chosen accommodation.

## LOCATION

Conveniently located in the heart of Sydney, the College is well served by an excellent transport system including bus, train and light rail. It is surrounded by shopping centres, restaurants, theatre and sporting facilities.

## THE FACILITIES

The College provides the comprehensive facilities needed for successful study. In the classroom, we use educational equipment including overhead projectors, audio, video and CD players. Our college facilities include computer centres for both group and individual study.

## ORIGIN OF STUDENTS

All our college's students are from overseas.

## SCHOOL UNIFORM

Our overseas students prefer not to wear uniform except Cookery course where student must wear a uniform.

## COUNSELLING, GUIDANCE AND WELFARE

The College offers counselling services to assist students with their career aspirations and any other educational matters. Regular reviews of students' progress are made to ensure that they are progressing in accordance with their particular program. The staff at the College are aware that living and studying in a foreign country can be difficult. Our friendly staff are always on hand to help students adapt to their new life in Australia. The students' general wellbeing is nurtured by providing the safe, secure and supportive environment needed to maximise their studies at the College.

## ACCOMMODATION

Many of our students choose to live with a host family for the duration of their study period, as they can both practise their English and learn about Australian culture first hand. Experienced counsellors are always available to discuss their homestay arrangements. If they prefer, our accommodation officer can help them find an apartment or guesthouse for the duration of their stay in Sydney (adult students only).

## AIRPORT TRANSFER

To ensure their welcome to Sydney is a friendly one, our staff can meet them at Sydney Airport and take them to their chosen accommodation.

## CLIENT SELECTION

Client selection is made after evaluating:

- 1) The College's entry requirements according to DIBP's student visa regulations stipulated for the overseas country's assessment level.
- 2) Students' past academic records.
- 3) Students' intentions, e.g. for genuine study purposes.

## TEACHING METHODS

All lectures include classroom teaching and hands-on tutorial sessions.

- Small class sizes
- University trained lecturers
- Friendly learning environment
- Access to the Internet, computers and modern audio/visual facilities.

## ASSESSMENT METHODS

All subjects are assessed by a variety of methods such as final exams, assignments, projects, case studies, etc.

## FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

### FLEXIBILITY

The assessment will be at a time and place specified in advance. The assessment methods are adaptable to any special needs e.g. physical disabilities of students.

### FAIRNESS

The assessment will not require skills that are not relevant to the learning outcomes, competencies and language skills appropriate to the course level.

### INTEGRATION OF ASSESSMENT PROCESSES (Vocational Courses)

Assessments of learning outcomes may be accumulated throughout a course study. Assessment will therefore be integrated into the course delivery and will generally take place at the completion of a unit of work. See the Assessment Methods in the case of English language or Senior High School courses.

### RECOGNITION OF PRIOR LEARNING (RPL) (Vocational Courses only)

Actual duration and thus the tuition fee depend on the course requirements that the student needs to undertake. Actual course requirements in turn depend on the relevant prior learning or experience which the student might have already acquired.

Under such circumstances the student should contact the College for RPL before enrolling in the course. RPL can only be applied either before the starting of the course or within the first week of starting the course. Overseas students should note that granting RPL may result in the shortening of the actual duration of their course. The College is required to inform the actual duration to visa authorities instead of the duration given earlier. There is a fee for RPL service. Please check with the College for details.

## ACCESS AND EQUITY POLICY

The College supports laws and policies which eliminate discrimination and harassment and promote fair treatment for all.

The College recognises the need to:

- identify and remove structural barriers to access and equity in education and training
- encourage the customisation of training delivery to suit the needs of all students and which are sensitive to cultural differences.

## PROVISION FOR LANGUAGE, LITERACY AND NUMERACY ASSESSMENT

Language, literacy and numeracy skills underlie almost all areas of work to some extent. Language, literacy and numeracy competence may be central to satisfactory performance. Language, literacy and numeracy skills underpin all workplace communication and play an important part in the key competencies. The college will provide support for students who lack necessary language, literacy or numeracy skills, through our Specialty Language Centre.

## DISCIPLINE POLICY

### AIM

The aim of this policy is to provide a framework in which students can develop the self-discipline necessary to be responsible and effective students in the school community.

### OBJECTIVES

Students will know and understand the following:

- their rights and responsibilities as students
- the requirements and conditions of student visas

## DISCIPLINARY PROCEDURES

- Step 1. Students who breach a responsibility for the first time, are spoken to privately by the teacher or counsellor (when asked by the teacher) and the incident is recorded on the student's file.
- Step 2. If the problem recurs, the Director of Studies is notified and then interviews the student. Further notation is made on the student's file and the guardian will be notified.
- Step 3. If the problem continues, the student is sent a warning letter with copies to the:
- Registrar
  - Guardian
  - Student file

The student is also required to attend an interview with the Principal/Director of Studies and the Registrar.

## ORIENTATION PROCEDURES

An Orientation session is held immediately prior to the commencement of the course at which students should be advised of the following aspects of the program:

- Levels and units to be studied
- Course dates
- Course costs
- Refund policies
- Attendance requirements
- Assessment methods
- Recognised Prior Learning (RPL)
- Grievance procedures
- Counselling
- Academic Progress
- Further Study

## GRIEVANCE PROCEDURES

Students are encouraged to discuss any problems initially with the teacher or the counsellor. If the problem cannot be resolved, it is then referred to the College's Director of Studies or Registrar. If the problem is still not resolved, students may write their complaints to the Chief Executive Officer. In the case where the problem can not be resolved within the College, students may take matters to any of the appropriate external agencies.