



Kingston
Academy of
Australia

**VET International Student
Handbook**

Welcome to

Kingston Academy of Australia

For any enquiries, you can contact our reception on:

(03) 9973 7820



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1. Introduction

1.1 Code of Practice

Kingston Academy Managing Director and Senior Management take responsible for compliance with training, and/or assessment, they ensure the operations, staff and students of Kingston Academy comply with the requirements of the Standards for Registered Training Organisations and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students and the 15 standards under this code.

Kingston Academy will ensure compliance across all operations within the registered training organisation's scope of registration as listed on the National Register (<http://www.training.gov.au>).

Kingston Academy has policies and procedures in place to ensure compliance and distribute the policies and procedures to Staff and Students during the induction process.

1.2 Continuous Improvement Strategy

Continuous improvement is about applying good business practices within our organisation to ensure the best outcomes for our clients; these are namely our students, the industry we support and the community to whom we provide training.

CG3 Quality Assurance Policy and Procedures documents the Continuous Improvement Strategy used to collect relevant information (or data), the process used to analyse the data and apply the corrective actions required to improve the practices of the RTO. Kingston Academy collect relevant data by actively engaging with key stakeholders, before, during and after training and assessment events.

1.3 Welcome

You are undertaking a competency-based program leading to a nationally recognised certificate.

This booklet provides information about Kingston Academy, the program structure our role and your role and responsibilities during the program.

Trainers are happy to provide you with any information at any time during the program to ensure your success.

The training team at Kingston Academy will provide advice, support, and assistance to students who may be experiencing difficulty during the program. Kingston Academy provides the following in support of training:

- Continuous access to trainers and assessors
- Detailed course information
- Additional resource information
- Access and family assistance

We look forward to working with you and wish you every success.



1.4 Campus

Kingston Academy is located at Level 9, 474 Flinders Street, Melbourne VIC



Transport to Kingston Academy:

Train	Tram
Flinders Street Station or Southern Cross Station	Route #70 and #75, stop at Aquarium and is part of the City Circle Free Tram Zone

Facilities

Facilities at our city campus include but are not limited to:

- Modern classroom – Fully equipped with multimedia technology, projector, white board, tables, and chairs.
- Wireless internet in our Campus and free Wi-Fi access for students
- Colour printers and photocopy machines – available on a user-pay basis
- Library / Study Area – The library includes course related books / resources and area to study.
- Student kitchen area
- Lounge – Student lounge available for collaboration and relaxation during breaks.
- LMS Access – Learner Management System is available to all students to access courses materials and extra on-line course related resources.
- Restrooms

1.5 Trainer/Assessor

Your Trainer/s can provide advice on any aspect of the course content, resources, or assessment activities.

Your Trainer holds a relevant qualification in training and assessment they deliver and has practical experience working in the sector for the qualification/s they deliver. Trainers engage in a rigorous professional development program to maintain currency in their specific industry.

1.6 Support Staff

The Student Support Officer primary role is to be the point of contact for all international students. Their role is to provide support and guidance to students and ensure students are aware of their responsibilities in relation to maintaining attendance and course progress. You may also refer to the Student Support Officer for any issues or concerns you may have not directly related to training and assessment.

Your Student Support Officer: Amy Li

Phone: 0449074725 or 03 99737820

1.7 Change of personal details

You must inform Kingston Academy of any changes to your address or contact details within seven days of the change.

You must also inform Kingston Academy of any other change relevant to your training program. If your name changes at any time during your training, provide a certified copy of the proof of name change (i.e.: marriage certificate, name change certificate).

1.8 National Unique Student Identifier (USI)

Students are to provide a Unique Student Identifier (USI) on enrolment.

To access a USI, log onto <http://usi.gov.au> and follow the prompts. Please make sure you have one form of ID from the list below ready.

Examples of acceptable forms of ID:

- Driver's Licence
- Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- Immi Card

Contact the Student Support Officer or your trainer if you are unable to access a USI.



2. Pre-arrival Information

2.1 Important information and contacts

Name: Iris Chen

Phone: 03 99737820

Emergency Contact: 0401 396 515

Website: www.kingstonacademy.com.au

Email: iris.chen@kingstonacademy.edu.au

Address:

Level 9, 474 Flinders Street, Melbourne, VIC, 3000

International Student Support Officer Details:

Name: Iris Chen

Phone: 03 99737820

Email: iris.chen@kingstonacademy.edu.au

In case of an emergency

Dial 000 from a landline or phone box or 112 from a mobile phone for Police, Fire, or Ambulance.

2.2 Medical Centres/Hospitals

CBD Doctors Melbourne

10/53 Queen Street

Melbourne

Phone: (03) 9077 9912

Bourke Street Clinic

563 Bourke Street

Melbourne

Phone: (03) 9944 6222

Royal Melbourne Hospital

300 Grattan St

Parkville

Phone: (03) 9342 7000

2.3 Arranging Travel

Students need to make their own travel arrangements to Australia. We recommend arriving 2 weeks before the scheduled orientation to allow enough time for settling, adjusting to the climate, and overcoming jet lag.



2.4 Things to do before leaving home

1.	Apply for passport
2.	Arrange student visa
3.	Make contact with Kingston Academy
4.	Complete required forms with Kingston Academy
5.	Make payments to Kingston Academy
6.	Arrange for immunisations and medications from doctor
7.	Apply for credit card and/or arrange sufficient fund
8.	Confirm overseas access to your funds with your bank
9.	Make travel arrangement
10.	Arrange travel insurance
11.	Advise Kingston Academy of travel details
12.	Arrange accommodation
13.	Arrange transport from airport to accommodation
14.	<p>Pack bags being sure to include the following:</p> <ul style="list-style-type: none">• Name and contact details of Kingston Academy representative• Enough currency for taxis, buses, phone calls etc.• Laptop• Important documents:<ul style="list-style-type: none">○ This Handbook○ Passport○ Letter of Offer○ Confirmation of Enrolment○ Certified copies of qualifications and certificates○ Travel insurance policy○ ID Cards, drivers licence, birth certificate (or copy)○ Medical records and/or prescriptions

2.5 What to bring

Australian Customs Services and quarantine are strict. If you are in doubt about whether the goods or products you are bringing to Australia are prohibited or not, declare it anyway on the Incoming



Passenger Card you will receive on the plane. Students have received on the spot fines for not declaring items. For further information, visit the Australians Customs website <http://www.border.gov.au/>

For information on how much luggage, you can bring check with your airline.

2.6 Arriving in Melbourne

On arrival in Melbourne, you can catch either a cab or the sky bus, both will bring you directly into the city, depending on where your accommodation is located.

1.	Call home
2.	Settle into accommodation
3.	Make contact with Kingston Academy
4.	Purchase household items and food
5.	Enrol children in school (if applicable)
6.	Attend Student Orientation
7.	Advise Kingston Academy of your address, phone and email
8.	Obtain student identification (ID) card
9.	Advise health insurance company of address and obtain card
10.	Open a bank account
11.	Start classes
12.	Apply for tax file number if seeking work
13.	Get involved in student life and associations

2.7 Orientation

Kingston Academy will conduct an orientation and induction program for all new international students prior to course commencement. The orientation and induction program are scheduled prior to the commencement of studies, the Student Support Officer will notify you of the date and time.

The orientation and induction program will cover the majority of what students will need to know about their course and adjusting to life in Australia. As a minimum, the program must cover:

- student support services available to students in the transition to life and study in a new environment



- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes, and
- any student visa condition relating to course progress

The Operations Manager will run the orientation and induction program using both the International Student Handbook and the International Student Orientation Checklist.

Students MUST go through, tick, sign, and return their International Student Orientation Checklist at the end of the session.

The Operations Manager MUST collect all the completed forms, checking to ensure forms are accurate and complete.

The Administration staff MUST file all forms in the students file.

Dealing with late arrivals / starters

In the event a student commences their course late or the student has received a credit or has simply missed the Induction, the designated senior staff member will undertake an orientation program with that student prior to the commencement of classes.

2.8 Non-commencement policy

For students who have their visa granted.

Kingston Academy will report a student in PRISMS as non-commencement within 14 days after the expected commencement date if the student did not attend Orientation, and a revised start date has not been agreed on between the student, education agent, and Kingston Academy. The CoE status will change to 'Cancelled' and the Department of Immigration, Border Protection (DIBP) will be notified, and the reason code applied. Please note: If Kingston Academy is notified of a revised start date and agrees that the delay will not impact on the end date of the CoE, no action is required from Kingston Academy, as long as the student commences on the new expected date.

For students who are awaiting their visa grant.

If a revised start date has not been agreed on between the student, education agent, and Kingston Academy, the students CoE will remain in PRISMS for three months. After three months, the CoE will expire. If a revised start date is agreed on, Kingston Academy will amend the CoE in PRISMS.



3. Living in Australia

The official name of Australia is the Commonwealth of Australia.

For about 50,000 years before the first British settlement in the late 18th century, indigenous Australians, who spoke languages grouped into roughly 250 language groups, inhabited Australia. After the European discovery of the continent by Dutch explorers in 1606, James Cook claimed Australia's eastern half for Great Britain in 1770, initially settled by the British through the transportation of convicts to the colony of New South Wales from 26 January 1788. The population grew steadily in subsequent decades. As the continent was explored, an additional five self-governing crown colonies were established.

On 1 January 1901, the six colonies federated, forming the Commonwealth of Australia. Since federation, Australia has maintained a stable political system that functions as a democracy and constitutional monarchy comprising six states and several territories. The population of 23.6 million is highly urbanised and heavily concentrated in the eastern states and on the coast.

3.1 Key facts and statistics

- Australia is one of the wealthiest countries in the world, with the world's 12th-largest economy.
- Australia ranks highly in many international comparisons of national performance, such as quality of life, health, education, economic freedom, and the protection of civil liberties and political rights
- Sydney is Australia's largest city.
- Canberra is Australia's capital.
- English is Australia's national language.
- The most popular Australian sports are Australian Rules football (Aussie rules), Rugby League, cricket and soccer.

3.2 Victoria

Victoria (abbreviated as Vic) is a state in the southeast of Australia. Most of Victoria's population is concentrated in the area surrounding Port Phillip Bay, which includes the metropolitan area of its capital and largest city, Melbourne, is Australia's second-largest city.

Prior to European settlement, Aboriginal people, collectively known as the Koori, inhabited Victoria.

Victoria officially became a separate colony in 1851 and achieved self-government in 1855.

The Victorian gold rush in the 1850s and 1860s significantly increased both the population and wealth of the colony.



3.3 Melbourne

Established in 1835, Melbourne is the second biggest city in Australia, behind Sydney with a population of 3,848 million (as of 2017), and its inhabitants are called Melburnians.

Melbourne is the capital of Victoria, one of eight Australian states and territories.

Melbourne rates highly in education, entertainment, health care, research and development, tourism and sport, making it the world's most liveable city—for the seventh year in a row in 2017, according to the Economist Intelligence Unit.

Referred to as Australia's 'cultural capital', Melbourne is the birthplace of:

- Australian rules football
- The Australian film and television industries

Melbourne is recognised as a UNESCO City of Literature and a major centre for street art, music, and theatre.

It is home to many of Australia's largest and oldest cultural institutions such as the:

- Australian Centre for the Moving Image
- Melbourne Cricket Ground
- National Gallery of Victoria
- State Library of Victoria
- UNESCO World Heritage-listed Royal Exhibition Building

For what to do in Melbourne visit: <https://whatson.melbourne.vic.gov.au/>

3.4 Accommodation

When it comes to finding accommodation, you have many options to choose from ranging from finding your own apartment, to homestays, to short term rental accommodation.

It is typical that most students will find their own apartment or find an apartment to share with others. Homestays allow you to have accommodation with carefully selected homestay families. These offer you a safe, friendly, and caring 'home away from home' environment, as well as the opportunity to practice your English in real-life situations.

When you arrive, there are several youth hostels and budget accommodation venues that you can access via the internet for short-term accommodation needs. Some useful websites for finding accommodation include:

<https://easyroommate.com>

<http://www.homestaydirect.com.au/>

<https://www.flatmatefinders.com.au/>

<https://flatmates.com.au/>

<https://www.realestate.com.au/share>

3.5 Bringing Family

Most student visas allow you to bring your family members to Australia as your dependent (check your individual circumstance on the DIBP website). Family members include your spouse, and dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss the issues with your family.

Before deciding to bring your family with to you Australia, it is important to consider the following issues:

- The cost of airfares for your family to and from Australia
- Possible higher rent for a larger home
- Limited employment opportunities for your spouse
- Extra costs for food, clothing and other necessities
- The effect on you and your studies if your family is not happy in Australia
- Whether your children will adjust to school in Australia
- Waiting lists for childcare centres
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

3.6 School Aged Dependents

If you are bringing your school aged children with you when you study in Australia, you will need to arrange for them to attend school. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools. Where school aged children are included in your student visa application, add the cost of schooling AUD 8,000 per year for each child to the amount of funds required. This amount is the minimum required for a visa application only and you are responsible for researching schooling costs, which may vary widely between schools in Australia.

Additional costs for dependent children will usually depend on their age. As a general guide, the living costs could vary anywhere between AUD 3,000 to AUD 10,000 depending on the age of the child.

The above information does not include any costs for special needs, such as medical costs, or other lifestyle choices related to recreation, entertainment, and sport.

3.7 Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australia education institutions have a preferred OSHC provider. Depending on the

institution you attend, you will be required to join one of the registered health funds. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

Go to <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc> for further information:

3.8 Transport

Public transport in Australia is very accessible, with buses, trains, and trams available throughout Melbourne. In Melbourne, a Myki Prepaid ticketing system is in place. You can pre-purchase a Myki card and put money on the card at train stations and newsagencies. Go to <https://www.ptv.vic.gov.au/> for more information

3.9 Climate

Australia enjoys a temperate climate, which enables residents to enjoy outdoor activities all year round. Summer temperatures average 25 degrees Celsius. February is usually the hottest summer month, so if you are arriving during this month to commence your studies, make sure you wear light clothing under any coat or jacket you take on the plane with you. Winters are usually cool, with temperatures averaging about 17 degrees Celsius. During winter, the night-time temperature can drop to around 9 degrees Celsius, so either plan to bring warm clothing with you or budget to buy winter clothes during your first year of studies.

3.10 Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism is attributed to its unique combination of Indigenous cultures, early European settlement, and immigration from all parts of the world.

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world, many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home.

3.11 Money and banks

One of the first things you may wish to do when you arrive in Australia is to open a bank account to deposit money, to pay for things in the local currency. If you intend to work while you are studying, your employer will be able to pay you directly into your account if you open an Australian bank account.



3.12 Credit cards and ATMs

Credit cards are widely accepted in Australia. The most commonly accepted credit cards are MasterCard, Visa, American Express, and Diners International. Most shopping centres have Automatic Teller Machines (ATMs). Some ATMs charge a fee for withdrawal if you do not have an account with that bank.

3.13 Telephones and mobile phones

Public telephones are available at all Post Offices and shopping centres. Public pay phones accept a variety of coins and phone cards. Buy prepaid phone cards for use in public pay phones at any Newsagent. While in Australia, you may wish to purchase a mobile phone. You will be able to purchase a pre-paid mobile phone card, and then you can add additional credit to your phone as you go.

3.14 Post offices

The opening hours are usually 9 am - 5 pm Monday to Friday, sometimes Saturdays. Post Offices are able to help you with mailing letters and packages, buying gifts and greeting cards, and even paying your bills online. To find the nearest post office to your accommodation visit their website www.auspost.com.au or phone 131318.

3.15 Public Libraries

State Library of Victoria
328 Swanston Street, Melbourne
www.slv.vic.gov.au

Melbourne City Library
253 Flinders Lane, Melbourne
www.citylibrary.org.au

3.16 Living costs

Before you decide to study with Kingston Academy, you should consider whether you have sufficient money for your stay in Australia. Personal student and living expenses are not included in the tuition fees quoted and are therefore your responsibility. During your stay in Australia, consider the following costs:

- Accommodation
- Airfares
- Tuition fees
- Overseas student health cover (OSHC)
- All general expenses.



A general guide, for the cost of your accommodation, food, transport, and general expenses is approximately \$20,000 - \$25,000 AUD a year, depending on your lifestyle and your accommodation choice.

When you apply for a Student Visa, you must provide evidence that you have enough money to pay your tuition fees, return airfares and living costs while you are living in Australia.

The cost of living in Australia will vary depending on your choice of accommodation and the suburb. The following information indicates the weekly costs you may incur.

This is only a guide, and all amounts are in Australian dollars.

Weekly Costs (\$AUS): Example	
Accommodation and Rent	\$200 - 300 per week
Travel (weekly bus ticket)	\$0 - 50 per week
Telephone / Mobile phone	\$20 - 40 per week
Groceries e.g. food, toiletries etc.	\$120 - 150 per week
Total	\$400 - 600



4. Training

Training is delivered in group based classroom style learning with online trainer supported sessions. Students also participate in a minimum number of practical placement hours explained further in Section 4.3.

4.1 Competency-based training

Competency-based training and assessment is evidence based; you provide evidence of your competence to your Trainer/Assessor. Evidence may be gathered by:

- Observation
- Demonstration
- Case studies
- Written assignments
- Role Plays
- Questioning
- Projects
- Reflections
- Presentations

4.2 Training and Assessment Standards

Kingston Academy is committed to high-quality training and assessment consistent with industry standards. Kingston Academy will:

- Provide Orientation to all students
- Conduct regular reviews of training and assessment and consult with industry
- Consult with regulatory groups, staff, and students to assess the quality of training and assessment
- Always seek to improve training and assessment strategies
- Provide all the necessary resources to implement these processes

Kingston Academy has a quality assurance system for managing and monitoring education and training operations. This system consists of mechanisms for monitoring and evaluating curricula, monitoring of assessment procedures, and stakeholder involvement in decision and policymaking.

Kingston Academy will collect and review feedback from industry sources, representatives, and advisory bodies on a regular basis. Kingston Academy use the industry consultation to review and improve training and assessment.

Kingston Academy will measure course and service quality and effectiveness in regular reviews of the training and training and assessment strategy. Kingston Academy will immediately act on any industry feedback indicating practices by the RTO or representatives' contrary to legislation, standards, or codes of practice.

The courses at Kingston Academy are based on competency standards set by the industry and are nationally recognised. Qualified staff using strict assessment criteria assess all units or modules.

When a student demonstrates competency for the required number of units specified in the qualification, Kingston Academy will issue the relevant certificate.

Where competency for units less than the required number to gain a full qualification, Kingston Academy will issue a Statement of Attainment for the units achieved.

4.3 Practical Placement (ECEC Only)

While studying you are required to complete practical placement:

- CHC30121 Certificate III in Early Childhood Education and Care 160 hours
- CHC50121 Diploma of Early Childhood Education and Care 280 hours

Practical placement is supervised work in a regulated early childhood education and care setting. A competent, qualified supervisor will mentor and supervise you during placement.

You will practice the learning outcomes learnt in class to demonstrate you are able to work at an acceptable industry standard.

Tasks carried out in the practical placement include those related to:

- Working with parents and stakeholders;
- Working with children and babies;
- Develop and implement curriculum for the development of children;
- Reflection on the educational activities and personal experiences working with children;
- Following the centre's work place procedures and work to industry standards;
- Gather portfolio of evidence documentation as directed;
- Use appropriate workplace behaviours;
- Work in the wider community (and networking with other) organisations.

In this context, a regulated education, and care service is any service providing education and care to children from birth to 5 years age, and licensed or approved under state or territory legislation. This includes long day care, family day care, preschools/kindergartens. You will work in conjunction with the Student Support Officer to arrange your work placement.

Kingston Academy will work with students to ensure that work placement has commenced by the end of Term 4. The Operations Manager will confirm there is a competent qualified supervisor to mentor and support the student in the workplace. Your Supervisor will provide feedback to you and the trainer/ assessor about your ongoing performance. You will record the hours worked in your workplace logbook. The workplace supervisor will confirm workplace activities by countersigning the logbook. The Assessor will conduct monthly workplace visits once the practical placement has commenced.

4.4 Studying in Australia

For more information about studying in Australia, we recommend the following websites:

International Student Handbook



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Australia

Study in Australia: <https://www.studyaustralia.gov.au/en/life-in-australia>

Overseas Students Ombudsman: <https://www.ombudsman.gov.au/complaints/international-student-complaints>

Department of Immigration and Border Protection: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Applying for a student visa – support <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

5. Rights and Responsibilities

Students in our training programs are governed by State and Federal legislation.

5.1 Student rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment free from harassment, discrimination, and victimisation
- Learn in a healthy and safe environment where risks to personal health and safety are managed and minimised
- Have personal details and records kept private and secure according to our Records Management Policy.
- Have access the information Kingston Academy holds about you.
- Have your complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet your individual needs.
- Be given clear and accurate information about your course, training and assessment arrangements and your progress
- Access the support needed to participate effectively in their training program
- Provide feedback to Kingston Academy on the client services, training, assessment and support services they receive.

5.2 Student Responsibilities

Students are expected to:

- Treat all people with fairness and respect and do not do anything to offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others property with respect.
- Respect the opinions and backgrounds of others
- Speak English during class time and within Kingston Academy venues
- Turn off Mobile phones before entry to classroom.
- Look after your own possessions, Kingston Academy accepts no responsibility for lost or stolen property
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring any articles or items that may threaten the safety of self or others into any premises being used for training purposes,
- Notify us if any of their personal or contact details change



- Provide accurate up to date information to Kingston Academy in a timely manner
- Approach the course with due personal commitment and integrity and do not disrupt others ability to learn in class.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify Kingston Academy if any difficulties arise as part of their involvement in the program
- Attend all classes and notify Kingston Academy if they are unable to attend a training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
- Refrain from smoking and drinking alcohol on the premises of Kingston Academy.
- Dress appropriately
- Make payments for their training within agreed timeframes

5.3 Student Behaviour

Treat Kingston Academy staff members and fellow students with respect. Observe student responsibilities and conditions in the Student Handbook or matters raised by Kingston Academy staff members during the course.

Where your behaviour is affecting the learning process, you will be given a formal written warning. If this behaviour continues we will send a second letter 'Intention to Suspend or Cancel Enrolment', you will have 20 days to make a complaint. If you do not respond Kingston Academy staff will notify the DIBP through PRISMS, that your enrolment is cancelled. If your complaint is upheld re-entry to the training program will be considered by the Student Support Officer.

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable regarding a person's culture, disability, gender, disability, sexuality, religion, or age. Kingston Academy will not tolerate:

- Inappropriate language, gestures, or actions
- Harassment and intimidation of staff or fellow students.
- Treat facilities and equipment with due care and respect.
- Arrive on time to start all sessions. This includes returning from your lunch break and coffee breaks.

Consumption or being under the influence alcohol, or illicit substances at our campus is unacceptable and will result in a formal written warning. Continued attendance under the influence of drugs or alcohol will initiate the cancelation process, you will be asked to leave the premises.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects workplace/classroom



standards at all times. Students should be punctual to all training sessions and work placement. If you are 10 minutes late, you will be marked as absent, and this may affect their successful course progress.

5.4 Dress and hygiene

Neat, comfortable clothing is appropriate for classroom-based sessions. Since you are working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant, etc.) is required.

5.5 Access and equity

Kingston Academy abides by the access and equity principles and provided information advice and support services to assist students to identify and achieve their learning outcomes.

Kingston Academy is committed to providing an environment free from discrimination and harassment. Kingston Academy staff will not discriminate against Students because of certain attributes as described by the *Equal Opportunity Act 2010*.

In Australia it is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

A student should never feel they are unable to complete their training because of discrimination. Access and Equity are the responsibility of all staff members at Kingston Academy. However, students who feel they have been mistreated should contact the Student Support Officer.

Kingston Academy's policy sets out the Access and Equity principles and processes to:

- Reflect fair and reasonable opportunity, for all students and staff, regardless of race, colour, religion, gender, or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education and training programs and services.

The intention of Kingston Academy is all students have an equal opportunity to gain the skills, knowledge, and experience successfully through the training and assessment services provided by Kingston Academy.

5.6 Work Health and Safety (WHS)

Kingston Academy recognises the importance of providing a safe and healthy environment for students, contractors, and visitors during their participation in work and training activities with the organisation.



It is your responsibility to:

- To protect your health and safety and to avoid adversely affecting the health and safety of any other person.
- To not wilfully or recklessly interfere or misuse anything provided by Kingston Academy in the interests of health, safety or welfare.
- To co-operate with health and safety directives given by staff of Kingston Academy
- To ensure you are not, affected by the consumption of drugs or alcohol, as to endanger your health and safety or the health and safety of another person.

Kingston Academy strives for excellence in workplace health and safety and is committed to providing an environment free from risks and conducive to the productivity and efficiency needs of its students and others.

Compliance with Legislation, Kingston Academy meets the requirements of the *WHandS Act 2011 (Victoria)* and complies with all other relevant legislation, codes of practice, advisory, best practice standards and organisational policies and procedures.

5.7 Student Counselling Services and Support

In order to provide students with support adjusting to life in Australia, Kingston Academy can provide access to support services and resources to enhance the outcomes for students facing a range of life issues including:

English Language	Legal	Library Services
Personal Counselling	Accommodation	Medical Services
Financial Counselling	Overseas Student Health Cover	Child Care
Employment	Airport Pick up on request	Further studies guidance

Kingston Academy staff may provide assistance either internally or by referral to specialist services. Internal assistance is at no additional cost to the student. Referral to specialist services is free of charge. However, students will be responsible for the costs of the specialist service.

We recommend students visit the Melbourne Student Centre as they offer a range of services to students. <https://www.studymelbourne.vic.gov.au>

Kingston Academy has a Student Support Officer available to students at all time. The Student Support Officer is the first point of contact for issues that fall outside of Training and Assessment, or for those issues you may not wish to discuss with your Trainer.

Kingston Academy caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial pre-enrolment and enrolment stage through to graduation.



All students should make an appointment at reception with the Student Support Officer if they wish to ask about any vocational education and training or personal counselling services available at Kingston Academy.

Kingston Academy provides suitable resources to help students identify their learning needs and provides staff with the required student-based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products Kingston Academy will do its best to ensure they are relevant to industry needs and meet the requirements of the Training Package or Accredited Course.

Kingston Academy is committed to providing students requiring additional support, advice, or assistance while training. To achieve this and ensure the quality delivery of training and support services, Kingston Academy provides:

- a. Student Vocational Counselling to improve training outcomes. While this can be achieved on a one to one basis with trainers who monitor student progress. Kingston Academy advise students to make an appointment at reception to see the Student Support Officer in the first instance. Please make an appointment at reception for additional support and services include:
 - i. Assistance with accessing work placement
 - ii. Education and Career Counselling
 - iii. Assistance when applying for further studies

- b. Personal Counselling services are available to all students and staff this may take the form of advice or referral to other services. Personal counselling services must meet Kingston Academy 's code of practice and confidentiality procedures. Management and staff offer the following personal counselling services, include but are not restricted to:
 - i. Grievance /conflict resolution
 - ii. Stress management
 - iii. Resolution of access and equity issues
 - iv. Student Support



5.7.1 Welfare and Guidance Services

If, at any time, a student needs counselling or advice and Kingston Academy staff are not able to help or are unqualified, the student will be referred to a qualified counsellor. The following numbers are a guide to some of the services available.

Reverse charge	12 555
Interpreting Services	131 450
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State wide Sexual Assault Helpline	1800 010120
Rape and Incest Survivors Support Centre	07 3391 0004
Lifeline	13 11 14
Drug-Arm	1300 656 800
Men's Telephone Counselling Service	1800 600 636
Beyond Blue	1300 224 636
Women's Health Victoria	03 9664 9300
Family Law Hotline	1800 050 321
Privacy Enquiries Line	1300 363 992
Taxation Personal Tax Information Line	13 2861

5.7.2 Personal Issues

Please use these services if you are experiencing personal crisis, have concerns with mental health, depression or anxiety.

Lifeline - www.lifeline.org.au 131 114

Beyondblue - www.beyondblue.org.au 1300 224 636

5.7.3 Workplace Issues

For concerns with employment conditions and issues, these services are here for you.

WorkSafe Victoria - www.worksafe.vic.gov.au 1800 136 089

Fair Work Ombudsman - www.fairwork.gov.au

5.7.4 Legal Issues and Concerns

For legal problems or for information on the law, Victoria Legal Aid is there to help - www.legalaid.vic.gov.au 1300 792 387

5.7.5 Domestic and Sexual Assault

If you have or are currently experiencing sexual or domestic abuse, these confidential services are here for you.

Sexual Assault Crisis Line - www.sacl.com.au 1800 806 292

Women's Domestic Violence Crisis Service - www.wdvcs.org.au 1800 015 188

5.7.6 International Students

For free, confidential support and welfare service for international students, contact

International Student Care Service (ISCS). - 1800 056 449 info@iscs.vic.gov.au

If you are having trouble with literacy or language, visit AMES Australia - www.ames.net.au 132 637

5.7.7 Consular Contacts

If a student would like to have contact with people in Australia who are from their country of origin, then go to the following website listing the directory of all consulates in Australia. The Consulates will be able to direct you to any community groups in your area.

To find your closest Embassy and / or Consulate visit: <https://www.dfat.gov.au/geo/countries-economies-and-regions>

5.8 General requirements

Do not leave handbags or valuables unattended. Although our training facilities are reasonably secure, you are ultimately responsible for your belongings. Kingston Academy accepts no responsibility for any stolen or missing belongings.

Smoking is not permitted within the building or in the entrance to the facilities.

If you have a personal health condition, please advise your Trainer before commencing the course. All information is treated in strict confidence, Kingston Academy needs the information to provide support or treatment should an emergency arise

Should you be involved in any accident resulting in personal injury and or damage to equipment or facilities, notify the Trainer immediately.

Kingston Academy staff will follow the Emergency Procedures and exit plans. If you hear an alarm or a staff member advises of an emergency, you must leave the building. Emergency procedures and exit plans are covered during orientation.

5.9 Disciplinary procedures

- Any misconduct will result in a formal meeting followed by a written warning.
- Any further incidents will result in termination from the course without refund.



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- Serious misconduct will result in immediate termination from your course. No refund are given in this instance.

5.10 Misconduct

Misconduct includes:

- Theft
- Fraud
- Violence/ assault
- Discrimination, harassment, intimidation or victimisation on all EEO and non EEO grounds
- Serious negligence including OHS non-compliance
- Breaches of policy on staff/service user's relationships
- Serious breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Wilful disobedience
- On Campus under the effect of alcohol or drugs (both illegal and prescription) so impaired that you are unfit to participate in activities.

6. The Assessment Process

6.1 National Recognition – Credit Transfer

Kingston Academy recognises and acknowledge qualifications and statements of attainment issued by another RTO based in any state of Australia.

If you have a qualification or Statement of Attainment issued by another training organisation, you can apply for a credit for the units of competence equivalent to a unit listed in the training program. It is your responsibility to indicate your intention to apply for a credit by supplying a certified copy of your original transcript of results. Before your student visa is granted, Kingston Academy will indicate the actual course duration in the Confirmation of Enrolment issued for that course.

If the course credit is granted after the visa grant, the change in course duration is reported via Provider Registration and International Student Management System (PRISMS) under section 19 of the Education Services for Overseas Students (ESOS) Act. Students to Accept the Course Credit Outcome.

Students are to show they accept the course credit by either:

- a) Prior to enrolment – accepting and signing the letter of offer where the details of the course credit has been noted in the letter of offer
- b) During enrolment – by presenting the course credit information in writing and acknowledging receipt of this course credit confirmation and may reduce the course load or a fee reduction may be granted.

If it is determined there is no equivalency with the units; you may apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application, you can lodge an appeal (refer to the appeals process).

6.2 Recognition of Prior Learning

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it is acquired. This includes competencies gained through formal and informal study, work experience, employment and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised.

Students should indicate their decision to apply for recognition as soon as possible either, on enrolment or after the induction and orientation program.

Students seeking RPL are provided with a copy of an RPL application form. Kingston Academy will assist students in the process of understanding RPL, gathering evidence, and demonstrating competence in conjunction with the completion of an RPL kit or evidence portfolio.

Successful Students who meet all the RPL requirements can proceed to further training or obtain a Statement of Attainment for the units marked as competent. Applicants may appeal any decision through the appeals procedure. Where RPL is granted a reduction in the duration of the course is reported via PRISMs.



6.3 Assessment

Prior to assessment, Trainers inform the student of the assessment process. The Trainer is available to answer questions regarding the assessment prior to its occurrence. Some examples of assessment activities are:

- Workbooks – trainers give out Companion Guides for students to complete these are collected as formative evidence.
- Role Play – Students participate in a hypothetical situation to demonstrate their skills and knowledge.
- Class Presentation – Students present a small talk to others student to illustrate their understanding of a topic.
- Group Project – Students work together to complete a project on a given topic within a set timeframe.
- Self-assessment checklists –completed alone or with the trainer to allow the Student to measure their learning progress.

You may be required to complete a number of assessments tasks throughout your training program and the results as marked as 'Satisfactory' or 'Not Yet Satisfactory.' You will obtain a 'Satisfactory' result in all assessment tasks to be deemed 'Competent' for a unit of competence.

There is no mark/grade given in the assessment. If you receive a 'Not Yet Competent' assessment or 'Not Yet Satisfactory' assessment task, please talk to your Trainer to arrange further training.

The grading in the assessment of competency is either 'Competent' or 'Not Yet Competent'.



6.4 Student Integrity and Honesty

Cheating, plagiarism and collusion in any form are unacceptable and treated seriously by Kingston Academy.

Plagiarism: “the practice of taking someone else’s work or ideas and passing them off as your own”.

- Not acknowledging reference materials used (ask your Trainer for more information about appropriate referencing);

Students are reminded to appropriately acknowledge all reference materials used to prepare an assessment task.

Cheating and Collusion: secret or illegal cooperation or conspiracy in order to deceive others.

Some examples of collusion include:

- Collaborating on assignments where this is not a requirement of the assessment.
- Copying all or part of assessments from another student.;
- Soliciting some assistance from any source.
- Submitting the same work for multiple courses.
- Submitting the work of others or a version of work of others from previous courses.
- Stealing work from Trainer/Assessor, computer, other students, etc.

Kingston Academy has put in place a number of mechanisms to reduce occurrences and likelihood of plagiarism, cheating, and collusion amongst students including:

- Student declaration of authenticity of work submitted.
- Benchmark answers to provide clear assessment guidelines.
- Multiple assessment methods for each unit.

Kingston Academy staff members suspect cheating they must source evidence to support their claim. This can involve:

- Review previous work of the student.
- Comparisons with other students work where collusion is suspected.
- Discussions with the students involved.
- Review of previous incidences of cheating (if any) and the disciplinary action taken.

If the claim is substantiated, the assessment result will be recorded as Not Yet Competent, and you are advised of disciplinary procedures to be taken if required. If you are unhappy with the result, you can lodge an appeal using the appeals procedure.

KAA supports the allowable assistance of generative AI tools; where allowable assistance refers to the planning and research that contributes indirectly to the drafting of assessment and submissions; including:

1. Concepts/idea creation
2. Collation of initial research information
3. Formatting and structure recommendations



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4. Recommendations for further evaluation and research

Note, KAA will not tolerate the use of AI where there is a:

1. Misrepresentation of AI-generated content as one's own in learning, teaching, research or assessment
2. Failure to disclose the use of AI in the preparation of the content
3. Use of third-party resources generated through the use of AI in any other form that compromises academic integrity
4. Contract cheating in any form, e.g. use of purchased advanced AI prompting to complete an assessment or to avoid detection
5. Use of third-party AI detection sites or tools, where the security of data storage and information privacy are unknown
6. Sharing of sensitive personal information of staff or students in using AI tools

If using AI at KAA, it is your responsibility to ensure your use of AI complies with applicable KAA policies.



7. Evaluations

At Kingston Academy we strive to improve our courses continuously. Therefore, we periodically ask you to provide feedback on all aspects of your training experience this will include:

- Feedback on your experience with Education Agents
- Feedback on your Trainers/Assessors
- Course content
- Assessment Tools
- Facilities
- The Kingston Academy administration team

Feedback received forms part of the continuous improvement process to ensure Kingston Academy provides quality training and assessment.

You must complete the NCVER Student Engagement survey towards the end of your training program.

As a condition of registration, Kingston Academy provides a summary report on the feedback received to our registering body as an indication of our performance.



8. Critical Incident Policy and Procedure

8.1 Procedure

In the event of any Critical Incident event, Kingston Academy Management and staff will respond with the following procedures:

8.2 Roles and Responsibilities

Advise the Student Support Officer as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of enrolled students.

In a critical incident event the Student Support Officer (or Managing Director in their absence) shall:

- assess the level of risk and type of Critical Incident and its implications
- apply the appropriate intervention measures to the level of risk and type of critical incident
- report any relevant implications directly to the Kingston Academy's Management or the Managing Director.

8.3 Interventions Measures

In identifying a Critical Incident Event, the Student Support Officer shall determine the level of risk or type of Critical Incident and apply one or more of the following intervention measures.

8.4 Prevention Measure

Where a potential Critical Incident can be avoided through risk identification, the Student Support Officer will carry out a Hazard Inspection and a report identified issues to the Kingston Academy's Management.

The Student Support Officer shall:

- Identify the potential risk, and verify potential source of danger or threat to student welfare
- Establish the OHS, legal parameters and duty of care obligation of Kingston Academy
- Identify students who may be at risk
- Report and implement any potential avoidance measures actions as directed by Kingston Academy management.

8.5 Critical Incident Response Measure

Where an actual Critical incident is about to occur or has occurred, Kingston Academy's Management and Staff shall:

- take avoidance action to ensure the safety and welfare of students when students may be at risk of physical harm. This may include requesting the attendance of security staff or a building evacuation.
- determine if any emergency service is required and where necessary take immediate action to request the attendance of such a service (police or ambulance services). Please refer to the Emergency services contact chart.
- where a student has experienced a physical injury the Kingston Academy staff shall:
 - assess the level of injury
 - remove the student from immediate danger
 - evacuate other students from the accident site
 - in the case of low-level injury request the assistance of the Kingston Academy Trainers or staff with current First Aid qualifications to apply First Aid, with the additional potential for the students' transport to (Local Medical Centre)
 - in the case of high-level injury, take immediate action to gain the attendance of an ambulance service and request the attendance of the Kingston Academy staff with current First Aid Qualifications.
- make direct contact with the Student Support Officer (or in their absence the Managing Director) and advise the type of critical incident and actions taken so far in the critical incident event.
- ensure affected students are provided with immediate care and support in the case of any distressing or traumatic experience.
- where possible and appropriate, take immediate action to gain the presence of qualified counsellors who may assist in the support of distressed or traumatised students.

8.6 Post Incident measures

Where a Critical Incident has occurred the Student Support Officer shall within 5 days, take the following steps in completing a written report to the Kingston Academy Management.

- Request a written report from staff who were directly involved in the incident or present when it occurred.
- Identify and interview students whom may have been involved or present during the Critical incident.
- Identify any emergency service contacts utilised during the critical incident.
- List pastoral or external support personal that were involved during the critical incident.
- Provide a detailed summary of the Critical Incident to the Kingston Academy Management.



8.7 Critical Incident occurring outside Australia

As soon as Kingston Academy becomes aware of the incident, staff will endeavour to identify all students who may be affected. If necessary, student directly affect will be allowed to return home.

Kingston Academy staff will arrange counselling support for affected students onshore immediately.

All critical incidents are recorded fully (including outcomes and evidence as applicable) and copies kept on student files where relevant.

9. Course Fees, Payments and Refunds

9.1 Pre-course payment conditions

Kingston Academy accept payment of course tuition fees for the term on enrolment. Further payments are made prior to the commencement of each term.

9.2 Refund Policy

This refund policy is provided in full to all students prior to any payment being made and is contained in the Formal Student Agreement Contract. This refund policy applies to all prepaid fees paid to the Kingston Academy and includes any money paid to an Education Agent and remitted to Kingston Academy. All fees are paid directly to Kingston Academy. Students should query any additional fees requested by an agent directly with the Kingston Academy before payment.

Please note: Fees for additional services (not covered by the Letter of Offer and Acceptance) nor are part of the agreement with Kingston Academy conducted by and paid to Education Agents by students are not covered by this refund policy.

The Application for Enrolment fee, currently \$300, is a non-refundable administration fee. The Resource Fee, currently \$300, is non-refundable. It is the policy of Kingston Academy will consider all applications for refund of fees.

If Kingston Academy cancels, a CRICOS course for any reason a full refund of all unused tuition fees will be made within 2 weeks of the cancellation.

An application for refund of course fees must be made in writing on the Application for Refund Form to Kingston Academy stating detailed reasons for the request. Attach any relevant evidence for consideration.

Please note: Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling), following a written application to the Managing Director or Student Support Officer.

We will not issue refunds under other circumstances including but not limited to:

- Changes occur in student work hours, student changes/leaves work.
- It becomes inconvenient for a student to travel to class.
- A student moves to a different location.
- Kingston Academy cancels a student enrolment for misbehaviour/breach of the Code of Behaviour, legislation, or visa conditions.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course, on the receipt of a Medical Certificate supplied to Kingston Academy. If the Medical Certificate is deemed by Kingston Academy as acceptable for the purposes of the student's inability to complete their course/s. Kingston Academy will notify students of the outcome



of the application for refund within 20 working days of receipt of a completed and signed application for refund and applicable evidence.

Kingston Academy pay refunds within 4 weeks after approval of the written application for refund unless stated otherwise.

Refunds are paid directly to the person who entered into the contract with Kingston Academy unless we receive written direction to pay someone else from the applicant. Refunds are paid in Australian dollars (AUD).

Kingston Academy will deduct all bank fees/charges incurred in issuing the refund from the refund amount.

Students are not permitted to transfer course fees to another student.

The agreement, and the availability of complaints and appeals process, does not remove the right of a student to take action under Australia's consumer protection laws. Students are obligated to pay outstanding course fees and understand Kingston Academy will pursue outstanding fees under Australian Law. Kingston Academy will not issue a Letter of Release if fees remain outstanding for the current study period.

The below table outlines the refunds that Kingston Academy will pay on application from eligible students.

REFUND TABLE

Unsuccessful Visa application	100% refund of all unused prepaid fees - excluding the Enrolment Fee \$200 and Resource Fee \$150.
Cancellation of enrolment more than 20 days prior to commencement date	50% refund of tuition fees paid. The Enrolment Fee (\$300) and Resource Fee (\$300) will not be refunded. Cancellation of enrolment under these circumstances will incur a \$300 administration fee
Cancellation less than 20 days prior commencement date	0% refund of tuition fees paid. The Enrolment Fee (\$300) and Resource Fee (\$300) will not be refunded. Cancellation of enrolment under these circumstances will incur a \$300 administration fee
Cancellation after commencement date	No refund. The student will be required to continue to pay their ongoing tuition fees up until the date of approved cancellation by the Institute. Cancellation of enrolment under these circumstances will incur a \$500 administration fee
Visa cancelled due to actions of student	No refund



Course cancelled by Kingston Academy (provider default)	Full refund of unused tuition fees or offer for alternate course (if agreed to by student)
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Kingston Academy (the provider) default cases

In the case Kingston Academy is unable to deliver a course in full or decides to cancel a course before commencement, Kingston Academy provides either one of the following guarantees so students can complete their training:

A full refund of tuition fees and administration fees to be used to pay for another course	A refund will be issued to the student based on unexpended tuition fees. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Any refund due to actions and default by Kingston Academy will involve Kingston Academy being proactive in contacting the student to arrange the refund in line with the Refund Policy.
Accept a place in another course	The student may be offered enrolment in an alternative course of the same value by Kingston Academy at no extra cost to the student. Alternatively, the student can choose to accept a place in a course of greater value and pay to difference of tuition fee. If the student chooses a placement in another course, the student is required to sign a document to indicate acceptance of the placement.

9.3 What if I am no longer eligible for a refund.

If you are no longer eligible for a refund, you may like to consider the following options:

- Request a deferment credit for classroom modules.
- Request a cancellation of remaining liabilities (payment plan students).

Please refer the Kingston Academy Deferment, Cancellation, and Extension Policy.

9.4 Cooling Off Period

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to Kingston Academy Manager (a letter or email is acceptable) within 20 business days of enrolment, without attracting a cancellation fee, unless the student has already commenced the training.

9.5 Consumer Guarantee

Kingston Academy guarantees that the services provided by Kingston Academy will be:

- Provided with due care and skill
- Fit for any specified purpose (express or implied)

- Provided within a reasonable time (when no timeframe is set for the training).

The Letter of Offer and Acceptance states when the commencement and completion dates. If the Letter of Offer and Acceptance does not include the dates, i.e. for RPL, Kingston Academy guarantees to deliver the training within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

9.6 What happens if this guarantee is not met.

In the first instance, the student should submit a complaint to Kingston Academy identifying where Kingston Academy has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals policy for how to submit a complaint.

If a student believes that Kingston Academy has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, Kingston Academy will provide the appropriate remedy.

If the problem is minor and can be fixed, Kingston Academy will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately; Kingston Academy must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a major problem, and Kingston Academy is unable to fix the training service, the consumer can choose to:

- Terminate the contract for services and obtain a full refund, or
- Seek compensation for the difference between the values of the services provided compared to the price paid.

A purchased service has a major problem when it:

- Has a problem that would have stopped someone from purchasing the service if they had known about it
- Is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- Does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- Creates an unsafe situation.

Kingston Academy is not required to provide a remedy or refund if a consumer:

- Simply changes their mind, decides they do not wish to go ahead with the training
- Discovers they can buy the training more cheaply elsewhere



9.7 Fee Protection Policy

Kingston Academy will deposit International student fees into a separate bank account. Kingston Academy utilises the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to deliver their course of study. The TPS ensure that international students are able to either:

- Complete their studies with another course or
- Complete their students with another education provider

10. Complaint's Policy

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the Kingston Academy processes or systems. In order to ensure we deal with complaints in a timely manner, we have implemented a complaints process.

This policy and procedure is relevant to all grievances arising in the following areas:

- a) Student wishing to raise a complaint against another student
- b) Students wishing to raise a complaint against a Kingston Academy Trainer
- c) Student wishing to raise a complaint against the Kingston Academy
- d) Student wishing to raise a complaint about a Third Party
- e) RTO staff wishing to raise complaint about a Third Party
- f) Staff wishing to raise a complaint about another staff member or a student

10.1 Complaints Process

In the event a student, Trainer or staff member is experiencing difficulties, where possible the individual should attempt to resolve grievances informally through conversations with the appropriate person. If this is not possible, the individual is encouraged to discuss their concerns with the Student Support Officer or Senior Management. The relevant staff member will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Student or Staff member wishes to make a formal complaint, they complete a Complaints and Appeals Form. Once the form is complete, submit the form to Operations Manager for actioning. This form is accessible on Kingston Academy website.

As required, the student has the right to have a third-party person assist them through the Complaints Process; this may be due to language barriers or simply at the student's request.

The process for managing complaints is as follows:

1. A complainant may make a formal written complaint by submitting a Complaints and Appeals Form to the Operations Manager within 30 calendar days of the incident.
2. The Operation Manager will forward written acknowledgement of receipt of the Complaints and Appeals Form within 10 working days of receipt of the formal lodgement.
3. The Operation Manager will arrange a convenient time to discuss the Complaint with all parties involved in the grievance, in order to find a solution agreeable to all parties
4. Complaints are to remain confidential to protect the complainants.
5. Operations Manager is to refer to the process on the Complaints and Appeals Flow Chart and the PP CRICOS Quality Manual Standard 8.
 - a) Hold an initial meeting with the complainant within 7 days of receipt of the complaint.
 - b) Complete further investigation as required, within 45 calendar days.
6. Each complainant:
 - a) Has an opportunity to present his or her case in a formal meeting.
 - b) Be accompanied and assisted by a support person at relevant meetings.

- c) Is given a written statement of the complaint outcomes, including reasons for the decision.
7. If a solution can not be reached to the benefit of all relevant parties the matter is brought before senior management for resolution, agreeable to all parties.
8. If Senior Management is party to the grievance, they will not take part in any discussions or decisions made the Operations Manager will refer the matter to the Managing Director.
9. If a solution is not reached for the benefit of all parties within 60 days, the complainant has the right to request a review by an independent party, who is not part of Kingston Academy.
10. Kingston Academy is to respond to substantiated complaints by taking the recommended corrective action.
11. Complaints and Appeals Forms are recorded in the Complaints and Appeals Register.
12. If Kingston Academy determines that the complaint process cannot be finalised within 60 calendar days, Kingston Academy Manager will:
 - a) Confirm this in writing to the complainant, including reasons why more time is required.
 - b) Regularly update the complainant or appellant on the progress of the matter.
13. Once finalised, the complainant or appellant is advised in writing, of the outcome, including the details of the reasons for the outcome.
14. During the Complaints Process, Kingston Academy will maintain the student's enrolment.

All complainants or appellants have an opportunity to formally present their case at minimal or no cost to them.

Complaints and Appeals Forms are actioned by the Operations Manager, and the details are recorded in the Complaints and Appeals Register.

All Complaints and Appeals Register is reviewed monthly during the Quality and Compliance Meetings, improvements are identified, and corrective actions implemented according to the Policies and Procedures.

10.2 External Avenues

If the student feels Kingston Academy has not adequately resolved their complaint, they have an opportunity to present their case formally to suitable third party mediator or the overseas student ombudsman.

Independent mediation is available through the Dispute Settlement Centre of Victoria (DSCV)

<http://www.disputes.vic.gov.au/>

4/456 Lonsdale St

Melbourne VIC 3000

Phone 1300 372 888

Email dscv@justice.vic.gov.au

Students to Notify Kingston Academy; The student is to initiate the external appeals process within 10 working days of receiving the outcome of the internal appeals process.

The student is to advise Kingston Academy in writing they have accessed an external appeals process, at which point Kingston Academy will in maintain the enrolment throughout an external appeals process depends on the type of appeal.

10.2.1 Decision to Appoint an External Party

Whereby a situation requires external counselling, mediation, or judgement, then the student and Kingston Academy must both agree in writing on who this third party mediator will be this will ensure fairness and independence. This third party will make the final judgement that will be binding to both Kingston Academy and student.

10.2.2 Decision to Take Appeal to Overseas Students Ombudsman

If you wish to lodge an external appeal or complain about a decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <https://www.ombudsman.gov.au/complaints/international-student-complaints> or phone 1300 362 072 for more information.

10.2.3 Other Services

Whilst the Overseas Student Ombudsmen is first preference, there may be mediators that are more suitable available. Some examples of other suitable counsellors or mediators Kingston Academy can provide to students include:

- Industry Associations – for judgement on course content and learning outcomes.

In the case where there may be direct costs associated with the third party mediator e.g. an external counsellor may charge an hourly fee rate to mediate, and then both Kingston Academy and the student will bear the costs of this mediation process equally. Any expected costs of third party mediation and the agreement to share the costs is outlined and agreed to in writing.

Should the Complaints process identify corrective actions or improvements, Kingston Academy will implement these actions immediately.

10.3 Complaints and Appeals Form

The Complaints and Appeals Form is accessible from the Kingston Academy website, or a complainant can contact Kingston Academy directly to obtain a copy of the form.

10.4 Complaints and Appeals Register

Kingston Academy has a register in place to record the details of the Complaints and Appeals. Once the Operations Manager received a complaint or appeal, the details are entered into the Complaints and Appeals Register the complaint or appeal is allocated a register number.

The Complaints and Appeals register is reviewed and monitored monthly at the Quality and Compliance Meeting.

11. Assessment Appeals Policy

The student has the right to request an appeal on an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

- Student disagrees with the result given by their Assessor (including Third Party)
- Student wishes to have their result reviewed by another Assessor
- Student wishes to be re-assessed for the same unit
- Student wishes to change the unit
- Student believes that they were discriminated against by the Assessor

11.1 Assessment Appeals Procedure

All students have the right to appeal any assessment decision made by Kingston Academy if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair

Before making an appeal, we ask that you discuss the matter with your Trainer/Assessor in an attempt to reach a mutually acceptable decision.

If you are still not happy, lodge a formal Appeal by completing a “Complaints and Appeals Form” within 7 days of the initial discussion. Once the formal appeal is received, the Operations Manager will appoint a new Assessor to review the assessment decision and attempt to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied, Kingston Academy will appoint another registered training provider with the same curriculum to arbitrate and reassess the participant if necessary.

You have the right to a support person to be involved at all times during the appeal process.

Following is the process submitting an Appeal:

1. Student receives a result for an assessment task and they do not agree with the result
2. Student discusses the result with the relevant trainer if there is no result the student completes a Complaints and Appeals Form
3. The Complaints and Appeals Form is submitted to Operations Manager
4. The Operation Manager will forward a written acknowledgement to the Student confirming receipt of the Complaints and Appeals Form.
5. Operations Manager will consult with the trainer/assessor and student individually.
6. Operations Manager will appoint an independent internal Assessor to reassess the assessment task in question.
7. Once the independent internal assessor makes a decision on the validity or otherwise of the assessment task the Operations Manager will notify the student of the outcome within 10 business days.



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8. If the student is unhappy with the results of the reassessment there is a case for review, a suitably qualified, independent external assessor to complete another assessment. The external assessor will negotiate a re-assessment date with the student as required. Following the re- assessment, the student is advised of the result within 10 business days.
 9. The independent external assessor's decision on the validity or otherwise of the assessment task is final.
 10. If the student is unhappy with the outcome of the reassessment, students are to make a formal complaint following the complaints procedure
 11. AS required all opportunities for improvements is recorded in the Appeals Register, corrective actions are undertaken by the Operations Manager.
 12. All Complaints and Appeals Forms received involving an appeal are recorded in the Appeals Register.
 13. All Complaints and Appeals Forms are reviewed during the monthly Quality and Compliance Meetings.
 14. If Kingston Academy determines that the appeals process will take more than 60 calendar days, Operations Manager will notify the student in writing including reasons why more than 60 days is required. Operations Manager will regularly update the student with the process.

12. Transfer between Registered Providers

12.1 Transfer Request Assessment

On receipt of an application for transfer of enrolment (Transfer Request Form), the Student Support Officer shall ensure that the student has completed at least six months of his or her principal course of study unless:

- The original registered provider has ceased to be registered, or the course has ceased to be registered.
- The original registered provider has provided a written letter of release.
- The original registered provider has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course.
- Any government sponsor of the student considers the change to be in the student's best interest and has given written support for this change.

12.2 Requesting a Transfer from Kingston Academy

Once Kingston Academy has issued a student with an electronic Confirmation of Enrolment (CoE), Department of Immigration and Border Protection (DIBP) regulations, state that the student cannot change their study by moving to another institution before the student has completed six months of the student's principal course.

- After the first six months of study, the student can change their study provider if they wish.
- Transfers before six months requires consultation with the Operation Manager of Kingston Academy and the student, the transfer is granted based on a case-by-case basis.
- Requests before six months can be refused, but the reasons must be consistent with the intent of Standard 7 Transfer between registered providers, and Kingston Academy's documented transfer policy this reason is and given to the student in writing.
- Examples of when a transfer will be granted include when student can provide evidence that:
 - He or she was misled by the provider or education agent
 - They need to move more than 1.5 hours travel distance away from the study campus
 - For compelling or compassionate reasons
 - Consultation with the student and faculty it is decided the course of studies is no longer in the best interest of the student and their intended vocational outcome.
- Examples of when a transfer will not automatically be granted include:
 - Student has not paid fees in full
 - The transfer would be considered detrimental to the student
 - No suitable evidence is provided to support a transfer request e.g. Medical certificates.



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- Any request for transfer must be addressed within 7 days of receiving such request and a meeting established with the student and the Operations Manager.
 - Where Kingston Academy does not grant a letter of release, the Operations Manager will provide the student in writing the reasons for refusing the request and inform the student of their right to appeal the registered provider's decision in accordance with Complaints and appeals policy of Kingston Academy.
 - The registered provider must maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

12.3 Process of Release

- Kingston Academy must grant a Letter of Release only where the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made.
- A Letter of Release, if granted, must be issued at no cost to the student and Kingston Academy must advise the student of the need to contact DIBP to seek advice on whether a new Student Visa is required.
- Where the Kingston Academy does not grant a Letter of Release, the Operations Manager will provide in writing the reasons for refusing the request and inform the student of their right to appeal as per Kingston Academy's complaints and appeals policy.

Kingston Academy will keep a record of all requests from students for a Letter of Release and outcomes in the student's file.



13. Completion within the Expected Duration of Study

13.1 Kingston Academy role in course completion

Kingston Academy has documented policies and procedures for monitoring the progress of each student to ensure that he or she completes the course within the expected duration as specified in his or her Confirmation of Enrolment (CoE).

There is flexibility for Kingston Academy to vary a student's enrolment load throughout the course. Students may take a normal, reduced, or increased study load in each study period, Kingston Academy will monitor your workload to ensure you complete the course within the duration specified in the CoE.

Where a student applies for and is granted RPL, Kingston Academy will report reduced duration via PRISMS and/or issue a new CoE.

The procedures used by Kingston Academy to ensure completion of the course are outlined at Section 10: Monitoring Course Progression

13.2 Distance Education

Kingston Academy does not offer the distance education. In the event Kingston Academy does offer the distance learning option an international student, cannot undertake more than 25 per cent of the total course via distance and/or online learning.

Kingston Academy will ensure each student studies at least no more than one unit in any compulsory study period, by distance or online.

If a student has only one unit to complete in a compulsory study period, and the unit is available via distance or online. The student may ask the provider to cancel the CoE (thus no longer requiring a Student Visa) and the student can return to his or her home country to study the final unit of the course by distance or online study.

13.3 Extending the duration of the Students Study

Kingston Academy will only extend the duration of the 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 (for example illness where a medical certificate states that the student was unable to attend classes or where Kingston Academy was unable to offer a required unit)
- b) implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress as outlined in Standard 14 of this Handbook.
- c) an approved deferment or suspension of study has been granted under Standard 16 of this Handbook.



Compassionate or compelling circumstances are generally those beyond the control of the student and have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury or medical condition (including pregnancy), where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this impacts on the student (these cases should be supported by police or psychologists' reports).
- where Kingston Academy was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please note that the above are only a few examples of what are considered compassionate or compelling circumstances. Kingston Academy will use our professional judgement and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Kingston Academy will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student's file.

Where there is a variation in the student's enrolment load affecting the student's expected duration of study. Kingston Academy will record this variation and the reasons for it on the student file. Kingston Academy must also correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

14. Monitoring Course Progress

14.1 Kingston Academy role in course progress monitoring

- The Student Support Officer must systematically monitor international students' compliance with student visa conditions relating to course progress.
- The Trainer and Operations Manager will monitor the student's progress against the Training plan to ensure students are completing assessments and progressing as per the student agreement.
- **Students are required to complete successfully 50% of the units studied in any study period.**
- Kingston Academy must report students to the Secretary of Commonwealth Department of Education via PRISMS, under Section 19 of the ESOS Act, who have breached the course progress requirements.
- Kingston Academy will proactively notify and counsel students who are at risk of failing to meet their course progress requirements.
- Kingston Academy attempts to support students via an Intervention Strategy who are failing to meet course progress requirements.
- Kingston Academy is aware that a generic course progress policy is not appropriate for more than one course. Courses that require additional or varied progress rules will be provided as a separate course progress policy where needed.

Kingston Academy will advise the course requirements for each term clearly at the commencement of their course and issue students with a copy of their course-training **plan** and **due date calendar** and explain the course requirements at the **orientation**.

Any variations are advised to students in writing as soon as they are known.

14.2 Intervention strategy and Process

14.2.1 Within the Study Period or Term

During term, the following intervention strategies and procedures are provided:

- Kingston Academy will maintain an assessment recording strategy whereby assessments are marked and recorded systematically no more than 4 weeks after assessment due date.
- Marking and recording of assessment marks are first noted down by Trainers and Assessors on class rolls and assessment cover sheets, the results are then transferred by administration into the student database.
- On the completion of each assessment task, assessors mark the task with an outcome of either Satisfactory (S) or Not Satisfactory (NS).
- Students must complete all tasks in the Assessment Tool satisfactorily to achieve an overall outcome of Competent (C) for the unit. If one or more of the tasks are Not Satisfactory, the outcome for the unit of Not Yet Competent (NYC).

- The Trainer keeps the Student Support Officer informed of the NYC result.
- The students have 3 attempts to complete each task and achieve a 'Satisfactory' outcome. Trainers instruct the student of the timeframe for resubmission (usually within one month) and explain what the student must include in their re-submission.
- If, after the third attempt, the student performance is still Not Satisfactory for a task, Trainers carry out the following strategy.
 - Inform the student of the result directly and immediately on issuing the results of the assessment.
 - The Trainer informs the Student Support Officer of the NYC result who will contact the student to outline the support strategies available to them:
 - discuss course progress issues with the student
 - discuss the availability of timetabled catch up classes

14.2.2 At the End of a Study Period

At the end of a study period, the following intervention strategies and procedures are provided:

1. Attendance is monitored as an indicator of student participation in classwork. Students identified through monitoring as either:
 - at risk of not making 70% attendance
 - dropped below 70% attendance

Over the Ten (10) week, compulsory study period students will:

- a) Have a warning letter for Non-Attendance Warning (Letter 4) sent to them reminding them of their requirement to meet the attendance standards.
2. Students identified as successfully achieving more than 50% and less than 100% of the course requirements in the compulsory study period will have their academic load adjusted to bring them into line with the COE and/or enrolment end dates using the following methods:
 - a) The student repeats the unsuccessful units in the following compulsory study period, or,
 - b) The student is provided with the opportunity to demonstrate competency by undertaking reassessments.
3. Students identified as successfully completing or demonstrating competency in less than 50% of the course requirements in a compulsory study period. The following applies:
 - a) If the student is identified for the first time or subsequent times without a preceding period identification, the student will:
 - Receive a written letter from Kingston Academy advising of not achieving satisfactory course progress (Letter 8) as required by their COE. The letter will specify an appointment time with the Student Support Officer.
 - Receive an email and/or SMS alerting to the fact that Unsatisfactory Course progress letter has been sent to the student's last known residential address.

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- b) At the appointment with the Student Support Officer, the following will be discussed to determine the best intervention strategy/ies to assist the student to achieve satisfactory course progress;
- Discussion of course suitability for which the student is enrolled into.
 - Opportunities to demonstrate competency by undertaking reassessments.
 - The Student counselling and Support services procedure to identify and assist a student where there may be compassionate or compelling circumstances impacting the student's capacity and/or ability to progress through their course.
 - The student will be advised that under this policy unsatisfactory course progress in 2 consecutive study periods could lead to the student being reported to DIBP and cancellation of their student visa, depending on the outcome of any appeals process.
4. If the student is identified as successfully completing or demonstrating competency is less than 50% of the course requirements in a compulsory study period for a second consecutive time. The following applies:
- a) The intervention strategies at 2b of this policy will be reviewed further with the student
 - b) The Student Support Officer will initiate the Intention to Report Procedure.

Under this policy, a study period is a ten (10) week term.

14.2.3 If the above interventions fail

Kingston Academy will be required to further intervene in a student's course progress in the event that one or more of the following arise:

- The student fails re-assessments.
- The student is not co-operating with the intervention strategies being put in place.
- The student is deemed to have an identified issue affecting study in the course (language difficulty, unsuitable course, classroom behaviour, other issue).
- As assessed by Kingston Academy, the student will not be able to complete the course within the expected duration of study.
- Or any other event, as determined by Kingston Academy where support strategies are no longer effective.

14.2.4 Intention to Report Letter for course progress

A student that is identified as successfully completing or demonstrating competency is less than 50% of the course requirements in a compulsory study period for a second consecutive time. The following applies

Kingston Academy will notify the student in writing of its intention to report the student for not achieving satisfactory course progress (Letter 6). Kingston Academy will also email and/or SMS the Student alerting to the fact that the letter has been sent out to their last known residential address.



The student has twenty (20) working days to instigate the Student Complaints and Appeals process. A student may appeal on the following grounds:

- I. Kingston Academy failure to record or calculate the student's mark accurately,
- II. Compassionate or compelling circumstances, or
- III. Kingston Academy has not implemented its intervention strategy and other policies according to the documented policies and procedures that have been made available to the student.

If a student chooses to access Kingston Academy complaints and appeals process, Kingston Academy will maintain the student's enrolment while the complaints and appeals process is ongoing as per the Complaints and Appeals Policy and Procedure.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, Kingston Academy will not report the student and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the Intervention strategy, and Kingston Academy will not report the student.

Note: Kingston Academy will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory course progress (if found in favour of Kingston Academy).

On completion of the appeals process if unsatisfactory course progress is confirmed, the student will be reported via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

14.2.5 Support Strategies

To aid course progress a variety of support strategies are available.

Any student experiencing difficulty in maintaining course progress should contact their Trainer or Student Support Officer as soon as possible. Support strategies, the earlier a student seeks a support strategy, the more options are available.

Support strategies are subject to availability and individual circumstances.

Examples of support strategies that may be available include, but are not limited to:

- Timetabled catch-up classes within the same term of study
- Timetabled catch-up classes outside the original term of study
- Timetabled re-assessment within the same term of study
- Timetabled re-assessment outside the original term of study
- Private catch-up classes
- Private assessment re-sits
- Matching with peer-to-peer study partner
- Review tuition in additional classes or streams



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- Extra tuition from teacher
 - Being placed in a suitable alternative module within a course or a suitable alternative course
 - Modifying the training or assessment methods to better suit the learning needs of students where possible.
 - Or any other action the Student Support Officer feels may help situation.

14.2.6 Assessment submission

Students must submit all assessments (including any role plays or presentations) by the due date. Due dates are issued to students at the commencement of their course on the student Training Plan and Due Date Calendar.

If assessments are not submitted by the due date, the unit will be resulted as Not Yet Competent and a non-submission letter (letter 5) will be sent to the student advising the next course of action.

14.2.7 Assessment Extension Requests

Students may request an extension for assessment by completing a Request for Extension form (Form 15).

Extensions will only be granted in exceptional circumstances (such as for personal or medical reasons). Evidence needs to be supplied and approval is at the discretion of management.

14.2.8 Assessment Submission Results

Trainers must mark all assessments within 4 weeks of the assessment due date and give students feedback via email. The feedback must be written on the student's assessment booklet.

14.2.9 Erratic Course Progression as a potential indication of non-bona fide students

If Kingston Academy suspects a student is not a genuine/bona fide student, Kingston Academy may cancel the student's enrolment, as allowed under Standard 13 and as stated in our Deferment, Suspension or Cancellation of enrolment Policy and procedure.



15. Monitoring Attendance Policy and Procedure

Kingston Academy implement the DET/DIBP Course Progression Policy and Procedure, therefore students will not be reported for non-attendance.

Attendance is an essential element of a student's program and is monitored as an intervention strategy in line with the Monitoring Course Progress Policy. Please refer to Section 14 for further information.

Students are required to sign attendance sheets in class each day that they are timetabled to attend. However, students will not be reported on attendance.

16. Deferring, Suspending or Cancelling Students' Enrolment

Only in certain limited circumstances Kingston Academy may enable students to either:

- a) Defer commencement of the study.
- b) Temporarily suspend their studies, including granting a leave of absence.

The national code allows Kingston Academy to grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.

The national code also allows Kingston Academy to defer or temporarily suspend the enrolment of students due to misbehaviour of the students. Misbehaviour of students can also be grounds for the cancellation of studies as long as the student was informed of this prior to enrolment.

In all cases, Kingston Academy must notify DET through PRISMS of deferment, suspension and cancellation of enrolment.

16.1 Deferment or Suspending Enrolment

To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone).

- a) A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.
- b) A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student.
- c) A retrospective deferment initiated by Kingston Academy where circumstances have not allowed the student to request a deferment i.e. accident or injury.

It is important to note the meanings of the terms for this context, suspension of enrolment, is not necessarily due to misbehaviour, a suspension of enrolment may also be initiated by the student.

16.2 Can a deferment, suspension or cancellation of studies affect the student's Visa?

Students should note that regardless of the reasons for notifying DET of a change of enrolment status with a deferment, suspension or cancellation of studies (i.e. due to student request, misbehaviour or for other reasons) this may affect your Student Visa.

As each student's situation will be different, it is recommended students directly contact the Immigration Department website or helpline (131 881) for information, and the local DIBP office for advice, on how the potential change to enrolment status may impact upon his or her Visa.

16.3 What Impact can this have on a Student's Confirmation of Enrolment?

In the case of a deferment, suspension or cancellation there are three (3) different outcomes for the student's Confirmation of Enrolment (CoE):

1. No affect to CoE - Kingston Academy notifies DET through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE.
2. It does affect end date CoE - Kingston Academy notifies DET through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a revised re-commencement and end date. If the provider does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new CoE.
3. Permanent cancellation - The provider notifies DET through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment.

16.4 Student Request for Deferment or Suspension of Studies

Students may submit a request for deferment or suspension of their studies if they have a good reason for doing so (compassionate or compelling circumstances).

Kingston Academy may choose to grant or decline any student's request for deferment or suspension of studies.

An 'Application for Deferral' form must be completed along with a written letter of request and provide evidence to support grounds for deferral request.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact on the student's course progress or wellbeing. These could include, but are not limited to:

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

Please note that the above are only a few examples of what may be considered compassionate or compelling circumstances. Kingston Academy will use our professional judgement and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Kingston Academy will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.

16.5 Kingston Academy Action to suspend or Cancel a Student's Studies

In the cases of international students, after making a decision to suspend or cancel studies of a student, Kingston Academy must inform the student of its intention to suspend or cancel the student's enrolment (letter 9) and notify the student that he or she has 20 working days to access the registered provider's internal complaints and appeals process.

If the student accesses the registered provider's internal complaints and appeals process, suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

If the student chooses to access the provider's appeals process, the provider maintains the student's enrolment until the internal appeals process is completed (and has supported the provider's intention to suspend or cancel the student's enrolment). To 'maintain the student's enrolment' means the provider does not notify DET of any change to the student's enrolment status through PRISMS.

The student may choose to access external appeals process as per the provider's policy, but the provider does not have to wait for the outcome of an external appeal before notifying DET of the change to the student's enrolment status.

'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:

- Is missing
- Have medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others
- Is at risk of committing a criminal offence.

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

16.6 Retrospective Deferment

A retrospective deferment initiated by Kingston Academy where circumstances have not allowed the student to request a deferment. (i.e. accident or injury and the student was unable to contact the provider following the accident.)

In this case, Kingston Academy may initiate a deferment as a course of action which is then confirmed by the student when he or she returns to their study and requests this suspension.

A deferment or suspension retrospectively cannot be actioned unless there are unusual circumstances where it may be required, and compassionate and compelling circumstances exist.

16.7 Attendance and Deferments and Suspensions

The period of deferment or suspension of enrolment (as entered in PRISMS) is not included in attendance monitoring calculations.

16.8 Deferments and Suspensions and Unavailable Units

Deferments and suspensions of enrolment can also be based on unavailability of units or study modules. This is considered a compelling reason. Before granting such a request, the provider must inform the student that suspending his or her enrolment may affect his or her Visa.

16.9 Deferments and Suspensions and Study Load

The National Code 2007 does not include a requirement for students to be enrolled in a full-time study load, but rather to enrol in a load which will allow them to complete their studies within the normal duration of the course.

When a student requests suspension of enrolment under Standard 13, the provider notifies DET through PRISMS and DIBP receives electronic notification of the change to enrolment status. As the student's course end date is likely to be affected by the suspension (unless the student can 'catch up') the student will need to apply for a new Visa before the current Visa expires.

When structuring a return to studies from a deferment or suspension, Kingston Academy may plan a study program not equivalent to a full time study load if this means a shorter extension to the CoE.

16.10 Student Visa and Granted Suspension of Enrolment

If the student cannot catch up with the course requirements within the period covered by the Visa i.e. the end date of their course is extended, the student must apply for a new one before their existing Visa expires. This will be at the student's expense.

16.11 Deferments, Suspensions and Remaining in Australia

If deferments or suspensions are for a long period of time, typically more than 6 months, in some student cases a student may be asked to leave Australia for the duration of their deferment and only return back to Australia when they are to resume their studies.

As each student's situation will be different. It is recommended students directly contact the Immigration Department website or helpline (131 881) for information, and the local DIBP office for advice, on how the potential deferment period can affect their stay in Australia.



17. Comply with All Relevant Legal Requirements

17.1 Legislative and Regulatory Requirements

Students should familiarise themselves with current legislation in Australia. The following is a list of relevant Legislation:

Privacy Act 1988 <https://www.oaic.gov.au/privacy-law/privacy-act/>

Australian Privacy Principles <https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>

Workplace Health and Safety [Occupational Health and Safety Act and regulations | WorkSafe Victoria](#)

Anti-Discrimination

<http://www.humanrights.gov.au/employers/good-practice-good-business-factsheets/quick-guide-australian-discrimination-laws>

Copyright Act http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/

17.2 CRICOS Legislation

The Education Services for Overseas Students Act 2000 (the ESOS Act) and related laws set out the requirement for providers who deliver education services to international student on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

Education Services for Overseas Students Act 2000

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

National Code of Practice for Providers of Education and Training to Overseas Students

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>



18. Student Visa Conditions and Responsibilities

Once you obtain a Student Visa, there are a number of conditions that must be followed. Your Visa conditions are set out in the letter of approval you receive with your Visa or on your Visa label. It is important that you are familiar with and follow these conditions.

If you break these conditions:

- Your Visa may be cancelled, and you may be required to leave Australia
- You may also be prevented from returning to Australia for an extended period of time after your Visa is cancelled.

The main conditions are that, you must:

- Achieve satisfactory academic results
- Continue to be enrolled in a registered course
- Notify your education provider of your address (or change in address) within 7 days
- Maintain health insurance cover
- You cannot work more than 40 hours per fortnight when your course is in session

For a full list of visa conditions visit: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

18.1 Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIBP on your behalf, please note that you do NOT need to use a migration agent to lodge any kind of visa application.

18.2 Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students. Some agents do charge small amounts or offer additional services. You can check our website to see a current list of agents we recommend.

Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

18.3 Student Visa frequently asked questions (FAQs)

Question	Answer
Where can I get help with filling out a	The visa application forms are designed so that you can complete them easily. You will be applying for a Student Visa



<p>visa application?</p>	<p>Sub-class 500 - Vocational Education and Training (VET).</p> <p>Student visa applications must be completed online, after you have collected all the required documents to support your application, create an account and apply for your student visa the online application system.</p> <p>You might need to undergo health examinations as part of the visa application process.</p> <p>The health assessment process can take several weeks to complete. To help avoid delays, you can choose to undertake your health examination prior to lodging your visa application.</p> <p>For more information on the Department of Home Affairs https://www.homeaffairs.gov.au/</p>
<p>What does Genuine Temporary Entrant mean?</p>	<p>The GTE requirement applies to all student visa applicants. The officer assessing your visa application will consider whether your circumstances indicate that your intention is for a temporary stay in Australia. You must satisfy that you have a genuine intention to stay in Australia temporarily.</p>
<p>Why do I need to provide details about my financial status when applying for a visa?</p>	<p>As an international student you are required to provide DIBP with details of your financial status upon applying for a student visa. This is to ensure that you are able to finance your studies and your living expenses during your time in Australia.</p>
<p>Do I need to study a full-time registered course to be granted a student visa?</p>	<p>Yes. You can only be granted a student visa if you intend to study a registered course or part of a registered course on a full-time basis.</p>
<p>What happens if my application is successful?</p>	<p>If your application is successful, you will be issued with a Multiple Entry Visa allowing you to travel backwards and forwards to Australia within the period for which the visa has been granted. That period will depend on the course for which you have been accepted. Your visa can be cancelled if you discontinue your studies or fail to meet the conditions of your visa.</p>
<p>Do I pay my course fees before applying for my student visa?</p>	<p>Yes. You will be required to pay tuition fees as outlined in your Letter of Offer and Acceptance <u>before</u> Kingston Academy will issue you a Confirmation of Enrolment (CoE). You will need the CoE to apply for your visa.</p>



<p>What if my student visa application is not successful?</p>	<p>If your application is not successful, you will be told the reasons in writing. The decision not to grant a student visa cannot be reviewed if you applied from outside Australia.</p> <p>Before re-applying for a student visa, you should carefully consider what evidence you can provide to satisfy the decision maker that you meet all the student visa requirements.</p> <p>If you apply in Australia and are refused a student visa, then you may apply for a review of the decision. You will be notified of your review rights in writing and the time limits for lodging such an appeal.</p> <p>If you have paid your fees and your student visa application is unsuccessful you are eligible for a full refund of monies paid to Kingston Academy , less any non-refundable administration fees indicated in our Refunds Policy.</p>
<p>Where can I obtain further information about student visas?</p>	<p>For more information about applying for a student visa, go to:</p> <ul style="list-style-type: none">• <i>Study in Australia</i> at: https://www.studyaustralia.gov.au/• your nearest Australian Embassy, Consulate, High Commission• DIBP, if you are already in Australia.