



KING'S INTERNATIONAL COLLEGE

Providing Quality Adult Education

**CRICOS
PROVIDER No.
01740M**

STUDENT HANDBOOK



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Welcome

King's International College welcomes you to the organisation. We hope that your experiences with us will provide the opportunity for you to not only develop personal skills, knowledge and confidence, but also to meet people from many different walks of life and many countries.

Your educator will bring to the classroom experiences from Industry as well as teaching experience spanning several years. Throughout the duration of your course, associate educators and specialist and guest lecturers may assist with presentations and demonstrations.

This Information Handbook has been developed to help you understand your new learning environment.

As part of our ongoing commitment to provide advice and support services we provide to all our students the following services upon request:

- student selection, enrolment, and induction/orientation procedures
- course information including content and vocational outcomes
- fees and charges, including refund policy and exemptions (where applicable)
- provision for language, literacy and numeracy assessment
- student support
- flexible learning and assessment procedures
- welfare and guidance services
- appeals, complaints and complaint procedures
- disciplinary procedures
- staff responsibilities for access and equity
- Recognition of Prior Learning (RPL) arrangements

Further details of any of the above services may be obtained by:

- attending a pre-course information session;
- reading our course flyers and brochure located at our reception counter; or
- contacting our staff through reception.

They say life is a journey and learning is a major part of that journey. We feel privileged to be sharing part of that journey with YOU.

Training Operations Manager

Aim of Vocational Education and Training

The aim of vocational education and training is to provide accredited training to enable you to achieve the skills, knowledge and attitudes required for workplace performance. Your course may also provide you with the opportunity to become familiar with specific occupational needs through field placement and excursions to appropriate Industry venues.

You are required to successfully complete all compulsory and College elective units of competency as well as applied learning projects and field placement. You are encouraged to plan your study program and the ways in which learning outcomes will be achieved and demonstrated.

Access and Equity Policy

AIM

King's International College is committed to the goals of equal opportunity and affirmative action in education and employment. It aims to provide a study and work environment for students and staff that fosters fairness, equity, and respect for social and cultural diversity, and that is free from unlawful discrimination, harassment and vilification as determined by legislation.

PRINCIPLES

The key principles of this policy are:

- King's International College recognises the need for implementation of equity principles via the fair allocation of resources.
- All students will be recruited in an ethical and responsible manner, consistent with the requirements of the curriculum.
- King's International College recognises the right to equality of opportunity without discrimination for all members of the community.

OBJECTIVES

With these principles in mind, the objectives of this policy are:

- To incorporate non-discriminatory student selection procedures that encourage fair access for members of under-represented groups.
- To ensure access and equity issues are considered when developing curriculum / courses.
- To provide access to staff development courses, if required, in order to assist educators who deliver courses to under-represented groups.

In fulfilling this commitment, the College will:

- foster a College culture which values and responds to the rich diversity of its staff and students.
- provide equal opportunity by removing barriers to participation and progression in employment and education so that all staff and students have the opportunity to fully contribute.

- offer programs which aim to overcome past disadvantages for members of staff and students.
- promote clear and accountable educational and management policies and practices to engender trust between staff and students.
- enhance the quality of students' learning through the provision of culturally, socially and gender inclusive education in areas such as curricula, teaching methods, assessment and review provisions, written and audiovisual material and support services.
- ensure that its staff and students are aware of their rights and their responsibilities.

Accident Reporting

It is a requirement under the Workplace Health and Safety Act that we maintain an accident register of all accidents and injuries to all employees and students.

Any workplace accident involving yourself must be reported to your educator who will record the accident / injury in the general Administration Accident Register, using the DET Workplace Health and Safety prescribed form.

Once the accident has been reported, an accident report form will be completed using the DET Workplace Health and Safety prescribed form and filed alphabetically in the Accident Register, and entered in chronological order on the Summary Page.

Behavioural Standards Agreement (Student Copy)

Students agree to abide by King's International College Code of Behaviour by signing their Enrolment Form. A signed copy of this Form will be kept on each student's file at King's International College.

STUDENTS FAILING TO MEET MINIMUM BEHAVIOUR, DRESS OR GROOMING STANDARDS WILL NOT BE PERMITTED TO PARTICIPATE IN CLASS

By signing the Enrolment Form, students agree to abide by the code of behaviour and the dress and grooming standards set out in this Student Information Handbook. Students also agree to adhere to their obligations under Section 36 of the Workplace Health and Safety Act 1995. They further understand that if they do not comply with any of the above, they will not be permitted to enter King's International College training facilities.

Cancellation or Deferment of Enrolment

If you decide to cancel or defer your enrolment, you will need to do so in writing to the Student Registrar. Please see details of the applicable Refund Policy in this document. Requests for extension(s) to the completion of study date are at the discretion of the Head of School or delegated officer.

Code of Behaviour

It is expected that all students' behaviour will be befitting of adult learners. Your respect for the College as part of a church-based organisation is appreciated. Language and conduct should at

all times reflect this respect. Behaviour that disrupts the learning of another student will not be tolerated and can, at the discretion of the Executive Director, result in expulsion from the course.

Students must agree to abide by King's International College Code of Behaviour.

The following Code of Behaviour is intended to ensure that each member of the King's International College community enjoys satisfactory conditions in which to study, resulting in benefits for all.

Students are expected to conduct themselves in a manner that will not discredit themselves or the King's International College.

Acts which seriously interfere with the basic purposes, necessities and processes of the community, or which deny the essential rights, health and safety of other members of the community, are prohibited.

1. Health and Safety

Students are required to observe any lawful directions given by a King's International College staff member in order to ensure the safety of individuals and the orderly conduct of learning programs in line with the Workplace Health and Safety Legislation.

2. College Property

The property of King's International College as well as that of individuals, will be respected. The unauthorised entry into, use of, theft of, damage to, or destruction of King's International College buildings, equipment or property is prohibited.

3. Smoking

The King's Campus is a designated non-smoking environment. Smoking is not permitted in any King's International College building. Smoking is only permitted in the designated smoking area adjacent to the International College building.

4. Alcohol, Drugs, Gambling and Theft.

The appropriate authority will be called to deal with students on campus who breach the law regarding alcoholic beverages, drugs, gambling, theft and other infractions which may be carried out.

5. Possession of Dangerous Items

Students may not use or carry prohibited and/or dangerous articles whilst on campus.

6. Disruptive Behaviour

The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony or other activity
- Refuse to leave King's International College property after being reasonably requested to do so.
- Assault or attempt to assault any person whilst training with King's International College.

A formal discipline/warning system exists within the College. Continued disruptive behaviour may result in students being removed from training.

7. Attendance

Students are required to attend all classes. If students will be absent, they are required to inform King's International College by telephone and may need to make special arrangements with their educator for work missed. If students are absent due to illness

they are required to provide a medical certificate. The College will consider that it has no obligation to assist students to catch up if they do not provide a medical certificate in support of their absence.

For International Students it is requirement of your student visa that you maintain satisfactory attendance. A student's attendance is considered unsatisfactory by DIAC if it is below 80 percent. It is the College's policy to monitor attendance and students are expected to attend all classes. If a student's attendance falls below 80 per cent you may be reported to DIAC.

8. Academic Performance

Students are required to maintain satisfactory academic performance. It is the College's policy to monitor course progress. Students are expected to achieve satisfactory performance and be able to complete the course within the normal duration.

9. Phone Calls

Students are not to receive phone calls during training hours. **Mobile phones and pagers must be turned off before training commences.**

Code of Practice

As a Registered Training Organisation, King's International College has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

1. Legislative Requirements

King's International College will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times.

2. Access and Equity

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

A copy of the Access and Equity Policy is included in this Handbook.

3. Quality Management Focus

King's International College has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employees for incorporation into future programs.

Training Provider Internal Quality Review Process

King's International College conducts internal quality reviews on the standards for the provision of recognised training. This review process covers, but is not limited to:

- Student Fee Management

- Human Resource Management
- Physical Resource Management
- Student Information Management
- Records Management
- Training Outcomes and the Issue of Certification
- Program Implementation Management
- Course Review

A copy of the Quality Policy is included in this Handbook.

4. Client Service

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure the timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Complaint and Appeal Policy, an Access and Equity Policy and Student Welfare and Guidance Services. Copies of these policies are included in this Handbook. Where necessary, arrangements will be made for those students requiring Literacy and/or Numeracy Support programs.

5. External Review

King's International College has agreed to participate in external monitoring and audit processes required by the state training agency. This covers random quality audits, audit following a complaint and audit for purposes of re-registration.

6. Management and Administration

King's International College has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until used for training / assessment. We have a Refund Policy that is fair and equitable. Trainee records are managed securely and confidentially and are available for student perusal on request. King's International College has adequate insurance policies.

Enrolment and Equal Opportunity Procedures

The enrolment of students in all King's International College courses is conducted at all times in an ethical and responsible manner, consistent with the requirements of the curriculum and course objectives.

It is King's International College's policy that appropriately qualified staff assess the extent to which the applicants are likely to achieve the competency standards and stated outcomes of the course, based upon the applicant's qualifications, proficiencies and prior experience.

King's International College's policies ensure that all enrolment decisions comply with equal opportunity legislation.\

7. Marketing and Advertising

King's International College markets vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of

information, no false or misleading comparisons are drawn with any other training organisations or training product.

8. Training and Assessment Standards

King's International College has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Direct Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

Education Standards

King's International College adopts management practices that maintain high professional standards in the marketing and delivery of vocational education and training services. These policies, practices, and professional standards are designed to safeguard the interests and welfare of all students and staff.

King's International College will maintain a learning environment that is conducive to the success of all students. King's International College has a proven track record in its ability to deliver the nominated courses, provide adequate facilities and use appropriate methods and materials.

Student Information Management

King's International College provides accurate, relevant and up to date information to all students prior to commencement of a course.

Literacy and Numeracy Support

King's International College can assist in providing access to high quality educators who can train, tutor and support students identified with literacy and numeracy deficiencies. When literacy and numeracy deficiencies are identified, the appropriate amount of support will be identified and an client support plan recommended.

COMPETENCY BASED ASSESSMENT

What Are Competency Standards?

Competency standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance.

What Are Competency Standards Used For?

Competency standards are the key elements in ensuring that all training meets the real needs of industry.

What Is Assessment?

Competency based assessment is checking that the task can be done properly – not just once, but every time. It can be confidently said that a person is competent.

What is Learning?

Learning is something everyone does, every day. It involves acquiring new facts and interpreting and applying this information to show that you are competent or have mastered tasks. During the

course you will complete a series of tasks to learn information (knowledge) and acquire new skills. This could involve being trained in the field (on-the-job) and completing a series of tasks as identified in the learning and assessment strategy sheets for each unit, or completing tasks under the direction of an educator.

During the learning process you will need to seek advice and information from many resources. The skills you acquire will need to be practiced many times under the watchful eye of your educator to demonstrate your competence.

You can only be assessed after you have learnt the required information and mastered the tasks.

How Do You Know If You Are Competent?

Your educator will ensure that you have learnt the theory behind the task, and practiced the task to the satisfaction of the industry standards and applied workplace health and safety practices.

9. International Students

King's International College will be bound by the Education Services for Overseas Students Act (*ESOS Act 2000*) and national code for:

- The integrity and accuracy of marketing of education and training services;
- Competent, informed and reputable representation by appointed agents;
- The provision to prospective students of a full range of information relating to academic programs, English language proficiency and qualifications and/or work experience requirements for program entry, facilities, resources, teaching and assessment methods, learning resources, fees payable, refund arrangements, and support services;
- Ensuring appropriate teaching staff deliver and assess Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered programs;
- The maintenance of detailed and accurate records in relation to admission, enrolment, academic performance and attendance;
- The provision of counselling and advisory services by suitably qualified staff;
- Having specific accommodation and welfare arrangements in place for students under 18 years of age.

10. Misconduct

King's International College will consider principles of natural justice, equal opportunity, honesty and fairness in all its dealings with learners.

All participants enrolling in courses at King's International College undertake to comply with King's International College's expectations of learners and to abide by policies and procedures.

The Training Operations Manager is the responsible person with regard to the conduct of participants enrolled in King's International Courses and any disciplinary procedures.

Student misconduct includes both academic misconduct and behavioural misconduct.

Academic Misconduct – Cheating, Plagiarism and Collusion

Academic misconduct includes but is not limited to cheating including supporting others in cheating, plagiarism, collusion – including working in groups where not approved by the teacher, electronic plagiarism, and falsifying information.

All work submitted by students for assessment purposes must be the independent work of the student concerned (or, where group work is permitted, of the students concerned).

Plagiarism, or copying and use of another's work without proper recognition, is not permitted, nor is it permissible for anyone to allow another person to copy their work for the purposes of assessment.

Plagiarism may take several forms. Any of the following, without full acknowledgment of the original source, counts as plagiarism:

- direct duplication, by copying (or allowing to be copied) another's work, whether from a book, article, Web site, another student's assignment, etc.;
- paraphrasing of another's work, with minor changes but with the essential meaning, form and/or progression of ideas maintained;
- piecing together sections of the work of others into a new whole;
- producing assignments in conjunction with other people (e.g. another student or friend) which should be your own independent work

Where a student's work is found by an assessor to be plagiarised, the following outcomes may apply:

- require the student to undertake additional assessment in that subject;
- return a mark of zero for the piece of assessment;
- return a not competent for the subject;
- the college disciplinary procedure may apply and could lead to student expulsion
- do more than one of the above.

Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach Student Rules or College policies. This includes but is not limited to:

- (i)** illegal behaviour or behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the Institute
- (ii)** refusing or failing to identify yourself truthfully
- (iii)** any act or failure to act that endangers the safety or health of any other person
- (iv)** actions that impair any person's participation in a legitimate College activity or, by act or omission disrupts the peace or good order of the College
- (v)** acting in a way that causes students or staff or other persons within the College to fear for their personal safety
- (vi)** acting in a way that causes damage to KIC property

Consequences of Misconduct

- (i)** Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.
- (ii)** If an educator believes you are involved in academic misconduct during assessment:
 - (a)** you will be instantly informed of such and dependant on the circumstances may be directed to leave the examination immediately
 - (b)** the educator will prepare a written report on the alleged academic misconduct and forward the report to the Training Operations Manager (or delegated officer) for appropriate action, as outlined in Disciplinary Process
- (iii)** A member of the teaching staff or any senior staff member may, in respect to any misconduct by you committed in KIC facilities or premises under KIC management or control, immediately suspend you from attendance at such class or from use of such facilities.
- (iv)** If a suspension action is taken, that staff member shall advise the delegated KIC officer immediately and provide them with a written statement, which details the circumstances of the suspension.

(v) Serious misconduct or repeated instances of misconduct, may incur in expulsion without refund.

Disciplinary Process

Following receipt of advice of an act of misconduct, the appropriate head of School or delegated officer will advise you in writing of the alleged incident of misconduct and commence the following disciplinary process:

- (i) You have 7 days to make oral or written representations regarding the alleged incident of misconduct.
- (ii) Within 5 days after this period, the designated officer may modify or dismiss the charge.

OR

Submit a report to the Training Operations Manager recommending one or a combination of the following penalties:

- (i) exclusion of the student from enrolment or privilege for a period of time;
- (ii) the granting to the student of the assessment of a “not competent” grade;
- (iii) the student’s withdrawal from the course without refund.
- (iv) reprimand and warn you against repetition of the breach of discipline

The Training Operations Manager will advise the student in writing of the decision.

11. Sanctions

King’s International College will honor all guarantees outlined in the Code of Practice. We understand that Registered Training Organisations that do not meet the obligations of this Code or supporting regulatory requirements may have their registration as an RTO withdrawn.

Compliance with Government Regulations

King’s International College complies with all relevant local, state and federal government regulations covering this type of organisation.

Vocational Education, Training & Employment Act 2000

An Act to provide for training and employment, and for other purposes.

The objectives of this Act are to ensure effective and efficient provision of high quality vocational education and training to meet the current and future needs of industry and the community. Relevant to industry and community needs and encourage employment opportunities, regulate the registration of training organisations and meet obligations under national training framework.

Vocational Education and Training (Industry Placement) Act 1992

An Act to provide for industry placement of students in structured vocational education and training programs, and for related purposes.

The object of this Act is to provide for industry placement of students in structured vocational education and training programs.

Education (Overseas Students) Act 1996

An Act to provide for the registration of persons providing courses to overseas students and for registration of the courses, and for related purposes.

This Act's object is to seek to ensure that education and training for overseas students is provided in an orderly and appropriate way.

Child Protection Act 1999

The purpose of this Act is to provide for the protection of children.

The principles of this Act are that every child has a right to protection from harm and that the welfare and best interests of the child are of paramount importance. Through the support of family's the child's wellbeing, protect and development are best served.

Commission for Children and Young People and Child Guardian Act 2000

The Commission for Children and Young People and Child Guardian Act 2000, implemented in May 2001, is an important child protection initiative. The Act requires people working in 'child related employment' to undergo employment screening and obtain a blue card.

Workplace Health and Safety Act 1995

An Act to promote and protect freedom from disease or injury to persons caused, and risk of disease or injury to persons created, by workplaces, workplace activities and certain plant, and for related purposes.

The Workplace Health and Safety Act sets a standard of conduct and clearly describes the health and safety rights and responsibilities of all parties in the workplace. Through management of health and safety all parties take responsibility to ensure safe work practices are adhered to by all parties.

Anti-Discrimination Act 1991

An Act to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.

This purpose is to be achieved by prohibiting discrimination [equal opportunity, racial vilification, sexual harassment, disability discrimination, workplace harassment, victimisation and bullying], allowing a complaint to be made against a person who has unlawfully discriminated and using the agencies and procedures established to deal with the complaint.

Disability Services Act 1992

An Act relating to the provision of services to people with disabilities.

The purposes of the Act are to ensure that people with disabilities have the same rights as other members of society and to encourage innovative programs and services for people with disabilities.

Privacy Act 1988

The Privacy Act provides for the rights of individuals to ensure that personal details held by other persons or organisations about them must not be released without their prior knowledge. It also allows for individuals to access the information held by other persons or organisations.

Information held by other persons or organisations must be secure and individuals should be advised how the information will be used.

Further information on legislation is available on the State government web site www.legislation.qld.gov.au.

Computer and Internet Usage

1. Introduction

Access to computers and electronic communication resources such as the Internet is essential in King's International College's mission of providing quality adult education to students. These resources must be managed responsibly to ensure their integrity, security and availability for appropriate College activities.

The following rules are intended to operate within, and be consistent with, existing State and Federal laws and College policies relating to freedom of information, equal opportunity, sexual harassment, discrimination, copyright, defamation, discipline and misconduct. It is intended to encourage responsible action and good judgement as well as to protect privacy.

If you act irresponsibly and disregard your obligations to the College and other computer users, this may result in suspension of computer and Internet access privileges, suspension or expulsion from the College, or other disciplinary action.

2. Your Responsibilities

- It is your responsibility to become familiar with, and abide by, the rules governing the use of the College's information technology resources.
- If you learn of any violation of these rules you must bring it to the attention of the Training Operations Manager without delay.

3. Authorised Access to Computers and the Internet

- Supervised access: You may make use of the computers provided in your classroom (including access to the Internet) under supervision of the educator. These computers in the classrooms may only be used for College purposes and **not** for limited personal use as defined in section 4 below.
- Unsupervised access: You may book a computer in the Computer Lab for use at the following times: 8:30-9:00am, 12:30-1:30pm, and 3:30-4:30pm. Bookings may be made at Reception.
- All bookable computers are clearly numbered. When using a booked computer it is essential that you only use the computer that has been assigned to you for the period of your booking.
- You may not use any computer in the Computer Lab without booking it first.
- The College reserves the right to monitor both usage and content of e-mail messages and visits to Internet sites when you are using College computers (see section 6).
- You must not use any means, electronic or otherwise, to discover a College password.

4. Responsible use of computers and the Internet

- Internet services may only be used for College purposes and limited personal use.
- **College purposes** include activities such as research, teaching and learning support and delivery of instructional content.
- **Limited personal use** means use that is infrequent and brief. This should occur outside of College class times at a booked computer in the Computer lab and should not include uses that:
 - require substantial expenditure of time
 - are for private business, personal gain or profit
 - support political campaigns, candidates, legislation or ballot issues
 - impede the efficiency of the computer network and access to the Internet
 - waste College resources such as playing games
 - would violate or breach the College's Code of Behaviour as outlined in this Student Information Handbook

- would violate or breach any State or Federal legislation
 - would violate or breach any College policies or harm the College's image or reputation
- With regard to PDF files – these may only be downloaded for **College purposes** under the supervision of the educator and only 1 download per class or group of students. No multiple downloads of the same document.
- With regard to e-mail usage, it is inappropriate to:
 - send or download e-mail messages with attachments greater than 50KB
 - send or download e-mail messages with jpeg attachments
- You should not use the College computers to access inappropriate Internet sites. These include, but are not limited to:
 - sites that are illegal or hold illegal content
 - sites that are pornographic or contain inappropriate sexual material
 - sites that advocate hate or violence
 - sites that offer games or software that are unrelated to College programs
- You must not download, distribute, store or display offensive or pornographic graphics, images or statements or other material obtained from inappropriate Internet sites.
- You must not download, distribute, store or display material that could cause offence to others, for example offensive material based on gender, ethnicity and political beliefs.

5. **Respect for other computer users**

Successful use of the College's information technology resources depends upon a spirit of mutual respect and cooperation to ensure that everyone has equitable privileges, privacy and protection from harassment or interference. To this end:

- You must not display on screens any images, sounds or messages which could create an atmosphere of discomfort or harassment to others.
- You must not tamper with hardware components or hardware configurations – this includes:
 - workstation, monitor, keyboard and mouse
 - printers and other peripherals
 - network outlets, cabling and other components
 - phones

6. **Privacy**

The College network, systems and facilities are the property of the College. Anything sent or received using the network, systems and facilities of the College will therefore be transmitted and stored on College property. Accordingly, it is likely to be reviewed by the College.

- The College therefore reserves the right to monitor both usage and content of e-mail messages and visits to Internet sites using the College resources, in order to:
 - Identify inappropriate use
 - Protect system security
 - Maintain system performance
 - Protect the rights and property of the College
 - Determine compliance with policy and State and Federal legislation
- The College may monitor and record network traffic including:
 - e-mail and Internet sites accessed
 - usage data such as computer number, source and destination accounts and sites
 - dates and times of transmission or access
 - size of transmitted material
 - other usage related data

This information may be used for accounting purposes, troubleshooting and systems management.

- The College reserves the right to inspect, copy, store and disclose the contents of the electronic communications of students for the purposes of identifying inappropriate use, upon receiving a complaint, investigation request or allegation of misuse, and following authorisation from the Training Operations Manager . The contents referred to here may be disclosed without the permission of the student.
- You should always assume that any web site you visit will at least know the Internet address you are coming from.

7. Copyright Compliance

- The Copyright Act sets out the exclusive rights of copyright owners and the rights of users. In addition, certain uses may be covered by licence agreements to which the College is party.
- It is illegal to place on a web page any pictures or videos of people without the permission of the people in the picture or video and/or the copyright owner.
- Software programs are protected by the Copyright Act. You do not have the right to make and distribute copies of programs without specific permission of the copyright holder.

8. What happens if you don't act responsibly?

- The College considers any breach of your responsibilities to be a serious offence and reserves the right to copy and examine files or information resident on or transmitted via College computers.
- Students deemed to be in breach of the above principles or guidelines are subject to disciplinary action. Offenders may also be prosecuted under State, Federal or International laws.

Counselling

If you are experiencing problems in any area, you should immediately talk with the educator concerned, or make an appointment to see the Training Operations Manager . For further information, refer to the Student Welfare and Guidance Services policy.

Course Changes

The College reserves the right, should operational requirements necessitate this, to postpone the course commencement date, change the course venue or cancel the course.

Direct Credit Transfer

What is Direct Credit Transfer?

King's International College recognises and accepts the AQF qualifications and Statements of Attainment issued by any other registered training organisation throughout Australia.

Credit Transfer is recognition for this previous formal study (eg. Certificates, Diplomas). Only completed units of competency can be granted credit transfer.

You must supply certified documentary evidence. Fee adjustments will be allowed when credit transfer has been successfully granted.

Dress, Grooming and Behaviour Standards

The principal objective of King's International College is to prepare and help students in achieving their personal objectives.

Dress and behaviour standards have been created by King's International College to reflect the requirements of the industry for which you are training. Industry representatives advise us that the development of the correct attitude, dress and appearance of persons seeking employment is equal to the development of skills.

Minimum Dress Standard Requirements

Dress standards should reflect a conservative, modest and professional attitude. Preferred mode of dress will be outlined in the relevant training information session or induction/orientation session for each course, and should be adhered to at all times whilst participating in class / vocational placement situations. Tights, bike pants, short shorts and thong footwear are not acceptable. If you require further clarification, please ask your educator.

College name badges will be provided on commencement in all courses and must be worn on campus for the duration of all courses.

Fees

VET FEE-HELP Eligible Students

Please contact the College for further information on VET FEE-HELP eligibility and which courses/units are eligible under VET FEE-HELP.

All VET students entitled to access VET FEE-HELP assistance studying a VET FEE-HELP eligible course at the College have two choices when paying their tuition fees.

You can either:

- pay some or all of their tuition fees up-front; or
- Submit your Request for VET FEE-HELP assistance form on or before the census date (or, if applicable, an earlier "administrative date" set by your King's International College) of the first unit(s) of study for which you wish to access VET FEE-HELP assistance to defer all or part of your tuition fees.

If you decide not to pay the full tuition fee up-front and you are eligible for VET FEE-HELP assistance, you may:

- pay some of the tuition fee up-front and request a VET FEE-HELP loan for the remainder of the tuition fee; or
- request a VET FEE-HELP loan for the full tuition fee.

The census date of a VET Unit of Study (which forms part of an eligible course of study) or, if applicable, an earlier "administrative date" set by your King's International College is the last day a student can submit their Request for VET FEE-HELP assistance form to defer your tuition fees through VET FEE-HELP or to pay their tuition fees up-front.

Census dates cannot be set any earlier than 20% of the way through the period in which a VET Unit of Study is undertaken (this period includes any examination/assessment periods).

The census date deadlines cannot be extended.

Please note: that if an earlier administrative date applies this does not override the Census Date in terms of students incurring a liability for a Vet unit of Study. You incur a VET FEE–HELP debt immediately after the census date for each VET unit of study that falls under the course of study for which you eligible to receive VET FEE–HELP assistance (please refer to VET FEE-HELP refund policy & VET FEE HELP Re-Crediting and Review policy available in this handbook).

King’s International College will ensure that all students are informed of the census date for each VET Unit of Study in the manner and by the date prescribed in the VET Administration Guidelines.

King’s International College will publish any applicable administrative date(s) in enrolment information, the College website and dates will be available from administration office (please ensure you contact the College to check if any earlier administrative date is applicable, It is YOUR responsibility to be aware of this).

If King’s International College has set an earlier “administrative date” (than the census date) and you do not meet this earlier “administrative date”, the College may:

- charge you a late fee for that unit(s) of study; or
- cancel your enrolment in that unit(s) of study.

If you have requested a VET FEE–HELP loan, but change your mind about studying or do not want to defer your tuition fees through VET FEE–HELP anymore, you must either cancel your Request for VET FEE–HELP assistance form or withdraw your enrolment in each unit of study on or before its census date or you will incur a debt.

Please note: If you enrol in a VET unit of study and the tuition fee exceeds your FEE–HELP balance, you will receive VET FEE–HELP assistance only for an amount equal to your FEE–HELP balance. You will need to pay the remainder of your tuition fee direct to the College. If you do not do this, King’s International College may cancel your enrolment as some of your tuition fee will remain unpaid. It is your responsibility to be aware of your FEE–HELP balance and to ADVISE King’s International College if you do not have sufficient FEE–HELP balance to cover your tuition fee.

Further Information on VET FEE-HELP

The [VET FEE-HELP website](#) located at:

[http://www.dest.gov.au/sectors/training_skills/programmes_funding/programme_categories/key_s kills_priorities/vet_fee_help](http://www.dest.gov.au/sectors/training_skills/programmes_funding/programme_categories/key_skills_priorities/vet_fee_help) has all the information students would need to understand the VET FEE-HELP program.

In addition, there is a booklet that has relevant information. The College has copies of this booklet, and can send these to you and will also be available on the Colleges website, it is also accessible through the [DEEWR website](#) at:

<http://www.dest.gov.au/NR/rdonlyres/4F952A0F-7CDB-4EA6-B971-D78C5059D646/25320/VETFEEHELP2009studentbooklet.pdf>

If you have questions in regards to VET FEE-HELP please contact College Administration on 0755 934 386.

Non eligible VET FEE-HELP Students

The full payment of course fees must be paid to King's International College **PRIOR** to course commencement. If payment is not received prior to course commencement, you must adopt a Regalcroft payment plan.

If you choose this option of payment, please note that King's International College does not issue receipts each time a fee is debited from your account. All transactions will be recorded on your bank statement. Any receipts for deductions from a Credit Card Account will be provided at the end of the course. A *Statement of Account* may be requested from the Student Registrar at any time. If you choose to pay your fees by cheque your place will not be ensured until the College is in receipt of cleared funds. Any fees incurred as a result of dishonored cheques will be passed on to the student concerned.

Outstanding/Overdue Payments on fees

If you have outstanding/overdue payments to the College, you may not be eligible to:

- undertake/submit assessment
- continue study
- enrol into further study with the College
- receive your results of assessment
- attend KIC graduation ceremony
- apply for payment plans
- Successfully complete your course (successful completion includes your fees being paid in full)

In accordance with the Privacy Act 1988, King's International College may report to a credit reporting agency that a student is in default of the trading terms of their enrolment. And/or because of this it may be necessary to hand over the account to a collection agency to obtain payment.

Note: All duration times stated are the maximum timeframe to complete the program. Students who have not completed their qualification in the maximum time frame can re-enrol into their course of study and can continue the program self-paced on a per unit basis at an additional cost.

Students are provided with two attempts at gaining competency thereafter they may need to pay a fee determined upon application and based on nominal hours and the nature and number of assessments for the unit. The College is not obliged to provide more attempts if it is demonstrated that the student has "failed to make reasonable progress". This is at the discretion of the educator.

Finding Employment

King's International College generally offers training in vocational areas where there is a demand for qualified employees. You will be encouraged and pointed towards avenues for gaining employment. It is, however, your personal responsibility to pursue employment opportunities. The College is happy to be a referee for students. An honest response will be given to prospective employers.

Graduations

A graduation ceremony will be held twice a year, in late June and early December, commencing at 6pm, at which graduates will be formally recognised for their credentials. Industry guests and

other officials may be invited in honour of this event. Family members and friends of the graduates are welcome to attend the ceremony at the minimal cost of \$10 per head.

Complaints

PURPOSE

To outline the mechanism by which students may raise legitimate complaints and the process by which resolution shall be managed.

This policy was approved by the King's International College Board of Directors on 3rd June 2009.

POLICY

STATEMENT OF INTENT

Kings International College is committed to providing a work and study environment that is safe, fair and free from discrimination. The College has a responsibility under State and Federal legislation to ensure staff and students are not subjected to behaviour that may constitute unlawful discrimination, harassment, or victimisation.

An essential part of developing this environment is ensuring that students are encouraged to come forward with their complaints in the knowledge that the responsible staff will take prompt and effective action to address complaints of discrimination and harassment. Complaints that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced learning and academic achievement. Unresolved or poorly handled complaints can also lead to legal action against the College.

This Policy is complemented by the College's Code of Conduct and the Equity Statement, which provide guidance on the standards of behaviour expected of staff and students at Kings International College.

This Policy does not limit the right of any student to seek the assistance of a relevant external agency

COVERAGE

Students of the College or those seeking to enrol in a VET Course of Study with the College are entitled to access the complaint procedures set out in this policy, regardless of the location of the campus of the College at which the complaint has arisen, the student's place of residence or the mode in which they study.

The Policy applies to all enrolled students and students who are, or would be, entitled to VET FEE-Help assistance and covers all student complaints of unlawful discrimination and harassment. A complaint may involve unlawful discrimination if it contains allegations of unfair and inequitable treatment on the basis of a person's race, ethnic and ethno-religious origin or nationality; sex or sexual preference (including transgender); marital status; status as carer; pregnancy or potential pregnancy; age; disability; religious, trade union or political affiliation. Unlawful harassment is unwelcome and offensive or intimidating behaviour, comments or images based on any of these grounds. The most common forms of harassment are racial and sexual harassment.

The complaint may be against another King's student/s or staff member/s. In certain circumstances, these Procedures may be used to deal with a complaint against a person who is not a Kings International College employee or student but who is involved in a College related activity.

These Procedures also cover the use of the College's computing and telephone facilities.

PRINCIPLES

Complaints should be treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy. Requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a complaint.

Complaints should be handled quickly and as close as possible to their source. This may be modified by the nature of the complaint and the student's wishes. Students should raise concerns as early as possible after the incident/s occurred.

Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships.

Both the person raising the complaint (the complainant) and the person against whom the complaint is made (the respondent) will receive appropriate information, support and assistance in resolving the complaint. Parties may bring a support person to any interview.

Students should not instigate complaints that are frivolous or malicious. All students are expected to participate in the complaint resolution process in good faith.

During all stages of the Complaints procedure King's International College will take all reasonable steps to ensure that all parties will not suffer victimisation or discrimination.

Full explanation in writing for decisions and actions taken will be provided to all parties at every stage of the complaints process, if requested.

There is no cost to the complainant for utilising this complaints procedure.

This policy is communicated and explained to staff through the King's International College Induction Manual and induction process, it is readily available to staff through the King's International College Quality Management System and any changes are communicated and explained to staff through relevant supervisors.

The Quality Manager is responsible for the training of staff in the application of the policy.

King's International College will keep appropriate records of complaints for at least five years and allow parties to the complaint appropriate access to these records.

SCOPE

This Procedure applies to all enrolled students, or those seeking to enrol and persons who are, or would be, entitled to VET FEE-Help assistance.

This procedure covers all non-academic student complaints regardless of the location of the campus of the College at which the complaint has arisen, the student's place of residence or the mode in which they study (for academic complaints please refer to the college's **Academic Student Complaints Procedure**)

The complaint may be against another King's student/s or staff member/s. In certain circumstances, these Procedures may be used to deal with a complaint against a person who is not a Kings International College employee or student but who is involved in a College related activity.

DEFINITIONS

Term	Definition
Complaint	Any act or omission, which a student believes to be unfair or discriminatory and relates to College activities.
Natural Justice	requires that the person affected by a disputed matter be given the right to present his/her case including the opportunity to be heard, be provided with adequate notice of the allegations and the procedures to be used; and members of the decision making body be free of bias or other personal interest in the outcome.
Outcomes	<p>Outcomes will vary from case to case depending on the nature and circumstances of each complaint. Outcomes could include:</p> <ul style="list-style-type: none"> • the complainant gaining a better understanding of the situation and no longer feeling aggrieved; • the complainant receiving a verbal or written apology; • the respondent receiving a verbal or written reprimand; • one or both parties agreeing to participate in some form of counselling ; • disciplinary action where a College policy or rule were found to have been breached, and/or where misconduct/serious misconduct or unsatisfactory performance has occurred. <p>Disciplinary action may also be taken where:</p> <ul style="list-style-type: none"> • a complaint is found to have been malicious or vexatious; • a person victimises another person because of their involvement in the complaint; • unnecessary disclosure of information (a breach of confidentiality) has occurred.

PROCEDURE

Step 1

Before initiating the complaint procedures, the complainant should try to resolve any complaint directly with the person/s concerned. If this is not possible or appropriate, the complainant should proceed to Step 2 of these Procedures.

A full explanation in writing for decisions and actions are to be provided to all parties if requested.

Note: the student has the right to refer their complaint to an external source at any time **(Step 4)**

Step 2 - Talk to the Training Operations Manager

Where the students have been unable to resolve the complaint themselves, they should take the matter up with the College Training Operations Manager. Where the complaint involves that person, the student should **Go to Step 3**.

The Training Operations Manager shall address the complaint with a view to resolving it expeditiously, normally within 10 days of receiving the complaint. This would usually involve the Training Operations Manager:

- carefully listening to the student's concerns and their desired outcomes;
- providing the student with a copy of this document, explaining the complaint procedures and the range of options open to them;
- In a particularly sensitive case the Training Operations Manager education may wish to ask an independent person(s) to attend the interview with the student;
- keeping all those involved informed about the progress of the matter; and
- monitoring the situation during and after the resolution process.

In any action taken the Training Operations Manager should ensure procedural fairness for all parties involved, which would normally include such steps as fully informing the respondent of the allegations made against them and providing them with an opportunity to respond.

A full explanation in writing for decisions and actions are to be provided to all parties if requested.

If the student is unable to resolve their complaint through discussions with the Training Operations Manager then **Go to Step 3**.

At the end of their direct involvement with the matter, the Training Operations Manager should make appropriate file notes on the complaint resolution process and outcomes, which should be stored in a separate and confidential complaint file. **(Go to End Process)**

Step 3 - Referral to the General Manager & Director

If the complainant believes the complaint has not been resolved to their satisfaction during Step 2, they can refer the matter to the College General Manager & Director, or a nominee. The General Manager & Director may require the student to put the complaint in writing. The General Manager & Director should consult any relevant independent party before taking any action and would then normally try to resolve the matter within three weeks of receiving the complaint, following similar processes outlined in Step 2. If the matter remains unresolved. **(Go to Step 4)**

After giving due consideration to the complaint the General Manager & Director may do one or more of the following.

If the respondent is a member of staff:

a) If the complaint is not clearly within the scope of the College's provisions for misconduct/serious misconduct or unsatisfactory performance for students and general staff, the General Manager & Director may:

- refer the complaint back to the relevant supervisor or to a nominee, with advice, for resolution; or
- Initiate an investigation into the matter. This may involve referring the complaint to the Independent party for further investigation and advice; or
- seek to resolve the matter directly; or

b) if the complaint is against a member of staff and falls within the scope of the College's provisions for staff misconduct/serious misconduct or unsatisfactory performance, follow the appropriate disciplinary procedures; or

c) if necessary, contact an appropriate outside agency.

If the respondent is a student:

- a) Refer the complaint back to the relevant supervisor or to a nominee, with advice, for resolution; or
- b) Initiate an investigation into the matter. This may involve referring the complaint to the Registrar and/or Independent party for further investigation and advice; or
- c) seek to resolve the matter directly; or
- d) if the complaint falls within the College's provisions for student misconduct, refer the matter to the Training Operations Manager for appropriate action; or
- e) if necessary, contact an appropriate outside agency.

A full explanation in writing for decisions and actions are to be provided to all parties if requested.

At the end of their direct involvement with the matter, the General Manager & Director should make appropriate file notes on the complaint resolution process and outcomes, which should be stored in a separate and confidential complaint file.

Step 4 - Referral to External Source

There is an external complaints process available to students if they have exhausted the above procedures and the complaint remains unresolved, or is felt to be of such a serious nature that it cannot be resolved without investigation, it may be referred to the relevant external body. This service is offered by;

Australian Council for Private Education and Training
The Australian Institute of Welfare and Community Workers Inc (for Welfare Students)

The complaint may be referred by the student, the Operations Supervisor, and the General Manager & Director or by an independent party.

The student should lodge a **written appeal** to the General Manager & Director within 14 days of receiving notice of the outcome of the internal grievance process. All costs for this process will be covered by King's International College. Students may also seek legal redress through the usual court processes if they feel unsatisfied.

The student's enrolment will be maintained during the ongoing complaint procedure.

The outcome of the external process will be adhered to by King's International College, who will immediately implement any decision and/or corrective and preventative action required and advise the student in writing of the outcome.

A full explanation in writing for decisions and actions are to be provided to all parties if requested at any stage.

Step 5 – Recording Complaints

At all stages of the process, reasons and a full explanation in writing for decisions and actions taken as part of the procedures will be given if requested by the complainant and/or respondent

Complaints should be treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy. Requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a complaint.

Such records will be strictly confidential and kept in a separate file (not kept in the student or staff file). The General Manager & Director is responsible to maintain the record of complaints and they will be stored in the General Manager & Director's Office for 5 years.

Parties to the complaint will be allowed appropriate access to these records.

a) All complaints are also to be recorded in the Complaints register, the following information of the complaint is to be recorded in the register:

Date of Complaint

Name of person with Complaint (Followed by ST for Student and EM for Employee)

Details of the complaint

The complaint outcome

Date the complainant was notified of the complaint outcome in writing

ADVICE AND INFORMATION

The following areas of the College can be contacted for advice and information:

- Student Counselling Service
- Student Services

Full explanation in writing for decisions and actions taken will be provided to all parties at every stage of the complaints process, if requested.

MONITORING AND EVALUATION

The operation of these Procedures will be monitored and a review carried out at the end of 12 months. The Training Operations Manager will be responsible for initiating the review.

Students should be aware:

1. he/she may nominate a support person to accompany him/her at any stage of the dispute resolution process
2. if it is not possible to resolve the dispute internally, via the process above, the College will arrange for independent mediation to resolve the dispute. Independent mediation is available through:
 - the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six free of charge Dispute Resolution Centres throughout Queensland, the Brisbane Centre contact details are:
Level 1 Brisbane Magistrates Court
363 George Street, Brisbane QLD. 4000.
Telephone: +61-7-3239 6269, Toll Free: 1800 017 288 (If outside Brisbane)
Facsimile: +61-7-3239 6284
Website: www.justice.qld.gov.au/mediation/contacts.htm
 - Australian Council for Private Education and Training
Lennons Commercial Tower,
Level 26, 76 Queen Street, Brisbane Qld 4000
Telephone: +61-7-3210 1628; Facsimile: +61-7-3210 6347
Website: www.acpet.edu.au
 - The Australian Institute of Welfare and Community Workers Inc (for Welfare Students)
PO Box 3258, Victoria Point West Qld 4165

3. A student may contact the Chief Executive Officer, Non-State Education (Department of Education, Training and the Arts) if the student is concerned about the conduct of the registered provider:

The Manager, CRICOS Registration, Office of Non-State Education
QLD Department of Education, Training and the Arts,
PO Box 15033
CITY EAST QLD 4002
Phone: (07) 3237 1883 Fax (07) 3237 0004

4. The Chief Executive may, under part 2, division 2 of the Education (Overseas Students) Act 1996, suspend or cancel the registration of a course provider or course; and
5. Nothing in the College's Student Complaints Policy negates the right for any student to pursue other legal remedies.

Academic Student Complaints

PURPOSE

The purpose of this policy is to provide a fair and equitable procedure for King's International College (KIC) students to submit and process an academic complaint.

This policy was approved by the King's International College Board of Directors on 3rd June 2009.

POLICY

The policy endeavours to establish procedures through which:

- All parties have access to clearly defined processes designed to facilitate resolution of complaints
- Complaints are addressed in a timely and equitable manner
- The principles of natural justice are observed in the conduct of proceedings to which this policy relates

Students are encouraged initially to attempt to resolve the complaint informally (informal complaint) by talking directly with the person concerned to resolve the problem or seeking the assistance of a Head of School (or delegated nominee).

During all stages of the Complaint Procedure, the College will take all steps to ensure that the complainant and the respondent will not be victimised or discriminated against. An explanation in writing for decisions and actions taken at any stage of the process will be provided if so requested by the complainant or the respondent.

This policy is communicated to academic and support staff during induction and through staff and student information handbooks. The Head of School is responsible for the training of academic staff in the application of this policy. The Administration Manager is responsible for the training of support staff in its application.

Under these procedures the complainant and/or respondent have a right to be represented by a third person (such as a family member, friend, counsellor or other professional support person) if they so desire.

SCOPE

The scope of this policy includes all students King's International College who wish to submit a complaint about an academic matter.

The procedure related to this policy is available to students regardless of the location of the College at which the complaint has arisen, the mode in which they study or their place of residence. Where at all possible, all complaints will be resolved in an informal manner prior to the implementation of this policy and procedure.

This policy does not replace or modify policies or any other responsibilities that may arise under other policies or under statute or any other law. Also, these dispute resolution procedures do not circumscribe an individual's rights to pursue other legal remedies.

DEFINITIONS

Term	Definition
Academic Complaint	Refers to a complaint about assessment, student academic progress, course content, the quality of course delivery, and academic achievement in a course of study.
Complainant	Refers to the person(s) who formally instigates a complaint.
Formal Complaint	Refers to the formal lodging of a written complaint.
Informal Complaint	Refers to a range of processes, such as a discussion, a request or a query, lodged with an assessor or staff member.
Natural Justice	requires that the person affected by a disputed matter be given the right to present his/her case including the opportunity to be heard, be provided with adequate notice of the allegations and the procedures to be used; and members of the decision making body be free of bias or other personal interest in the outcome.
Respondent	Refers to the person(s) or institution against whom the complaint is lodged.
Student	A person who is enrolled or who are, or would be, entitled to VET FEE-Help assistance in any VET Course of Study/VET Unit of Competency/Module offered by the King's International College, regardless of the location of the campus at which the complaint has arisen, the student's place of residence or the mode of study. The term 'student' in these procedures can also refer to a group of students.

PROCEDURE

1.0 - Informal Resolution

1.1 In the first instance, the student should normally discuss the complaint informally with the relevant academic staff member who should try to resolve it. Where it appears that the complaint should be dealt with under another KIC policy the academic staff member shall immediately refer the student to the appropriate policy. Where a student is unable to make contact with or is reluctant to approach the relevant academic staff member, the student may then raise the matter with the appropriate Head of School.

1.2 Students have up to ten (10) working days to initiate the informal review process, from the date of the occurrence which gives rise to the academic complaint or the date the circumstances giving rise to the complaint are brought to the student's notice/the student becomes aware of the circumstances giving rise to the complaint.

1.3 During the informal process, the academic staff member or Head of School may take such action as deemed appropriate to resolve the matter. This must include discussing the matter with the student, and may also include, but is not limited to:

- reviewing the student's records/results; and/or
- discussing the matter with other members of academic staff ; and/or
- allowing the student to re-submit documentation where the academic staff member has reason to believe that the student had valid grounds for misunderstanding relevant requirements.

1.4 The informal resolution process will normally be completed within ten (10) days from the date on which the student contacted the relevant academic staff member or Head of School.

1.5 The student will be advised in writing within two (2) working days of the conclusion of the informal resolution process (by Registered Post to the student's address and by email (where the student has provided his/her email address) of:

- the outcome of the informal resolution process;
- the availability of support services; and
- the appeals mechanism.

1.6 Where consideration at the informal level does not lead to a resolution, or the complainant is not satisfied with the decision, the complainant may proceed to section **2.0 Formal Resolution** of this procedure.

2.0 Formal Resolution

2.1 If a student is not satisfied with the outcome of the informal resolution process or the time taken under the informal resolution stage to resolve the matter, the student may submit the complaint in writing to the Training Operations Manager.

2.2 The written complaint may be submitted at Reception or Mailed to **Training Operations Manager PMB 68 Burleigh MDC Qld 4220**. There are no fees associated with submitting a complaint. The Training Operations Manager will consider the complaint and notify the complainant in writing of the outcome within 10 working days of receipt of the written complaint. If necessary, the complainant and the Training Operations Manager will meet within 10 working days of the initial notification of the complaint to consider a range of options in the resolution of the matter, including involvement of the respondent.

2.3 The written complaint should state the reason/s for the complaint; detail the outcome of the informal resolution process; include any specific issues which the student wishes to present to the Training Operations Manager; and where relevant, attach copies of documentary evidence.

2.4 The Training Operations Manager will consider the formal complaint by:

- reviewing the student's letter and the outcomes of the informal resolution process;
- verifying that all appropriate procedures have been correctly carried out;
- seeking additional information from appropriate academic staff concerning the subject of the complaint;
- discussing the matter directly with the student; and
- undertaking other action as appropriate.

2.5 After consideration of all of the available evidence, the Training Operations Manager may decide to:

- (a) dismiss the complaint; or
- (b) uphold the complaint and direct that:
 - (i) reparation as appropriate be made to the student; and/or
 - (ii) where relevant, the student's academic result be amended and/or
 - (iii) where relevant, that administration systems, policies or procedures be reviewed;
 - (iv) appropriate actions to address systemic or underlying causes (if any) be undertaken, with a view to preventing problems from occurring or recurring; and/or
 - (v) other actions as appropriate.
- (c) where appropriate grant the student an opportunity for re-assessment.

2.6 The student will be informed of the outcome in writing within ten (10) working days of submission of the formal complaint as identified by the date of receipt.

2.7 If the Training Operations Manager has already been involved in the process, or has some other conflict of interest, the General Manager & Director will appoint another person to investigate the formal complaint

3.0 Appeal

3.1 If the student is dissatisfied with the outcome of their complaint, they may lodge an appeal with the General Manager & Director. The General Manager & Director, or their nominee, will acknowledge receipt of the request in writing within 5 working days.

3.2 A student has the right of appeal to the General Manager & Director from a decision of the Training Operations Manager on one or more of the following grounds:

- that the case was not heard on its merits;
- that the student is able to provide new evidence which could not reasonably have been provided at the time of the Training Operations Manager investigation;
- that a procedural irregularity has occurred in the hearing of the complaint during the investigation by the Training Operations Manager.

3.3 A student who wishes to appeal against a decision of the Training Operations Manager shall:

- lodge the appeal in writing to the:
General Manager & Director
PMB 68
Burleigh MDC Qld 4220;
- lodge the appeal within five (5) working days of receipt of written notification of the complaint decision.

The written appeal must:

- state the grounds on which the appeal is made, in accordance with section 3.2;
- detail and, where appropriate, provide evidence relevant to the grounds for appeal. A copy of documentary evidence referred to in the letter of appeal must be attached. (Failure to present evidence referred to in the letter of appeal will be taken into account).

3.4 Where the General Manager & Director seeks clarification from the student or the respondent in the form of face-to-face interviews, the student or the respondent may ask another person to accompany them.

3.5 The General Manager & Director will establish an Appeal Panel to consider the appeal and any additional evidence provided by the student. The Appeal Panel will detail the reasons for their decision and any further actions required to resolve the complaint.

3.6 The appeal decision may uphold or overturn the original decision.

3.7 If the original decision is overturned, then the student's complaint is taken to be proved true and further actions required to address the issues will be identified and implemented.

3.8 The General Manager & Director, or their nominee, will provide a written report to the student advising the outcome of the appeal and the further steps taken to address the complaint within 10 working days of receipt of the appeal.

4.0 External Independent Review

4.1 If the student is dissatisfied with the outcome of their appeal, they may make a written request to the General Manager & Director that they wish the matter be dealt with through an external dispute resolution process facilitated by the Australian Council for Private Education and Training (ACPET).

4.2 The General Manger, or their nominee, will then advise ACPET in writing of the request within 5 working days of receipt of this appeal. ACPET will arrange for a Round Table Discussion (RTD) to be held between the College and the student within 10 working days of the written notification from the General Manager & Director. ACPET do not charge a fee for this service.

Contact Details for ACPET:

Australian Council for Private Education and Training
Lennons Commercial Tower,
Level 26, 76 Queen Street, Brisbane Qld 4000
Telephone: +61-7-3210 1628; Facsimile: +61-7-3210 6347
Website: www.acpet.edu.au

4.3 If Australian Council for Private Education and Training (ACPET) makes recommendations in relation to a complaint they have reviewed, (ACPET) will forward those recommendations to the General Manager & Director within fourteen 14 working days who will ensure that the recommendations are implemented within a period of 30 days.

4.4 If the matter remains unresolved after the RTD then ACPET will appoint an independent mediator within 14 working days of the RTD. ACPET plays no role in the actual mediation.

4.5 The mediator, the student and the College will attempt to resolve the complaint. The College will bear any costs associated with the mediation.

4.6 The student or the respondent may ask another person to accompany them to meetings with ACPET or the mediator.

4.7 The mediator will report the outcome of the mediation to the General Manager & Director, or their nominee, within 14 days of the completion of the review, including any recommendations arising. Once the General Manager & Director, or their nominee, receives the report of the outcomes from the RTD or independent mediation, they will provide a written report to the student within 10 working days of receipt of the report, on the recommended actions to resolve the complaint.

4.8 King's International College agrees to be bound by the independent mediator's recommendations. The General Manger, or their nominee, will ensure that any recommendations made are implemented within 30 days of receipt of the mediator's report.

4.9 If a complaint still remains unresolved after the external dispute resolution process, the student may decide to refer the matter to an external agency such as The Anti-Discrimination Board or The Office of Fair Trading.

5.0 Continuous Improvement

5.1 Any improvement action arising from a student complaint or appeal will be recorded in the improvement action registry. This register will be reviewed by the King's International College Management Team (KMT) monthly.

6.0 Record Keeping

6.1 At all stages of the process, reasons and a full explanation in writing for decisions and actions taken as part of the procedures will be given if requested by the complainant and/or respondent

6.2 Records of all complaints, applications for review of decisions and outcomes of the complaint process will be strictly confidential and filed in a separate file (not kept on the student or staff file) and stored for a period of 5 years. Parties to the complaint will be allowed supervised access to these records. Where a complaint is proven, the outcome may be placed on the student's or staff member's personal file.

APPEALS

The principles behind King's International College appeals process are:

- King's International College encourages feedback, which may be both positive and/or negative.
- Every client has the right to lodge a concern where they consider there has been a concern regarding an assessment result.
- That the process of lodging and dealing with an appeal is fair and equitable for all parties concerned.
- The assessment of students in a course will be made with professionalism, however, students have the right to request an independent review of their assessments.

With these principles in mind, the objectives of this policy are:

- To develop a procedure for lodging an appeal against a decision made by King's International College in a complaint dispute.
- To develop a procedure for lodging an appeal against an assessment result.
- To assist clients with access to an appeal procedure and ensuring that appeal system is accessible and not unduly complex.
- To allow students access to an independent assessment review by an outside body with appropriate qualifications should the need arise.

PROCEDURE

Step 1 If the appeal is against a complaint decision (**Go to Step 2**), If the appeal is regarding assessment then (**Go to Step 8**)

Step 2 The client shall have been notified in writing of the complaint decision and advised that they have 14 days to lodge an appeal in writing. (**Go to Step 3**)

Step 3 If an appeal is lodged the Training Operations Manager shall acknowledge receipt of the appeal within 7 days. (**Go to Step 4**)

Step 4 The appellant will be offered an interview within 21 days of receipt of the appeal. (**Go to Step 5**)

Step 5 The Training Operations Manager or designated employee will review the appeal and arrange for a suitable person(s) to attend the appeal review. (**Go to Step 6**)

Step 6 If the complaint can be resolved at the appeal review (**Process Ends**). If the complaint cannot be resolved, a suitable independent review will be arranged with the agreement of both parties. (**Go to Step 7**)

Step 7 The appellant will be notified of the appeal outcome and reasons for the decision in writing. (**Process Ends**)

Step 8 Students seeking to appeal against an assessment result are required to initiate such action within 14 days of receiving the assessment result. (**Go to Step 9**)

Step 9 The student will be requested to take the matter up with the trainer concerned to discuss the issue. (**Go to Step 10**)

Step 10 If the issue is resolved (**Process Ends**). If the issue cannot be resolved the student will be advised to address their concerns with the Training Operations Manager. (**Go to Step 11**)

Step 11 The Training Operations Manager will investigate the matter and advise the student of their decision, if the student is satisfied with the decision (**Process Ends**). If the student is unhappy with the decision the Training Operations Manager shall advise the student to put their complaint in writing to the Executive Director. (**Go to Step 12**)

Step 12 Where a complaint / appeal has been submitted in writing, the Executive Director will issue a letter of receipt and request a suitable time and place for an interview with the student. (**Go to Step 13**)

Step 13 The Executive Director will review the assessment / results prior to an interview and also arrange for a suitable educator/trainer to review. (**Go to Step 14**)

Step 14 If the complaint is resolved at interview (**Process Ends**). If the complaint cannot be resolved at interview, a suitable independent review will be arranged with the agreement of both parties. (**Go to Step 15**)

Step 15 The appellant will be notified of the appeal outcome and reasons for the decision in writing. (**Process Ends**)

Literacy and Numeracy

All our courses are delivered in English. It is essential that you have adequate literacy and

numeracy skills to undertake the course you wish to enrol in.

Specific courses may require a general aptitude test to be completed by all participants. Please notify the College of any special assistance you may require in relation to literacy and numeracy. If additional charges apply, you will be notified prior to the delivery of any special services in this regard.

The College recognises that assistance with literacy and numeracy may be necessary during some courses or programs.

Parking

You are advised that parking is available on the College grounds at your own risk. Vehicles should always be locked and valuables removed. Please do not park in the parking area reserved for staff.

Privacy Policy

PURPOSE

To establish guidelines which must be observed by King's international College in relation to the collection, use, storage, security and disclosure of personal information and sensitive information.

This policy document serves to outline the College's commitment to privacy in accordance with the with the information privacy principles set out in Section 14 of the Privacy Act 1988 when handling personal information..

POLICY

King's International College's functions necessitate the collection, creation and use of personal information about students, staff and other clients. The College is strongly committed to protecting personal privacy by complying with privacy principles which regulate how and when personal information may be collected, stored, used and disclosed.

King's International College recognises that staff and students, both past and present, and other clients and individuals having links to the College, have an expectation that the College will protect and appropriately manage the personal information it collects and holds about them.

King's International staff and stakeholders will ensure that:

- Personal Information is collected in accordance with information privacy principles
- Effective storage and security arrangements are in place
- Records are complete, up to date and accurate
- Students can access their personal information at no charge
- Corrections are made to inaccurate records and student requests to amend records are noted on the record
- Personal information is only used for the purposes for which it was collected and personal information is only disclosed in accordance with the principles in the Privacy Act.

Collection of Personal Information

King's International College collects personal information in order to assist in the provision of its services. Personal information will not be collected unless for a purpose directly related to a function or activity of King's International College.

King's International College will generally collect personal information held about an individual by way of forms filled out by parents or students, face to face meetings, interviews, telephone calls and Internet or email enquiries. On occasions, people other than parents and students provide personal information.

King's International College collects personal information, including sensitive information about:

- students and parents and/or guardians
- potential students
- former students
- staff members, volunteers and contractors
- industry partners
- agents and other people who come in contact with the College

In referring to 'sensitive information' King's International College means information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences, criminal record and health information about an individual.

King's International College ensures that:

- the information is collected for a purpose that is a lawful purpose directly related to a function or activity of the college and is necessary and related to that purpose;
- shall not be collected by unlawful or unfair means;
- before the information is collected or, if that is not practicable, as soon as practicable after the information is collected the individual concerned is generally aware of :
 - i) the purpose for which the information is being collected
 - ii) whether the collection of the information is required by law
 - iii) any person to whom, or any body or agency to which, it is the collector's usual practice to disclose personal information of the kind so collected, and (if known by the collector) any person to whom, or any body or agency to which, it is the usual practice of that first mentioned person, body or agency to pass on that information where information is collected for a record, the information collected is relevant to that purpose and is up to date and complete; and the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the individual concerned.
- Information is collected in a timely and thorough way such that it is accurate, up to date, complete and not misleading;
- King's International College ensures that all reasonable safeguards are taken to ensure that the information it holds is protected against misuse or loss from unauthorised access, use, modification or disclosure, locked filing cabinets and computer access security are in place to protect privacy of personal information.

Examples of Purposes for which Personal Information is collected

Personal information collected by King's International College may include but is not limited to that required for:

- Processing Applications for Enrolment
- VET FEE-HELP Assistance Applications

- Provision of access to King's International College facilities
- Maintenance of Student Records and Results
- Communication with previous, current and prospective students in relation to King's International College
- Other reasons directly related to the activities of King's International College.
- Providing services to students
- Maintaining Academic, Financial and Compliance Records
- Information required by Federal and State Governments and Laws

Use & Disclosure

King's international College will use personal information it collects for the primary purpose of communicating with staff, potential students, students and graduates, parents and guardians, agents, employers, contractors, maintaining student records and providing education and for such other secondary purposes that are related to the primary purpose and are reasonably expected or for which consent has been granted.

All personal information collected by the King's International College is only to be used for the purposes for which it was collected or other purposes allowed by the Privacy Act 1988 as below:

- the individual concerned has consented to use of the information for that other purpose;
- the General Manager & Director of King's International College believes on reasonable grounds that use of the information for that other purpose is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person;
- use of the information for that other purpose is required or authorised by or under law;
- use of the information for that other purpose is reasonably necessary for enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue; or
- the purpose for which the information is used is directly related to the purpose for which the information was obtained.

NB. Where personal information is used for enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue, the record keeper shall include in the record containing that information a note of that use.

Personal Information will only be disclosed in accordance with the Privacy Act 1988 thus where:

- the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- the record-keeper believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

NB. Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public

revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

NB. A person, body or agency to whom personal information is disclosed under clause 1 of this Principle shall not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

Personal information will not be disclosed to a third party without the written consent of the individual concerned. The College may be required to provide personal information to external organisations in order to provide specific services and as required by law.

With consent, King's International College may disclose personal information, including sensitive information held about an individual.

This may include, but is not limited to sharing information with:

- Government departments
- Other educational institutions
- Medical practitioners
- Insurance companies
- People providing specialist services to the College
- Recipients of College publications
- Newspapers and trade journals
- Potential employers
- Parents or guardians
- College representatives/agents in order to provide overseas students with services.
- The College may also disclose information if it is reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person.
- Anyone you authorise the College to disclose information to

Note: During the application process, the student will be informed by the interviewing officer of any requirements to provide information to any third party.

During the enrolment process, the student will be required to complete a statement granting permission for any applicable information disclosure as part of the relevant application forms.

Access to Personal Information

Under the Commonwealth Privacy Act, an individual has the right to request access to any personal information which King's International College holds about them and to advise King's International College of any perceived inaccuracy.

Privacy complaints

If an individual believes that the College has not dealt with their personal information in accordance with this policy, they may make a complaint to the College. Complaints should be sent to the Quality Department PMB 68 Burleigh MDC Qld 4220.

Primary responsibility for investigating and responding to the complaint will rest with the General Manager, with advice from the Quality Manager as required. The College's main objective in responding to privacy complaints is to conciliate an outcome which is acceptable to the complainant and which addresses any broader or systemic privacy issues which may arise.

If a complainant does not agree with the College's response, an internal review process is available.

Alternatively complaints may be addressed to the Federal Privacy Commissioner as follows:

Office of the Federal Privacy Commissioner
GPO Box 5218
Sydney NSW 1042
www.privacy.gov.au
Email: privacy@privacy.gov.au

SCOPE

This procedure describes the responsibilities and rights adhering to the management of personal information at King's International College and deals with the collection, use and disclosure, security and access to personal information.

PROCEDURE

Access to own personal information

King's International College ensures that individuals have access to their own personal information at no charge.

Individuals can obtain information about personal information which the College may hold about them, and can request access and receive copies of the information by contacting the Quality Manager - PMB 68 Burleigh MDC QLD 4220, the request should be in writing.

A student may request in writing on the Access to Personal Information Form held in the administration office to see all or part of the information held by the college.

Some form of identification should be provided by the individual (eg student card or drivers licence).

King's International College will supply a copy within seven days of the request being made

Where any record is found to be inaccurate a correction is made. Where an individual requests amendment of inaccurate information but the record is found to be accurate the details of the request are noted and the individual advised.

Requests for access to personal information required by law

Under the Privacy Act 1988, King's International College may disclose personal information if the disclosure is required or authorised by or under law. Any requests to release personal information under a court document should be promptly referred to the Quality department for action. There can be serious consequences for failure to comply with the requirements of court documents.

Where King's International College is named as a party to the proceedings (for example, as a defendant or respondent), you should contact the General Manager & Director immediately.

Records of enquiries

All access to Personal Information Documentation is to be documented on the individuals file and recorded in the enquiries log.

The Privacy Act 1988 specifies that, where the personal information has been used or disclosed for law enforcement or revenue protection purposes, the College must "include in the record containing that information a note of the disclosure". With paper records, this is straightforward, and can be satisfied by adding a note or attachment to the document holding the information (the content of the note should be consistent with the requirements for the log which are described below).

The log must contain sufficient detail of the enquiry to record:

- what type of personal information has been used and/or disclosed;
- when the use or disclosure occurred, who did so (ie the name of the College officer who did so), to whom the information was disclosed and for what purpose.

The following information must be included in the log:

- Date of enquiry and date of use or disclosure;
- Name of organisation requesting the personal information;
- Name and contact details of person requesting the personal information;
- Nature of information requested;
- Source of the personal information requested;
- Purpose of and justification for disclosure.

Any records, such as faxes, emails, file notes, which were generated in dealing with the enquiry must be retained.

Privacy Complaints Handling Procedure

The following procedure applies if an individual considers that the College has breached this policy or the privacy laws in respect of that individual:

A written complaint must be forwarded to the College Quality Department within six (6) months of the time the complainant first became aware of the apparent breach. The complaint must specify details of the apparent breach in writing.

Unless principles of due and fair process dictate otherwise, the Quality Officer must make a determination on a complaint/ request to access information within forty-five (30) days of receipt of the complaint, and advise the complainant in writing.

If the Quality Officer determines that there has been a breach of the policy, he or she will, upon notification of the determination to the complainant, advise relevant College management in writing and any action required in order to remedy the breach. If the breach is capable of being rectified and is not rectified within thirty (30) days of the advice from the Quality Officer, the Quality Officer must inform the General Manager & Director.

Disciplinary action may be instigated against any staff member who breaches this policy, which may result in the employee being summarily dismissed in circumstances that the College considers there to have been a serious breach

Responsibilities

All staff

It is the responsibility of all staff to respect personal privacy in so far as they collect access or use personal information about others in the course of their duties, and to comply with the specific requirements of this policy.

Quality Manager

The Quality Manager has general responsibility for privacy management, and facilitates the implementation and review of this policy.

Publication

These Personal Information Procedures will be published on the College website and included in the student information handbook.

Quality Policy

The Vision of King's International College is to be highly regarded for excellence in education.

King's International College provides a suite of accredited training courses that cater for both international and domestic markets. The aim is to provide education and training for a skilled and adaptable workforce to meet the ever changing needs of industry.

King's International College achieves its mission and goals and hence, national and international recognition as a College of excellence by continuously improving the quality of service and performance to students and shareholders.

Satisfaction with internal and external services requires:

- a. provision of quality leadership to create an environment that promotes continuous improvement and empowers College staff to realise their full potential,
- b. development, communication and implementation of policies and plans generated from values based on quality principles,
- c. establishment and improvement of organisational structures and roles to support quality initiatives,
- d. adoption of Quality Assurance Standards based on the international Quality Assurance Standard ISO 9001:2000,
- e. observance by staff of high ethical standards in all aspects of their employment, and
- f. provision of resources to facilitate continuous improvement in processes, outcomes and services by:
 - i. a focus on the assessment and satisfaction of the needs and expectations of students, employees and shareholders, and
 - ii. the regular and systematic review of College performance.

All levels of management and supervision are responsible for the communication, enthusiastic promotion and implementation of this policy and for co-operating with other staff to improve common areas of responsibility. All employees are accountable to the Board of Directors and are expected to participate fully in implementing the above policy.

Recognition of Prior Learning (RPL)

Candidates who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for units of a course, may be granted credit upon substantiation of that claim.

The assessment will be professionally conducted and will be valid, reliable, flexible and fair.

Evidence for credit of prior learning may include:

- Evidence of current competence
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview

RPL is available for all subject modules and units of competency. The learning outcomes of each module provide the RPL benchmarks. Candidates may receive full recognition or high standing for the competencies required for a course or module. High standing recognises attainment of some but not all competencies for the course or module. Candidates initially self assess against learning outcomes and assessment criteria of relevant modules. The RPL officer advises and assists them to prepare application and documentation to support their self-assessment.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the student and may consist of interview, written assignment, workplace assessment, exam, or other method. A qualified assessor or assessment panel, under the supervision of the Executive Director and Course Coordinator must conduct the assessment.

Evidence considered for assessment is the RPL Application Form plus a wide range of supporting evidence. If further evidence is required then this is negotiated with the candidate. The process may include a further interview, written assignment, workplace assessment, and collection of other material.

Successful candidates are notified promptly of the RPL outcome. The Student Registrar advises unsuccessful candidates of reasons for non-recognition and steps they can take, including remedial training and appeal mechanisms.

For overseas students, pre-visa RPL outcomes will state the actual net course duration within the Confirmation of Enrolment Letter. For overseas students, post-visa RPL outcomes about the change of course duration will be reported via Provider Registration and International Students Management System (PRISMS) to ensure students are enrolled in full-time study. If the student's course finishes early, the student must enrol in another CRICOS-registered course or depart Australia immediately, unless authorization is given by the Department of Immigration and Citizenship (DIAC) to remain in Australia.

A student must enrol in their chosen course before the College will commence the RPL process.

VET FEE-HELP Refund Policy

1.0 - Scope

This refund policy is applicable to a person who is, or would be entitled, to VET FEE-HELP assistance who are enrolled in a VET FEE-HELP approved course offered by King's International College. This policy applies whether a person pays their tuition fees up-front or seeks VET FEE-HELP assistance.

2.0 - Policy

In the event of a student withdrawing from a VET unit of study on or before the census date* for that VET Unit of Study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- the student will not incur a VET FEE-HELP debt.

Note: The exception is where the VET tuition assurance has been activated because King's International College ceased to provide the unit and the student has chosen the VET course assurance option in relation to that unit (please refer to the King's International College **VET FEE HELP Re-crediting and review procedure** available in your Student Information Handbook, College administration or www.education.kings.net.au).

In the event of a student withdrawing from a VET unit of study after census date* for that unit of study:

- no refund is applicable; and/or
- the student will incur a VET FEE-HELP debt.

** A census date that is no earlier than 20% of the way through a VET unit of study will be set by King's International College for each VET Unit of Study. King's International College will ensure that all students are informed of the census date for each VET Unit of Study in the manner and by the date prescribed in the VET Administration Guidelines.*

Special Circumstances

A student who withdraws after the census date for a VET Unit of Study may apply for special consideration if they experience special circumstances. Please refer to **VET FEE HELP Re-crediting and review** procedure for details relating to special circumstances and re-crediting of VET-FEE-HELP and review of decisions available in your Student Information Handbook, College administration or www.education.kings.net.au.

Payments of Refunds

Refunds will be made within 28 days of the census date of the VET Unit of Study to which the withdrawal applies.

Publication

This refund policy will be made available to students and prospective students by publication on the College's website www.education.kings.net.au and within the Student Information Handbook.

VET FEE-HELP Re-crediting & Review Policy

PURPOSE

To provide conditions and processes in which student may apply after the census date to have their FEE-HELP balance re-credited and to provide a procedure that enables persons to apply for a review of a decision to not re-credit the person's FEE-HELP balance where a student is not satisfied with the outcome of a decision made by King's International College.

POLICY

King's International College will conduct this procedure in compliance with the *Higher Education Support Act 2003 Schedule 1A* and its Guidelines and will ensure that all students are informed upon enrolment of the census dates for the current year of study and procedures for the re-crediting of a FEE-HELP balance.

If a student who has requested VET FEE-HELP assistance withdraws from a VET Unit of Study on or before the census date for that VET Unit of Study, the student will not incur a VET FEE-HELP debt for that VET Unit of Study.

If a student who has requested VET FEE-HELP assistance withdraws after the census date for that VET Unit of Study the student will incur a VET FEE-HELP debt for that VET Unit of Study.

If a student who has enrolled in a VET Unit of Study within an accredited course of the College and the student has completed a Request for VET FEE-HELP Assistance for the VET Unit of Study withdraws after the census date a request to re-credit their FEE-HELP balance can be made if the following conditions are satisfied:

- the census date for the VET unit of study has passed;
- the student has been unable to complete the requirements of the VET Unit of Study; and
- the student believes that this inability to complete the VET Unit of Study was due to special circumstances.

A student has the right to seek a review of a decision not to re-credit their FEE-HELP balance

A student has the right to be represented by a third person (such as a family member, friend, counsellor or other professional support person) if they so desire.

Students will not be victimised or discriminated against in any of the stages set out in this policy.

SCOPE

This procedure applies to student's seeking their FEE-HELP balance re-credited and to the review of decisions made by King's International College in relation to the re-crediting of their FEE-HELP balance.

DEFINITIONS

Term	Definition
Natural Justice	requires that: <ul style="list-style-type: none"> • the person lodging the application for the review be given the right to present his/her case including the opportunity to be heard, • the review officer is free of bias and perceived bias or other personal interest in the outcome
Publication	These procedures will be made publicly available on the College's website and in staff and student information handbooks.
Staff Training:	All staff will be trained on how to apply the procedure contained herein as part of the staff induction program.

PROCEDURE

Re-crediting a students FEE-HELP balance

A student may apply after the census date to have their FEE-HELP balance re-credited if:

- the student has been unable to complete the requirements of a VET Unit of Study and
- the student believes that this was due to special circumstances.

Special circumstances include: circumstances which are beyond the person's control; do not make their full impact on the person until on, or after, the census date; and make it impracticable for the person to complete the requirements for the VET Unit of Study during the period in which the person undertook, or was to undertake, the VET Unit of Study.

Where all of the foregoing conditions are satisfied, a student may apply in writing for re-crediting of the applicant's FEE-HELP balance for the VET Unit of Study.

Applications for the re-crediting FEE-HELP balance must be accompanied by independent documentary evidence, provided by a competent person, who substantiates the claim that one of the following special circumstances exist or existed:

- medical circumstances; or
- family circumstances; or
- personal circumstances; or
- employment related circumstances; or
- course related circumstances.

The student must apply in writing to the Management Accountant, within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the end of the VET Unit of Study in which the VET Unit of Study was, or was to be, undertaken.

If the College is satisfied that the application could not be submitted within the above mentioned timeframe due to circumstances beyond the control of the student, the College may at its discretion waive this requirement.

The initial application should be addressed to:

Management Accountant
King's International College
PMB 68
BURLEIGH MDC QLD 4220

The Management Accountant shall acknowledge the receipt of the application in writing to the applicant within 5 business days of receiving the application. The student will be advised in writing of the decision and the reasons to re-credit or not to re-credit within 21 days of the receipt of the student's application. If the decision is in the negative, the notification will also advise the applicant of their rights for a review of the decision.

The Management Accountant must consider each application for re-crediting of FEE-HELP balance on its merit. In order to approve an application, the Management Accountant must be satisfied that special circumstances applied or apply to the applicant that are or were:

- beyond the applicant's control;
- did not make their full impact on the applicant until after the census date; and
- made it impractical for the applicant to complete the requirements of the unit during the period in which the student undertook, or was to undertake, the VET unit of study.

The Management Accountant will be satisfied that the applicant's circumstances were beyond the applicant's control if:

- a situation occurred which a reasonable person would consider is not due to the applicant's action or inaction, either direct or indirect, and for which the applicant is not responsible; and
- the situation was unusual, uncommon or abnormal.

The Management Accountant will be satisfied that the applicant's circumstances did not make their full impact on the applicant until on or after the census date for the VET Unit(s) of Study of study concerned if the applicant's circumstances occurred:

- before the census date, but worsened after that day; or
- before the census date, but the full effect or magnitude did not become apparent until on or after that day; or
- on or after the census date.

If the Management Accountant decides against re-crediting of FEE-HELP balance for the VET unit of study, the written response must inform the applicant or his or her right to apply for a

review of the decision and that the time limit for such applications for review is 28 days from the time when the applicant receives the decision (please refer to review of decision).

Review of decision

Where a student is not satisfied with the decision made by King's International College, they may apply within 28 days of the receipt of the original decision for a review of the decision.

Requests for a review of a decision not to re-credit FEE-HELP balance must be made in writing to the General Manager & Director and must state the reasons why the application for review is being made.

Note: Request should be made in the application format shown below

The written application must:

- state the grounds on which the review is being sought;
- Detail and, where appropriate, provide evidence relevant to the grounds for the review. A copy of documentary evidence referred to in the letter of application must be attached. (Failure to present evidence referred to in the letter of appeal will be taken into account by the General Manager & Director)

Format of Appeal Letter

General Manager & Director

King's International College
PMB 68
BURLEIGH MDC QLD 4220

I hereby apply for a review pursuant to the decision of the Management Accountant not to re-credit my FEE HELP balance advised to me on (insert date of notification) reference number (insert reference number).

The ground(s) for my seeking a review is/are:

- (insert ground(s))

In support of this application, I submit the following information for consideration by you. (Include summary of all relevant information or material here)

Student Signature

Date:

Family Name:

Given Name:

Student ID: (where relevant)

Address for notices:

Contact telephone:

Email address:

Note: Please ensure a copy of documentary evidence referred to in the letter of application must be attached

King's International College will acknowledge receipt of an application for review of a reviewable decision in writing within 5 working days and inform the applicant that, if the reviewer has not advised the applicant of a decision within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision.

The acknowledgement will also advise the applicant of his/her right to apply to the Administrative Appeals Tribunal (AAT) for review of the decision of the King's International College review officer and will advise the applicant of the AAT's contact details.

Upon lodgement of the written application, the General Manager will:

- check that the written appeal substantially complies with the format required
- check that, where reference is made to supporting documentation, a copy of the documentation is attached and
- check that the student has included a description of the relevant evidence in relation to the grounds for review.

The General Manager & Director will review the consistency of decisions reached by the Management Accountant with the College's published Review Procedures: Re-crediting of FEE-HELP Policy and will consider information contained in the written reasons for the application for review in terms of this policy.

The General Manager & Director has available one of the following options:

- Confirm the original decision against which the student has lodged his/her application or
- Vary the original decision against which the student has lodged his/her application; or
- Set the decision aside and substitute a new decision and
- direct that appropriate actions to address systemic or underlying causes (if any) with a view to preventing problems from occurring or recurring be undertaken;

The General Manager & Director must inform the applicant in writing of his decision on the review of the original decision and state his reasons for making his decision. This written advice must also inform the applicant of the right to appeal a decision made by the General Manager & Director to the Administrative Appeals Tribunal (AAT) and must provide the applicant with the contact details and address of the nearest AAT Registry, that the student would be responsible for the costs of lodging an appeal with the AAT and an approximate cost of lodging an appeal with the AAT (see below for contact details).

Administrative Appeals Tribunal

Level 4, Harry Gibbs Building
Commonwealth Law Courts
Corner Tank Street and North Quay
Brisbane QLD 4000

Phone (07) 3361 3000 (metropolitan area) or 1300 366 700 (country areas)

<http://www.aat.gov.au/>

Keeping of Records

The following documentation is to be filed in the applicant's personal file:

- The Application to Review;
- The name of the Review Officer;
- A detailed report of the determination including reasons for the determination;
- A copy of the written advice of the determination supplied to the applicant;
- All records will be kept for a minimum of 5 years.

All outcomes, decisions and dealings associated with the pursuit of an application under this Policy and Procedures, and any appeals arising are confidential and are to be managed in accordance with the College's privacy policy.

Confidentiality will be strictly observed throughout the review process.

Access to Personal Information

The college shall give access within 7 days of receiving an application from the Applicant to review his or her personal file. The appointment will be at a time mutually acceptable to the Applicant and the college.

Statement of VET Tuition Assurance

Under the provisions of Schedule 1A of the Higher Education Support Act 2003 (HESA) and Chapter 3 of the VET Provider Guidelines King's International College must comply with the VET Tuition Assurance requirements. King's International College is required to provide a tuition assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa who are enrolled in King's International College courses. This requirement is to protect students in the event that King's International College ceases to provide a VET course of study in which a student is enrolled.

A VET course of study is taken to have ceased if:

- The VET course of study does not commence on the agreed starting date or a later date that has been agreed between King's International College and the enrolled student(s) or
- The VET course of study ceases to be provided after it has started (for any reason); or
- The VET course of study has not been fully delivered because a sanction has been imposed on King's International College.

The full definition of 'ceasing to provide a VET course of study' is set out at paragraph 3.1.25 of the VET Provider Guidelines. A copy of these is available from: <http://www.dest.gov.au/NR/rdonlyres/4E884348-34B3-4113-9487-147EDDFBAE31/22530/VETProviderGuidelinessignedPDF.pdf>

In the event that King's International College ceases to provide a VET course of study in which a student is enrolled the student is entitled to a choice of:

Option 1 an offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units (this is known as the "**VET Course Assurance Option**"); **or**

Option 2 a refund of his or her up-front VET payments for any VET unit of study that the student commences but does not complete because King's International College ceases to provide the VET course of study of which the VET unit forms part (this is known as the "**VET Tuition Fee Repayment Option**")

King's International College has met the tuition assurance requirements as specified in the VET Provider Guidelines through its current membership of the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS).

King's International College and ACPET are two separate legal entities.

Contact details for ACPET are:

Australian Council for Private Education and Training (ACPET)

Lennons Commercial Tower, Level 26,
76 Queen Street, Brisbane Qld 4000
Ph 07 3210 1628, Fax 07 3210 6347
E-mail qld@acpet.edu.au
Website www.acpet.edu.au

Procedure:

If King's International College ceases to provide a course of study, Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS) will:

1.0 Arrange a meeting of displaced students enrolled in a VET course of study to advise them of:-

- a) their rights to choose between the VET Course Assurance Option and the VET Tuition Fee Repayment Option; and
- b) the process whereby the option chosen by the student will be implemented.
- c) issue a written VET Tuition Assurance Offer advising the student of the options available under the VET tuition assurance requirements and allows for a fair and reasonable time frame to the students to respond to such written offer. Such a date must be a fair and reasonable time after the interview of the student and the dispatching of hard copy letter to the students mail address.

The VET Tuition Assurance Offer will include directions that the student must follow in order to notify Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS) of the choice they have made for each affected VET unit.

Please Note: Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS) will provide this written VET Tuition Assurance Offer within twenty Business Days after it knows, or should now by reasonable enquiries that the King's International College has ceased to provide the VET course of study.

2.0 If the student has chosen the VET course assurance option:-

The student will be offered a place in a similar VET course of study by Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS)

If the student accepts this option then Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS) will make all necessary arrangements to ensure a student is able to enrol with the Second Provider in the similar VET course of study.

The offered VET course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the Second Provider any VET tuition fee for any replacement VET units (that is, units that the student had commenced but not completed because the VET course ceased to be offered). The student will receive full credit from the Second Provider for any VET units of study successfully completed at King's International College.

The Second Provider nominated by Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS) may have different VET tuition fees to the fees the student would have paid for VET units of study which were part of the VET course of study the King's International College ceased to provide but which the student had not yet started studying.

The student is not obliged to enrol in a VET course of study with a Second Provider offered by Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS) under the VET Course Assurance Option. However, if he/she enrolls with any other VET provider there is no obligation on that VET provider to offer full credit

transfer for the VET units of study completed with King's International College or to offer replacement VET unit/s free of charge.

3.0 If the student has chosen the VET Tuition Fee Repayment Option:-

Under the VET Tuition Fee Repayment Option, Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS) undertakes to pay the student the total of any up-front VET payments already paid by the student for any VET units of study the student has commenced but not completed because the VET course ceased to be offered. Students selecting this option will also have their FEE-HELP balance re-credited for the uncompleted VET units.

4.0 The VET course/s of study for which King's International College has Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS) membership is/are:

HLT51607 Diploma of Nursing (Enrolled/Division 2 nursing)

5.0 Publication

This Statement of VET Tuition Assurance will be provided to current and prospective students in the Student Handbook and on the College website www.education.kings.net.au.

NON VET FEE-HELP Refund Policy

REFUND POLICY- NON "VET FEE-HELP"

1.0 - Scope

This refund policy is applicable to persons who are enrolled in King's International College courses not approved for VET FEE-HELP and/or persons not eligible for VET FEE-HELP assistance.

Note: For persons who are, or would be entitled, to VET FEE-HELP assistance and are enrolled in a VET FEE-HELP approved course offered by King's International College please refer to the **VET FEE-HELP Refund Policy**.

2.0 - Policy

2.1 Each prospective and continuing student (student) acknowledges and agrees to the terms and conditions of the student refund policy on signing the Applicable Student Enrolment/Application Form.

2.2 The terms and conditions set out in this Student Refund Policy apply equally to commencing and continuing students unless otherwise specified.

2.3 Applications for refunds for all students must be authorised by the General Manager of King's International College or his or her nominee.

2.4 King's International College reserves the right to amend these terms and conditions at any time.

2.5 Where fees are paid by a party on behalf of the student, King's International College reserves the right to notify that party.

2.6 King's International College is obliged to inform the Department of Immigration and Citizenship (DIAC) of any change of status where a international student completes his or her course early, transfers to another provider, is excluded on academic grounds and fails to meet his or her visa conditions, defers or intermits his or her study or otherwise changes the expected completion date of his or her study.

2.7 The funds covering the tuition fees must be clear at the time that the refund request is made by the student and all debts to King's International College must be paid before any refund can be made.

2.8 Any approved refund due must be paid to the student unless written authorisation is received to transfer the refund to a third party on behalf of the student.

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

- At the discretion of the Training Operations Manager, students may defer or transfer course fees between courses.

2.10 Refunds of any monies received by the College on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to that company's refund policy.

3.0 - International Student Refunds

3.1 - International Student Application/Enrolment Fee

The enrolment/application fee & deposit is non-refundable except in the event that the College is unable to run a course for which a student has enrolled or the student withdraws within the acceptance of offer 14 day cooling off period. In such cases, it is fully refundable.

3.2 - International Student tuition fees will be refunded in full where:

- The offer of enrolment is withdrawn for reasons other than incorrect or incomplete information supplied by the student at the time of enrolment.
- An Australian visa application or request to transfer from another college is refused prior to course commencement. Students must supply evidence of their refusal to the College.
- If an offer of a place is withdrawn, or King's International College is unable to provide the program. Such situations are covered by the provisions of the ESOS Act 2000 (Reference: *ESOS Act 2000 ss 27-29*).

3.3 - Partial International Student tuition fee refunds are payable in the following manner:

- Where King's International College withdraws an offer based on incorrect or incomplete information supplied by the student, a refund of the fees paid less Application/Enrolment Fee and deposit are payable to the student.

If a student cancels their enrolment **for any reason**, excluding visa rejection:

- In the event that the student cancels their enrolment and requests a refund more than **28 days prior to commencement in a course or a package of courses**, a refund of fees paid less Application/Enrolment Fee and deposit are payable to the student.

Note: Students that are enrolled in a package of courses seeking a refund after commencing their prerequisite course(s) prior to completing 6 months of their principal course will be

considered to have defaulted after the commencement date of their package of courses and clause 2.4 will apply.

3.4 - No International Student refund is payable if:

- The student cancels their enrolment and requests a refund less than **28 days prior to course or package of courses commencement**
- The College receives cancellation after the commencement date of the student's course or package of courses.
- A student withdraws, defers, abandons from a course for whatever reason after the commencement of the course or package of courses.
- In the event the **student defaults**, no refund will be issued to the student either before or after commencement of their course.

International Student Defaults include:

- A student whose visa is cancelled
- The student breaches a condition of their student visa
- The student does not commence on the agreed start date
- The student cancels their enrolment in a course or package of courses (this includes abandonment before completion)
- The student fails to pay fees owed to the College
- Breaching student disciplinary policies

4.0 - Domestic Student refunds

Note: For persons who are, or would be entitled, to VET FEE-HELP assistance and are enrolled in a VET FEE-HELP approved course offered by King's International College please refer to the **VET FEE-HELP Refund Policy**.

4.1 - Domestic Student tuition fees will be refunded in full where:

- The offer of enrolment is withdrawn for reasons other than incorrect or incomplete information supplied by the student at the time of enrolment.
- If an offer of a place is withdrawn, or King's International College is unable to provide the program.

4.2 - Partial domestic Student tuition fee refunds are payable in the following manner:

If a student cancels their enrolment **for any reason:**

- In the event that the student cancels their enrolment and requests a refund more than **28 days prior to course commencement**, a refund of **90%** of the tuition fees paid are payable to the student.

Note: The policy of partial refunds applies to commencing domestic students.

4.3 - No Domestic Student refund is payable if:

- The student cancels their enrolment and requests a refund less than **28 days prior to course commencement**
- The College receives cancellation after the commencement date of the student's course.
- A student withdraws, defers, abandons, defaults from a course for whatever reason after the commencement of the course.

4.4 - User Choice Students Refund Policy

- Tuition fees and Student Support Services fees under the User Choice Contract will be refunded to withdrawn students and calculated from the date of withdrawal for all outstanding units of competency not delivered. A proportionate refund will also be available to User Choice students who withdraw from a competency/module. User Choice students are not required to apply for a refund. The College will calculate the applicable refund when the student withdraws. The College will then process the refund and supply written advice to the student.

5.0 - Applying for a refund

Note: For persons who are, or would be entitled, to VET FEE-HELP assistance and are enrolled in a VET FEE-HELP approved course offered by King's International College please refer to the **VET FEE-HELP Refund Policy**.

Refund requests for full or partial refunds must be made in writing, must set out the reasons for the request and be accompanied by supporting documentation as appropriate. The refund request must be forwarded to:

To apply for a refund, please apply in writing to:

The Administration Manager
King's International College
PMB 68
Burleigh MDC Qld 4220
Australia

Please include the following in your written application:

- Full Name
- Current address
- The Course enrolled in
- The Amount of Fees paid
- The reason you are applying for a refund
- Preferred refund method of payment

6.0 - Payments of Refunds

Note: For persons who are, or would be entitled, to VET FEE-HELP assistance and are enrolled in a VET FEE-HELP approved course offered by King's International College please refer to the **VET FEE-HELP Refund Policy**.

- Where a refund is payable, the refund is made in Australian dollars, within 28 business days from the date the student lodges a written request for a refund of their tuition fees. If the College is unable to provide the academic program offered then a refund is payable within 14 days from the date of notification.
- All debts to King's International College must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.
- The refund must be made to the same person or body from whom the payment was received on behalf of the student.
- Where applicable King's International College is not liable for any variance from the foreign exchange rates fluctuations.
- The funds covering the tuition fees must be clear (i.e. cheques cleared, telegraphic transfers received, etc).

- All applicable refund applications for refunds will be processed and paid in line with this policy.

7.0 - Complaints and Appeals

- In the event that an applicant wishes to contest the decision on a request for refund, they will have access to established dispute resolution procedures, which will not circumscribe the applicants' right to pursue other legal remedies.
- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Student Refreshment Facilities

Students will have access to limited kitchen facilities on campus including hot water, a microwave and a refrigerator for housing milk. Tea and Coffee making facilities are provided. However, **students need to bring their own provisions including a cup or mug.**

The Barista café on campus generally operates during daytime College hours and College term dates. Liquid refreshments and meals can be purchased at a reasonable price.

Student Support Services

The College provides an extensive range of student support services including counselling; daily living; employment services; referrals for financial, health and legal services; special needs; social, recreation and sporting activities; and transport.

Counselling

Any student showing signs of distress or discomfort is to be approached by the staff member who notices and offered support. Support may take the form of advice; referral to the counsellor, educator or program coordinator or other qualified person. The counsellor may provide advocacy, career guidance counselling and testing, personal counselling, stress management, and study skills. Students may receive academic tuition from the program coordinator, educator or other qualified person. The educator monitors the student's academic progress and tuition or support as appropriate, and where needed refers the student to the counsellor, program coordinator or other qualified person, depending on each learner's needs.

Where necessary the counsellor will advise the Training Operations Manager and assist the student to access external professional assistance. All staff treat students with courtesy and empathy at all times.

Daily Living

The King's Group including the Community Support Agency, and King's Christian Centre provide valuable accommodation, food, family support, child care, and spiritual services to the Gold Coast community, as well as people in other countries. Learners requiring any of these daily living services should contact our Receptionist who will ensure the most appropriate contact occurs.

Employment Services

Choice Employment, a member of the Job Network assist their clients to prepare a Resume, covering letters and selection criteria; participate in mock interviews; and seek employment.

Special Needs

Where students have a special need in relation to cultural; language; and disabilities (learning, medical, neurological, physical, psychological, sensory, or social), the learner may access or be referred to an external provider of cultural and interpreting services; and assessment and disability service provision.

Social, Recreation and Sporting Activities

The King's Group hosts many social activities throughout the year, please see reception for any upcoming events. The Gold Coast has many recreation and sporting organisations of which weekly activities are scheduled in most suburbs.

Transport

Transport for students may be accessed via public transport to Robina Town Centre (see <http://www.translink.com.au/> for further information). King's International College runs a shuttle Bus Service from Robina Town Centre to the College, please see the College reception for further details.

Teaching-Learning and Assessment

King's International College recognises that students have individual learning needs and styles, and prefer different learning and assessment methods, places and times for learning.

Where a student requires reasonable consideration, mutually agreed teaching-learning methods and assessment are documented within the learner's Training Plan. The Training Plan is designed in consultation with the student and prepared by the educator. The adult learning approach used in vocational education and training (VET) is outlined by the educator. Students are expected to take responsibility for their own learning. Educators are there to facilitate the learning process. Lectures, tutorials, demonstrations, guided practice, group work, role plays, reflections, and vocational placement are the main teaching-learning methods used by the College. Performance checklists, RPL descriptions, instructions, learner self assessment, questions, portfolios, observations, assignments, and examinations are the main assessment tools used by the College. Students will be given every assistance possible, however, students are expected to assume responsibility for their own learning. If any difficulty is experienced, it is important that students communicate this to the educator at an early stage.

King's International College uses **flexible instructional design models** with a blend of traditional face-to-face delivery; modern learning resources including print, multimedia, and audio-visual; and interactive information and communication technologies - teleconferencing; computer mediated communication (CMC) including email, discussion groups, bulletin boards, video-streaming, and Internet resources. Our instructional design models comply with Australian State and Commonwealth legislation, regulations and Codes of Practice.

There will be a focus on continual assessment and monitoring and maintenance of standards appropriate to the workplace. Work allocated will have dates on which it is due and failure to achieve these deadlines may affect the achievement of competencies. The following codes are used in assessment:

J = Competent
M = Not Yet Competent

It is the responsibility of each student to collect marked assessments from the College. Completed assessments will be retained by the College for no longer than 12 months.

Students are encouraged to critically appraise information and show independent original thought and application. Evaluation forms are provided for feedback on King's International College, course content, learning materials, and the facilitation process. Student's honesty is appreciated to ensure continuous quality improvement in the delivery of the chosen course.

Student Assessment Rules

The following Student Assessment Services rules have been established to insure fairness in the reporting of assessment results and to protect the integrity of the assessment process. Failure to comply with any of these rules may result in the denial of access to, or expulsion from, the College.

Instances of suspected academic dishonesty may result in permanent expulsion from King's International College and the initiation of disciplinary proceedings as outlined in the Student Information Handbook. All such occurrences will be documented and reported to the respective Head of School.

It is the student's responsibility to abide by the following:

- All assessment items should be submitted by the due date, unless an extension has been granted. Breach of submitting assessment by the due date without extension will result in an unsuccessful result being recorded for that assessment item.
- Extensions to due dates will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions should be submitted to your educator in writing at least 72 hours prior to the due date where possible.
- Length of extension is at the discretion of the teacher.
- A doctor's certificate must be produced to verify illness (or other documentary evidence, where applicable).

Students are responsible for:

- complying with the procedures for assessment submission and collection,
- requesting feedback and negotiating resubmission of the assessment item (if required),
- retaining any returned assessment items for a minimum period of 14 days after you, receive your result unless an appeal is being lodged. In this case the items should be retained until the appeal is finalised,
- keeping a copy of any submitted item where possible until assessment is returned.

Assessment Resubmission/Resit

Students who have submitted their assessment item by the due date, and it is assessed as requiring additional work, may request an opportunity to resit/resubmit the item. Only one resit/resubmission attempt will be granted for each assessment item.

If students do not resubmit/resit your assessment item by the due date, they will be given the result of Not Competent for that competency. If students do resubmit the assessment item and it

is again assessed as requiring additional work, they will be assessed as Not Competent for the competency.

Note: All assessment tasks and examinations must be done honestly, without any form of cheating. To avoid plagiarism you must properly acknowledge all information sources.

Alternative Assessment

If any student considers being disadvantaged, due to a disability or unusual circumstance, they may request an alternative assessment. These requests:

Step 1: Should be submitted directly to the assessor

Step 2: May come directly from you or through Student Services as advocate for you

Step 3: Will be verified with specialist staff

Step 4: Will be approved/not approved and documented by the assessor

Deferred Assessment

Students may apply to the Head of School (or delegated officer) in writing for a deferred assessment giving the reason for the request.

The application is to be made at least seven days prior to the due date of the assessment, except:

- in emergency circumstances,
- in cases of serious illness or injury where you will need to provide a medical certificate. If the assessment date has passed, the application must be made within three working days of the concluding date on the medical certificate,
- If the Head of School (or delegated officer) is satisfied that you were unable by reason of illness or other exceptional circumstances to complete an assessment task, they may allow a deferred assessment.

Examinations

- Only students enrolled in the competency, the KIC educator/assessor and other authorised KIC staff may enter or remain in an examination room during an examination session.
- If students are late for an examination, they will need the permission of the KIC educator/assessor to enter the room. If students are more than 20 minutes late, they may be refused entry.
- Once a test has been distributed, the student may not leave the room unless instructed by a KIC educator/assessor (Note: If a medical condition exists which requires frequent use of restroom facilities, written permission must be obtained from Student Support Services prior to an examination).
- If students are given permission to enter or leave an examination room, they must comply with all conditions upon which the permission is given.
- Students must not have in their possession any material that is not authorised by the KIC educator/assessor

- Unless approved by the KIC educator/assessor prior to the examination, students may not bring into an examination any devices capable of conveying information about the examination such as: textbooks, program notes, mobile phones, pagers, notebook computers, electronic organisers, electronic dictionaries, calculators, and other devices.
- Students must also ensure that mobile phones or pagers placed in the designated area of the examination room are turned off prior to the commencement of the examination.
- All test questions and other assessment materials are the property of the College and that these materials must be kept confidential and secure from disclosure. Students are not allowed to disclose any of the contents of any assessment. Should a student fail to comply with this requirement, they may be liable for the costs associated with this failure to comply and may be subject to other legal remedies.

Students are required to comply with all directions:

- detailed in examination material supplied,
- given by the KIC educator/assessor.

During an examination session students may not:

- communicate with any other student, unless expressly approved by KIC educator/assessor,
- give or endeavour to give assistance to any other student, unless expressly approved by the KIC educator/assessor,
- cause a disturbance or behave in a manner likely to disturb any other student (Students may be asked to leave an assessment immediately for disruptive behaviour and receive a failure in that assessment),
- permit any other student to read, copy from or use their examination question or answer paper,
- use any other material belonging to or written by another student use any other material belonging to or written by another student,
- students may not take from the examination room any papers or other materials provided for use during the examination.

Notes:

The KIC educator/assessor may question you to ascertain whether there has been a breach of examination rules.

If in the opinion of a KIC educator/assessor, your behaviour is disturbing or distracting to any other student, the KIC educator/assessor may require you to leave the examination.

You are expected to be considerate of other students when entering or leaving the examination.

Instances of cheating or other academic dishonesty may result in permanent expulsion from the College, and the initiation of disciplinary proceedings.

A student who does not comply with the requirements set out above:

- a. may be guilty of misconduct and disciplinary action may be taken
- b. may be required to leave the examination room immediately in circumstances considered appropriate

Written Assessment Rules

As part of the requirements for most units of study, you will be asked to submit some form of written work in which you are expected to demonstrate an acceptable level of skill in academic writing. The following is a guide for setting out and completing written assessment.

Note: Make sure you know and understand the marking criteria used and any penalties for late submissions.

Written Assessment Format

Assessment Cover Sheet

This page identifies your written assessment. Educators deal with large numbers of students in a variety of units of study, the information you provide on this page ensures your work reaches the right person, is marked and returned to you.

Final presentation

Assignments are written for other people to read, comment on and assess. If assessors are to give students a fair, accurate assessment they will need to be able to follow the student's work easily, so that they can concentrate on the content without the distractions of poor writing or disordered pages.

Rules:

- Present the text (main body) of your assignment on numbered pages beginning with 1 and continuing, in sequence, to the last page.
- Type your work using double spacing between lines. **Please Note:** If your assessment is hand-written, please ensure that it is neat, tidy and easy to read and completed in BLACK PEN).
- Actual font size will vary with the font style you choose. Ensure that the font size and style you choose can be easily read. It is recommended that if you use Arial font style the minimum font size should be 10 point. If using Times New Roman the minimum font size should be 12 point.
- Use only one side of the page.
- Stay within the word limit given (if applicable). Your educator will have a purpose in setting a limit - perhaps the exercise is designed to test your ability to argue concisely or select the most important points.
- Ensure you have completed all parts of the assessment and submitted all information requested.
- Ensure all spelling and grammar is correct.

Notes:

Remember to attach a fully completed Assessment Cover Sheet to the front of your assessment.

The word count should include all words in the main body of the assignment (including 'a', 'the', etc.). *DO NOT count the words in the reference list at the end of a written assessment.*

Submission of assignment

All the pages of your assignment must be firmly bound together.

You may want to submit your work in a plastic sleeve or folder but there is no requirement to do so. Do NOT insert each page in individual plastic sleeves - these are awkward for markers to handle and make it hard for them to provide feedback.

Please do **NOT** submit your work in a ring binder unless specifically asked to do so by your educator. For electronic submission of your work, please consult your educator.

It is your responsibility to keep a copy of all submissions as sometimes work is misplaced.

Assessors are under no obligation to award an extension to a student whose work is lost or stolen.

Referencing

There are two elements to referencing: how the reference is placed in the text of the assignment and how it appears in the reference list at the end of the assignment.

In the table that follows there are examples showing you how to reference in the text and in the reference list. (These are fabricated examples and any resemblance to the facts in the sources is co-incidental.)

Example:

One major area of the Australian education system needing reform is the overlap of Commonwealth and State responsibilities (Smith, 2006, pp. 28).

Smith, J.S. (2002). The Australian Education System. Melbourne: Oxford University Press.

COMPLAINTS AND APPEALS REGARDING ASSESSMENT

Students seeking to appeal against an assessment result are required to initiate such action within 14 days of receiving the assessment result.

Where a student disputes an assessment result the following steps will be followed:

1. The student will be requested to take the matter up with the educator concerned to discuss the issue.
2. If the issue cannot be resolved the student will be advised to address their concerns with the Head of School.
3. The Head of School will advise the student of their decision, and advise the student if they are unhappy with the decision to put their complaint in writing to the Training Operations Manager.
4. Where a complaint / appeal has been submitted in writing, the Training Operations Manager will issue a letter of receipt and request a suitable time and place for an interview with the student.
5. The Training Operations Manager will either review the assessment / results prior to interview or arrange for a suitable and independent educator to review.
6. If the complaint cannot be resolved at interview, a suitable independent review will be arranged with the agreement of both parties.
7. The appellant will be notified of the appeal outcome and reasons for the decision in writing.

University Pathways

King's International College's Diploma Level Courses may help you enter University.

In most study areas, completion of a Diploma level award may give you six months to one year credit towards your degree program.

Vocational Placement/Work Experience

King's International College will arrange student industry placement in Aged Care, Childcare and Hospitality. Students will be required to attend these placements at the nominated hours. Your educator will work with you to arrange suitable locations. Students are encouraged to finish the nominated hours of placement with the same Industry provider. Where a student requests or needs additional placement, the College will provide additional placement up to a maximum of 2 times including the first placement. If a student regularly does not attend placement the College may not be able to find more than 1 placement and the student may be required to find their own suitable placement (Approved by the College) to complete the relevant units of competencies and/or Qualification. If a student is excluded from placement for misconduct the College disciplinary procedures apply (contained in this handbook). During these placements, you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of during a placement. Breaches of confidentiality are considered to be acts of misconduct.

Note: Industry placement forms an important part of your learning experience and assessment and maybe a requirement to successfully complete a unit of competency or qualification.

Workplace Health and Safety

Conditions and behaviour at King's International College are governed by the Workplace Health and Safety Act 1995 and the provisions of this Act will be strictly applied. Division 3 – Section 36 of this Act states:

A worker or anyone else at a workplace has the following obligations at a workplace:

- (a) to comply with the instructions given for workplace health and safety at the workplace by the employer, or the employer's representative, at the workplace.
- (b) not to willfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace.
- (c) not to willfully place at risk the health and safety of any person at the workplace;
- (d) not to willfully injure himself or herself.

Acronyms, Terms, and Definitions

CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DIAC	Department of Immigration and Citizenship
PRISMS	Provider Registration and International Students Management System
RPL	Recognition of Prior Learning
RCC	Recognition of Current Competence