



STATES COLLEGE
AUSTRALIA
Carving Your Pathways

STUDENT HANDBOOK
2022 - 2023

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1. About States College Australia

We are delighted to welcome you to the beginning of your future at States College Australia. We look forward to supporting you during your time with us. As you begin your educational journey with us in Melbourne, Victoria, we affirm our commitment to providing exceptional education and training.

The States College Australia team will work to ensure your time with us remains happy and memorable and will provide a supportive environment. We thank you for choosing to study with us.

States College Australia is founded on the belief that life is a learning journey and the more you learn the more you prosper.

The City of Melbourne respectfully acknowledges the Traditional Custodians of the land, the Bunurong Boon Wurrung and Wurundjeri Woi Wurrung peoples of the Eastern Kulin Nation and pays respect to their Elders past, present and emerging.

1.1. Background

States College Australia provides exceptional education with the aim of supportively providing opportunities to predominantly overseas students to achieve their career goals. The courses provided at States College Australia are:

Commercial Cookery and Hospitality Courses

- SIT30821 Certificate III in Commercial Cookery
- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management

and:

Business Courses

- BSB50120 Diploma of Business
- BSB60120 Advanced Diploma of Business

Students will be provided with access to classrooms and s with current technologies and theories, enhanced with the commitment to exceptional service provision that is compliant with the Australian Skills Quality Authority (ASQA) and VET Quality Framework standards and guidelines.

States College Australia's location and facilities of the campus premises further enhance the student's experience. Located centrally in Melbourne, Victoria, within the Central Business District (CBD), allowing for access to retail and other businesses benefitting both students and the businesses. Further, the location is central to all public transport with free trams in the city and with immediate access to significant local attractions such as the National Gallery of Victoria, Museum, The Arts Centre, East End Theatre District, Markets, Street Art and Festivals near to the Yarra River

which enrich the student experience and also provide options for increasing wellbeing, exercise, while enjoying the Victorian landscape and culture.

The aim in considering the overall student experience is to ensure students' skill and knowledge development within their courses is unimpeded. This will allow for their growth into the future leaders in , building and construction roles or developing their own businesses.

States College Australia's commitment to the students is underpinned by the acknowledgement of the value of enrolling committed international students that will increase the diversity of experience and knowledge in the workforce in the future. International students accessing VET sector courses and qualifications often have other industry experience and education from their countries of origin. This richness in student's previous careers, employment and cultural experiences aligns with the goals of the college of contributing to the increase and development of the richness, knowledge and skills, in the workforce and in the community.

1.2. Why study at States College Australia

States College Australia supports students to achieve their goals to graduate with vocational and employability skills that meet the demands of the industry and the economy.

This is facilitated through the provision of flexible, exceptionally structured education that is grounded in practical application. Experienced trainers with industry experience and connections to the industry provide students with the necessary support to achieve.

States College Australia provides exceptional student support in a culturally diverse learning environment, located in Melbourne, Victoria's CBD, facilitating central access to public transport, local attractions, supermarkets, food halls and restaurants and other retail businesses nearby.

States College Australia is committed to facilitating an environment that provides the opportunity for each student's educational experience to be rich through new connections with people from different cultures and backgrounds and access to the wide variety of local attractions, festivals and culture.

2. Message from the CEO

Welcome to States College Australia

“Dear Student,

I am excited to welcome you to States College Australia at the beginning of your educational journey with us. It is our intention to support you to achieve your career goals and dreams.

I have had the great pleasure supporting students to excel and grow over the last 16 years and I am delighted to support you equally. Our team understands the challenges that are inherent in learning in a different country, in a language that may not be your first language and will always be responsive to your needs.

I have had five years running my own restaurant business, supporting my staff to proudly achieve best store status. It has been equally rewarding to watch my staff grow with my business and hope the same success for you.

My enriching experiences in my business and in both experiencing and providing education form the foundation of States College Australia. I look forward to providing the foundation for your stories of success in the future.

Kind regards,



Parambir Sandhu, Chief Executive Officer (CEO),
States College Australia

3. Location and Facilities

3.1. Our Location and Contact Details

States College Australia Campus Location: Suite 301, 620 Bourke Street, Melbourne, Victoria, 3000

Commercial Kitchen Location: 47-51 Boundary Road, North Melbourne, Victoria, 3051

3.2. Our Contact Details

Phone: +61 390005743

Email: info@states.edu.au

Website: www.states.edu.au

24-hour emergency number:

Business Hours

The business hours for States College Australia are 8:30am to 5:00pm Monday to Friday, however classes may be scheduled outside of the business hours and on weekends.

Facilities, Equipment and Services

States College Australia provides students with supportive trainers, responsive to student's educational needs with the mutual aim for facilitating success, providing facilities and quality resources which include:

Classrooms

Training and assessment will be conducted through face-to-face training and assessment by experienced trainers and underpinned by exceptional educational resources, a library, academic and other support. The trainers are friendly, knowledgeable, and supportive, so students feel confident and comfortable in classes as well as seeking further clarification and support if it is needed.

Placement

States College Australia provides practical training. The provider is compliant with the course requirements.

Computer Facility

Students can access the computers and internet at the campus to study and complete their work (Monday to Friday) from 8:30 am to 5:00 pm.

Student Lounge

States College Australia campus is equipped with a break area for meals and relaxing with refreshments during their break times. The student lounge is well equipped with a microwave, toaster and refrigerator. This is a place and a space to meet other students, learn about each other's cultures and reflect on the learning across all of the courses.

Course Materials

States College Australia provides course materials and resources in hard copy for ease of use and the opportunity for revision anywhere and at any time. The course resources are comprehensive but not overwhelming and provide the theory and knowledge foundation for the key skills to be developed across all of the courses.

States College Australia provides access to a commercial kitchen for practical experience to provide students with a collaborative, accessible, flexible and supportive learning environment.

Library

Textbooks are available for students to refer to and borrow to assist them to immerse themselves in their subject content and to inform their research work. Any further information needed or wanted for research projects or assessments can be sourced in the States College Australia Library.

4. Student Life

Studying in Melbourne, Victoria

States College Australia is located in the heart of the Melbourne central business district (CBD), which facilitates central access to the public transport system with free trams in the CBD, restaurants and within walking distance of cultural and local attractions. These include the National Gallery of Victoria, Museum, The Arts Centre, East End Theatre District, Markets, Street Art and Festivals, which enrich the student experience and also provide options for increasing wellbeing, exercise, while enjoying the Victorian landscape and culture by the Yarra River.

Studying in Melbourne provides the opportunity for a rich and exciting lifestyle, balanced between city culture, the beauty of nature, within reach of picturesque beaches and other natural wonders. This provides overseas students and all students at States College Australia with easy access to a balanced lifestyle as they study towards achieving their vocational goals.

Melbourne also offers a variety of convenient accommodation options for overseas students.

Working in Melbourne

Melbourne provides employment opportunities in local and regional areas, with industries seeking employees in both temporary and ongoing roles.

Student Identification (ID) Card

A student ID card will be provided following enrolment and is used for official identification for assessment and administrative purposes. Inappropriate use of the student identification card will be regarded as serious misconduct and will result in action taken. Student cards are required for borrowing library resources.

Unique Student Identifier (USI) Number

A USI is a permanent, individual education identifier in Australia required to access vocational or higher education qualification. A USI facilitates the online documentation of study undertaken and is required to receive commonwealth financial assistance, as well as to obtain the certificate at the successful completion of a qualification or statement of attainment. USI's must be provided to States College Australia before or during or orientation and before a qualification or Statement of Attainment can be issued.

For more information about USI's, refer to <https://www.usi.gov.au>

Important Information for Overseas Students

Legal Aid Services

Every person has the right to access legal representation during any legal proceedings. Legal aid is a legal service available to those who cannot afford their own legal advisor. Legal aid services may be able to help pay for the costs involved in court appearances, police investigations and offer free general telephone advice. Legal aid is not automatic, and eligibility depends upon several criteria. Legal Aid Victoria can advise you about this and provide referrals if needed.

Legal Aid for telephone legal advice <https://www.legalaid.vic.gov.au/>

T: 1300 792 387 Mon – Fri (8.00 am–6 pm)

Translating and Interpreting Service

T: 131 450

You can also get this service in these languages:

عربي / Arabic	(03) 9269 0127
Bahasa (Malay)	1300 792 387
Bosanski/Bosnian	(03) 9269 0164
普通話 / Mandarin	(03) 9269 0212
廣東話 / Cantonese	(03) 9269 0161
Hrvatski / Croatian	(03) 9269 0164
Thuoeñjääñ / Dinka	1300 792 387
Ελληνικά / Greek	(03) 9269 0167
हिंदी / Hindi	(03) 9269 0487
Hokkien	1300 792 387
س فار / Persian (Farsi)	(03) 9269 0123
Polski / Polish	(03) 9269 0228
Samoan	1300 792 387
Српски / Serbian	(03) 9269 0332
Turkçe / Turkish	(03) 9269 0386
Українська Moba / Ukrainian	(03) 9269 0390
Việt-ngữ / Vietnamese	(03) 9269 0391

<https://www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National>

Drugs

In Australia, there are some legal drugs, such as caffeine, pharmacy prescription medicine, alcohol and tobacco. Prescription medication can only be used by the person they were prescribed for and are known as restricted substances and are supplied by chemists (pharmacies). Possessing prescribed medication that were prescribed for someone else is illegal.

It is illegal to use the following drugs: cannabis, heroin, amphetamines (e.g., speed, ice, meth), hallucinogens such as LSD, cocaine including crack and 'designer drugs' such as 'ecstasy' and many other illegal drugs.

The possession, use, importation, manufacturing or trafficking of a wide range of drugs (including those named in this paragraph) is illegal in all Australian states and territories.

It is also illegal to drive under the influence of drugs.

If you believe someone has overdosed on drugs, call 000 immediately and ask for an ambulance, providing all of the details you have about the situation to increase the chances that the person survives.

Support Adapting to a New Culture and a New Country

States College Australia will support students in the process of adapting and thriving in a new country while they study towards their career goals. The Australian Government also provides guidance for people considering moving to Australia to study: **the Australian Government information for international students** – this website provides detailed information and links on the points listed below. <https://www.australia.gov.au/information-and-services/education-and-training/international-students>

- **Study in Australia** https://www.internationalstudent.com/study_australia/ and <https://www.studyaustralia.gov.au/> – introduces the benefits of studying in Australia, courses available, completed student's stories and information to assist with employment.
- **Study in Australia – visas and Information** – for further information on visa conditions that govern a student's ability to study in Australia, access the Australian Department of Home Affairs.

General Rules

States College Australia must be informed of students' home address in Australia within 7 days of arriving in Australia. Students must comply with the written agreement with States College Australia.

People on a student visa must remain enrolled in a course and maintain the required academic progress and attendance requirements.

Visas must remain current and be renewed as required when they are close to expiring.

The Department of Home Affairs must remain informed of student's enrolment and the college must report this information, so students are responsible for informing the college of any changes.

Students must maintain adequate Overseas Students Health Cover (OSHC) throughout the duration of the student visa. States College Australia may be able to support students to arrange OSHC through Australian Health Management.

Students are responsible for managing their finances and for the care of dependents. It is a visa condition to evidence that you have the necessary financial capacity to support yourself and your dependents while you study. All school-aged children must be enrolled in and attending school. You will need to pay for all necessary school fees. All dependents will need to leave Australia at the time that you are required to do so. <http://www.homeaffairs.gov.au/>

Changing Courses

Students are required to complete six months of study in their principal course before transferring to another education provider. States College Australia's Student Support can be contacted for further information.

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) website lists all education providers in Australia and the courses they provide.

Education Services for Overseas Students (ESOS) legislative framework

The ESOS Act defines the roles, responsibilities and standards for quality education for all education providers.

Office of the Commonwealth Ombudsman - Overseas Students

The Overseas Ombudsman investigates and addresses overseas student's concerns and complaints.

Studying in Australia – Taxation Information

For international students enrolled in an Australian course that lasts for six months or more, they are regarded as an Australian Resident for Tax purposes, so tax is paid on all earnings.

Tuition Protection Service

This service assists international students whose education providers are unable to completely deliver their course of study.

Visa Holders and Migrants – Know Your Workplace Rights

Students are permitted to work up to 40 hours per fortnight during the course term. During the holidays, students may work unlimited hours.

5. Courses and Programs

Please see the States College Australia website www.states.edu.au for current and up-to-date information about the courses and programs on offer.

6. Student Orientation

The Letter of Offer from States College Australia will accompany information on when the compulsory Orientation Program will be held and start dates for the courses will be provided as part of orientation. Essential forms must be signed before course commencement. The States College Australia Student Support Officer will be facilitating the Orientation Program.

Orientation Program

The Orientation Program is compulsory and will take place at States College Australia campus one week before the commencement of the course that the student has enrolled in. The orientation sessions introduce students to key staff members, who take the opportunity to welcome students, provide essential information needed to study at States College Australia and facilitate the signing of essential documents. The Orientation Program provides important information about the courses available at States College Australia, the policies and procedures, student Code of Conduct and student rights and responsibilities applicable to studying at States College Australia. The Orientation Program provides the opportunity for students to ask any questions that they may have.

7. Welfare, Safety, Health, and Support Services

States College Australia, is committed to ensuring that students receive all the support that they need to successfully adapt and thrive in the transition to life, studying and working in Australia.

States College Australia provides student support services to ensure that students are supported to achieve academically, and we recognise that the provision of appropriate student support services will help both international and local students to achieve academic success and help in their transition to study and live in Australia. Students may access these support services themselves to address general welfare issues or where staff are concerned about a student's wellbeing, a student may be referred for counselling.

Academic Support Services

To ensure academic success, students can contact their Trainers and Assessors for an appointment to address their concerns about maintaining satisfactory academic performance, attendance or other related study issues.

States College Australia staff will provide advice, guidance, support or referral at no additional cost based on student's circumstances.

The States College Australia enrolment form helps to identify any support students may need, and support needs can also be discussed during the Orientation Program. Academic Support Services that are offered by States College Australia include, but are not limited to:

- Mentoring from trainers
- Additional classes, tutorials, and s
- Online support and exercises for some courses
- Computer and technology support
- Referral to external support services

English Language Proficiency

States College Australia has a minimum requirement of an overall 5.5 English Language proficiency IELTS (or equivalent) level overall and no less than 5 for each component.

Students' Language, Literacy and Numeracy (LLN) levels will be assessed by the Admissions Officer at the time of enrolment. The Admissions Officer will assess the student in consideration of their academic qualifications and English Language proficiency level.

Students can contact the Admissions Officer or their Trainers and Assessors for additional LLN support during their enrolment.

General Welfare Services

Students experiencing challenges in the areas listed below, are welcome to seek support from the States College Australia Student Support Officer, who will provide information or referrals as appropriate on request at no additional cost. For WHS, Critical Incidents, Fire Emergency and First Aid students can contact Trainers and Assessors/ Receptionist/ Campus Manager/ CEO.

Welfare Counselling

Students experiencing any physical, emotional, or mental health issues can contact the Student Services Officer or members of the Student Services Team for assistance. Students may be referred to appropriate external counselling organisations.

Financial Counselling

Students experiencing financial challenges impacting on their ability to pay their tuition fees can discuss their concerns with the Student Services Officer/ members of the Student Services Team.

Legal Counselling

Students requiring legal support will be referred to external legal aid organisations. No legal advice can be provided by any member of States College Australia staff, but external referrals for support can be provided. **Legal Aid for telephone legal advice** <https://www.legalaid.vic.gov.au/>

T: 1300 792 387 Mon – Fri (8.00 am–6 pm)

Disability Support

Students with any disabilities or medical conditions affecting their studies must advise States College Australia in writing. States College Australia will facilitate reasonable adjustments to the delivery of training and implement support services to assist students with disabilities to achieve their academic goals whilst they are enrolled at the States College Australia.

Employment Rights

States College Australia can refer students to organisations such as the Fair Work Ombudsman, to inform them of their employment rights and conditions, and how to resolve workplace issues.

Accommodation

States College Australia can refer students to appropriate accommodation services and is always available to discuss any challenges a student may have with their accommodation arrangements.

The following websites can be used to find suitable accommodation:

- Gumtree www.gumtree.com.au
- Easy Roommate www.au.easyroommate.com
- Domain www.domain.com.au

Transport

- Transport from the Airport: if you require airport transfer upon your arrival, please let know and we will arrange it for you.
- Airport-to-city transfers are also available through various other service providers. (You can Google these and you will find multiple services)
- information on taxi, public transport, car rental, pick-up and drop off
<https://www.studymelbourne.vic.gov.au/news-updates/tips-for-a-safe-journey-from-the-airport-to-your-new-home>
- Information sources for Melbourne Public Transport:
<https://www.visitmelbourne.com/practical-information/getting-here-and-around/public-transport>
<https://www.ptv.vic.gov.au/>
<https://www.melbourne.vic.gov.au/parking-and-transport/public-transport/Pages/public-transport.aspx>

Approximate cost of living in

According to the Australia Government website www.studyinaustralia.gov.au, the average international student in Australia spends about AU\$390 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel and other incidental costs. Students will need a minimum of AU\$21,041 per year (excluding tuition) to cover living expenses. The cost of living, however, depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional AU\$7,362 per year for each dependent. Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items, such as clothing and shoes, to find a cheaper source. Other Living Expenses Costs:

- Groceries and eating out \$140 to \$280 per week
- Gas, electricity \$10 to \$20 per week

- Phone and Internet \$15 to \$30 per week
- Public transport \$30 to \$60 per week
- Car (after purchase) \$150 to \$260 per week
- Entertainment \$80 to \$150 per week

Costs are AUD estimates and are indicative approximate figures for guidance only and may vary. For more information, see Education and living costs in Australia (studyinaustralia.gov.au). For more information, some useful supermarket websites include www.woolworths.com.au, www.coles.com.au, www.aldi.com.au and www.iga.com.au.

All other confidential matters

The staff at States College Australia are available to support students confidentially and provide referrals as needed, including but not limited to:

Welfare/ Counselling Services and Referrals

States College Australia's Student Support Officer/ Administrations Officer/ CEO can provide general welfare and counselling referrals to:

- Lifeline: 13 11 14 (24-hour counselling service)
- Men's Line Australia: 1300 78 99 78
- Griefline (Telephone Counselling Service): 1300 845 745 (12 noon - 3:00am, 7 Days a Week)
- Direct Line (Drug and Alcohol Use): 1800 888 236
- 1800 Respect: Family and Domestic Violence 24/7 Telephone Counselling and Referral line: 1800 737 732
- Rape and Sexual Assault Services in Victoria
 - Sexual Assault Crisis Line: 1800 806 292 www.sacl.com.au
 - CASA House: Level 3, 210 Lonsdale Street, Melbourne Victoria, 3000
 - Northern CASA: 9496 2240, Building 26, Heidelberg Repatriation Hospital, 300 Waterdale Road, Heidelberg West, 3081
 - Eastern CASA: 9870 7310, 17 Ware Crescent, Ringwood East, 3135
 - South Eastern CASA: 9928 8741, 11 Chester Street, East Bentleigh, 3165
 - West CASA: 9216 0411, 236-240 Hoppers Lane, Werribee, 3030
- Gambling Help Online: 1800 858 858

Medical Services

- Emergency medical intervention: call 000 and request an ambulance
- To speak to a registered nurse on the phone, call: National Health Services Directory (NHSD) by Health direct Australia: 1800 022 222 www.healthdirect.gov.au
- Royal Melbourne Hospital 300 Grattan St, Parkville VIC 3050 (03) 9342 7000

Student Services Contact Details

You can contact the Student Services Officer for referrals or details about the support services States College Australia offers:

Phone: 0390005743

Email: info@states.edu.au

Health Cover

International students must have and maintain adequate Overseas Student Health Cover (OSHC) health insurance for themselves and their dependents before entering in Australia as part of the visa conditions. The OSHC provides medical and hospital insurance in Australia. States College Australia may be able to support students to arrange OSHC through Australian Health Management.

COVID-19

The Australian Skills Quality Authority (ASQA) provides information to students while COVID restrictions are in place.

Emergency services in Australia and Melbourne, Victoria

Life Threatening Emergencies 000 (Free call) for Fire, Police or Ambulance in any life-threatening emergency or 112 from a mobile phone. (Free call).

Non-Urgent Police Assistance 131 444

Crime Stoppers 1800 333 000 to report information or concerns about crimes

First Aid Emergency

States College Australia will inform you of the designated First Aid Officer who will have a First Aid Kit for the immediate provision of emergency treatment and life support for a person with an injury. If you, or if you see someone else injured, immediately contact Reception or nearest staff member.

Workplace Health and Safety

States College Australia recognises the importance of workplace health and safety. The College has a Critical Incident Management Policy in place in order to provide a safe and healthy work environment and to address critical incidents, Work Health and Safety (WHS) issues and Fire Emergencies. Information on Workplace Health and Safety (WHS), Fire Emergency and Critical Incidents is covered in Student Orientation and this policy is made available to all students via the States College Australia Website.

Critical Incidents

A critical incident is 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents are not limited to but may include: a missing person or people; experiencing severe verbal or psychological aggression; death, serious injury or any threat of these; natural disasters; and issues such as domestic violence, sexual assault, drug, or alcohol abuse. Non-life-threatening events can still be experienced as critical incidents.

Students are advised to call emergency services (fire, police, ambulance) if required (000), and immediately inform States College Australia staff about such incidents.

It is important to seek support from staff if a critical incident occurs either during or outside of studies because States College Australia staff will be able to assist either directly or with referrals and traumas should not be experienced alone.

If there is any chance that a critical incident may impact on a students' ability to complete assessments or attend classes, it is important to seek support from the college to ensure that visa conditions be addressed (for international students) and the best academic outcome can be achieved.

8. Student Rights and Responsibilities

Student Code of Conduct

All students are expected to abide by the States College Australia Code of Conduct for the duration of their course. Students who breach the Code of Conduct will be subject to disciplinary procedures.

Students' Rights

All students have the right to:

- Be treated fairly, respectfully and without discrimination by all students and staff
- Receive accurate, current information on the course they are studying, fees, training methods and to sign a written agreement with States College Australia before any fees are paid and be provided with the training committed to
- Learn in a supportive environment which is free from harassment, discrimination, and victimisation
- Learn in a healthy and safe environment where the risks to personal health, wellbeing and safety are minimised
- Have their personal details and records kept private and secure according to the Privacy Act 1988
- Request access the information States College Australia holds about them
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Appeal procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to States College Australia on the services, training, assessment, and support services they receive
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Students' Responsibilities

All States College Australia students are expected to:

- Be familiar with and always follow the Code of Conduct and behave professionally in a professional environment

- Communicate and act with fairness, respectfulness, and consideration, to actively ensure that others could not be offended, embarrassed, or feel threatened
- Respect the opinions, rights, culture, beliefs, and backgrounds of others
- Not to harass, victimise, behave aggressively, discriminate against, or disrupt others' education, property, or lives
- Be familiar with and always follow all safety policies and procedures and directions of staff
- Report any perceived safety risks as soon as they are identified to a member of staff
- Not to bring any illegal or dangerous items that could compromise anyone's safety into any States College Australia premises, or s or facility being used for training purposes
- Not to be under the influence of alcohol or other drugs when attending any States College Australia premises, or s or facility being used for training purposes
- Follow all visa requirements, including notifying States College Australia of any changes to their personal or contact details within 7 days and ensuring payments are submitted in a timely manner
- Accurately communicate relevant information to States College Australia in a timely manner
- Attend and progress through their course with commitment, professionalism, and integrity
- Prepare for and complete all assessments, activities, and assignments honestly and without cheating, collusion, collaboration, plagiarism or infringing on copyright laws
- Maintain regular contact with their Trainer and Assessor
- Contact States College Australia of any difficulties that arise during their involvement in their course
- Contact States College Australia if they are unable to attend a training session for any reason, in a timely manner and remain responsible for maintaining their attendance as part of their visa requirements

Misconduct

Misconduct is the breach of any of the guidelines outlined in the code of conduct. Where there is evidence, or reasonable grounds to believe that academic and/or general misconduct has occurred, States College Australia will investigate the alleged misconduct based on States College Australia's Complaints and Appeals, Suspending or Cancelling Student Enrolment and any other relevant policy.

- The student's prior conduct, any previous acts of misconduct, academic progress and attendance at States College Australia
- The nature and severity of the misconduct being investigated
- Any evidence of extenuating circumstances

Consequences of Misconduct

- The provision of a first - and final - written warning
- If it is first occurrence of academic misconduct, the student will be required to resubmit the assessment, with any fees associated as per States College Australia's policies
- Assessing either the assessment as "Not Yet Satisfactory", or the whole unit as "Not Yet Competent" for which the misconduct occurred, requiring the student to undertake the unit again, with any fees associated as per States College Australia's policies

- Deferring, suspending, or cancelling the student's enrolment
- Reporting the student to the Department of Home Affairs (DHA)
- Referring the matter to police or relevant authorities

The student may appeal the penalty of any case of misconduct under the terms of States College Australia's Complaints and Appeals policy and this will be managed as per the policy.

9. Complaints and Appeals

States College Australia is committed to maintaining integrity in all student management practices, including the swift and fair resolution of complaints and appeals for the benefit of all the parties involved. The States College Australia Complaints and Appeals policy ensures that all students are given informed access to a swift and fair complaints resolution and appeals processes within 10 working days of the lodgement of a formal complaint or internal appeal.

The Complaints and Appeals policy addresses academic as well as all other non-academic matters that may result in penalties and action taken against a student.

The student is welcome to contact the friendly and supportive staff at States College Australia for assistance to resolve personal concerns swiftly, however, if the personal concern is not resolved, the student can request support to lodge a formal complaint by following the complaints and appeal process for States College Australia.

States College Australia Complaints and Appeals Policy and Procedure and all the required forms are available to students on the States College Australia website and the staff will support all students to access and utilise the necessary forms.

10. Training and Assessment

Vocational Education and Training

Vocational Education and Training (VET) are course that are provided by Registered Training Organisations (RTO) that focus on developing the workplace-specific skills and knowledge required to gain employment for a specific vocation (area of work).

States College Australia offers a range of exceptional VET courses in Commercial Cookery and Hospitality and Business. These nationally recognised courses range from Certificate III level to Diploma in Commercial Cookery and Hospitality and Diploma to Advanced Diploma level in Business. States College Australia and is responsible for the quality of training and assessment and for the issuance of the AQF (Australian Qualifications Framework) certification.

The nationally recognised training has been assessed as meeting the Australian Government standards stipulated in the relevant training packages and in the Australian Qualifications Framework (AQF).

Training Delivery Methods and Learning Resources

States College Australia provides training face-to-face in classrooms, work placements or kitchens to facilitate the completion of the practical and work placement component for the and Building and Construction courses. This allows students to have direct contact with their trainers and to ask for additional support if required throughout their course. There is a library equipped to address the needs of students and space for the students to study individually and collaboratively.

Support is available from trainers (including referrals) to address any challenges, language, literacy and numeracy barriers impacting on the students' academic progress, or to support the student to address any needs that would result in reasonable adjustments to the way assessment occurs.

All Courses Include:

Structured Face to Face Learning and Assessment

As per the visa requirements for international students, classroom training and assessment is structured for a weekly timetable that accounts for a minimum of 20 scheduled course contact hours per week. The 20 course contact hours per week include all training delivery and assessment, engagement in group activities, class discussions, participation in simulated activities, role plays, projects, observations, attending guest lectures, as well as the completion of assessments and tasks.

Unsupervised Learning

Unsupervised learning activities are not included in the 20 hours of course contact: they are additional hours required for the successful completion of the course. The unsupervised learning hours required to be undertaken by students each week will be between four to seven hours per week outside of the classroom. The unsupervised learning hours per week may include online research/forums, activities, required reading, follow up activities, as well as completing documentation for work placements which includes but is not limited to logbooks and portfolios.

Work Placements

Students may need to complete work placements as part of their course to achieve their qualifications, for example in the Certificate III of and Certificate IV of Building and Construction qualifications. Work placements are the opportunity to evidence the theory that has been learnt in practice. Work placements provide students with the opportunities to demonstrate and increasingly develop the skills necessary for employment in the industry.

Field Trips and Excursions

States College Australia may provide students with the opportunity to participate in activities such as excursions and field trips to learn about the industry connected to the field of study.

These excursions and field trips provide insight into the course being studied and provide the student the opportunity to develop invaluable industry contacts and may be considered a part of the self-study component of the student course requirements.

Learning Resources

States College Australia has committed to providing students with hard copies of the learner guides and assessments, allowing for ease of revision and flexibility. For information regarding the study timetables and intakes for each qualification, please refer to the States College Australia website.

Timetables

States College Australia plans course and class timetables to meet the course's educational and visa requirements for predominantly international students, which will span 20 course contact hours. The units offered in the timetable may change the planned days or the unit provided for the student's timetable, due to trainer or venue availability, class sizes and other variables. States College Australia will always ensure that there is minimal disruption to students from these changes.

Subject Deferrals

States College Australia reserves the right to defer a subject to a later study period/session. Where a subject is deferred, it will be offered in the next logical training sequence. Students will be informed via email regarding their individual timetables by the Administration Officer.

Vocational Education and Training (VET) Assessments

Assessments in the VET sector are competency-based, meaning that a student must provide evidence that they can adequately demonstrate the required standard of practical skills and theoretical knowledge requirements for each unit, which is based on industry requirements. These national requirements are defined in the training package of a VET accredited course.

Assessment Methods

All of the nationally recognised courses offered by States College Australia involve several assessment methods, which may include: the practical observation of tasks; assignments / case studies; oral or written questions; role plays; projects; logbooks; reports; presentations and work-based assessments.

Assessment Participation

Participation in assessment activities is a mandatory process for demonstrating competence in all the units and demonstrating course progression for visa requirements. The assessor will inform students how and when these assessments will occur and support the student to develop the knowledge and skills required for the assessments.

Submission of Assessment Evidence

All completed assessments must be submitted directly to the Trainer and Assessor by the due date. If a student cannot complete an assessment on or by the due date, it is mandatory to inform the Trainer and Assessor with as much time as possible to negotiate a time to reschedule the

assessment and reduce the risk of a Not Yet Satisfactory result, additional fees or having to repeat the unit. Late submissions of assessments will not be accepted unless prior arrangements for assessment extensions were made with the Trainer and Assessor.

Reasonable Adjustment to Assessments

Reasonable adjustments to assessments may potentially relate to factors that may affect a student's ability to complete all or part of the assessment. This includes a temporary or permanent disability, Cultural or religious beliefs and other unforeseen circumstances. The Trainer and Assessor should be contacted for full details on Reasonable Adjustments.

When reasonable adjustments need to occur, the States College Australia Trainer and Assessor will document the need for the adjustment. The adjustment will be based on the submission of compelling evidence by the student and will adjust the assessment methods to suit these needs.

Assessment Resubmissions

States College Australia students have full access to supportive Trainers and Assessors, so if a student has concerns about their capacity to successfully complete an assessment, it is recommended for the student to approach their Trainer and Assessor to reduce the risk of needing to resubmit.

When a student is at risk of being assessed as "Not Yet Satisfactory" (NYS), the student would be encouraged to approach the Trainer and Assessor for support and an Intervention Strategy will be developed in consultation with the student to address their needs.

If a student has received a 'Not Yet Satisfactory' (NYS) result due to insufficient evidence to demonstrate competency for the unit being assessed, the students may be allowed to resubmit the evidence based on the reason of the NYS result.

Students will only be allowed a maximum of two resubmission attempts at no charge. If the result of the resubmission is still NYS, the student will have to re-enrol and pay the required fee per unit of competency as well as extend their course duration. If the unit is a pre-requisite to another unit, the following unit will also have to be delayed, possibly affecting the student's course timetable and visa.

Should you be required to resubmit or re-attempt the assessment activities, your Trainer and Assessor will give you a resubmission due date or a re-attempt due date, which will generally be within seven days. If the NYS result for the unit is due to cheating, plagiarism or collusion, only one resubmission in the entirety of the course is allowed. For subsequent cheating, plagiarism or collusion submission consequences, please see the information in the student handbook under that heading.

Assessment Extensions

States College Australia Trainers and Assessors may grant extensions for assessment due dates following a direct, written request from the student. If granted, the extension will be for an agreed

amount of time. Please note the granting an assessment extension does not affect the requirement for the student meet sufficient course progress requirements.

Assessment Results

States College Australia Trainers and Assessors will ensure assessment results are made available to students within the required timeframes set by the Australian Skills Quality Authority (ASQA), the regulating body for Vocational Education and Training (VET) which will usually be within two weeks/ 10 working days after the submission of an assessment. Assessors will provide feedback and results to students with written feedback on any submitted written assessments and possibly in a face-to-face meeting.

If students disagree with their assessment results, they can lodge an internal appeal within 20 working days of receiving the result.

An intervention strategy will be implemented for any student deemed at risk of not progressing satisfactorily in their courses.

Qualifications or Statement of Attainment

States College Australia can only issue Certificates of Qualifications to students who have been assessed Competent in all the core and elective units of competence specified in the Training and Assessment strategy as per the guidelines for each course. Students who have not been assessed as competent in all the core and elective units will receive a Statement of Attainment listing all of the units in which they have been assessed competent.

The issuance of a Certificate of a Qualification or Statement of Attainment will be completed by States College Australia staff:

- Following the payment of all outstanding course fees, which are the responsibility of the student, should be completed upon the submission of the final assessment for the course
- Student's Certificates and Statements of Attainment will not be issued to any other person than the student, unless the student has provided a written a formal statement consenting to this
- The Certificate or Statement of Attainment may take up to 30 days following course completion, once all fees have been paid and the student's course progress checked. States College Australia will inform students when Certificates or Statements of Attainment can be collected.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) refers to relevant prior learning experience which demonstrates that students already have the knowledge and competencies of the unit/course.

Applying for Recognition of Prior Learning (RPL)

New students eligible to apply for RPL should provide the supporting documentation and indicate this on their initial application form to the Admissions Officer.

Credit Transfer

Credit Transfer gives recognition to the current Qualifications and Statements of Attainment for successfully completed units issued by other registered training organisations accredited under the Australian Qualifications Framework. The completed unit codes must directly match the codes for the course being applied for at the time of the request of credit transfer.

If a Credit Transfer is granted or a successful completion of the RPL process occurs, this may result in a change in the course duration. This could also impact changes in timetable and study loads for each study period, impacting on visas. Students may be required to attend classes for units assessed as being eligible for credit transfer if the college is delivering multiple units together.

Applying for Credit Transfers

Students eligible to apply for a Credit Transfer should provide evidence of a valid AQF certification or Statement of Attainment from a Nationally Registered Training provider, indicating this on their initial application form.

International Students

Full-time enrolment in a course, attendance and successful progression is a visa requirement. Full-time study for Vocational Education and Training (VET) courses is defined in the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) as 20 scheduled course contact hours per week.

If a student is granted a course credit by States College Australia before the Student Visa is granted, it will be indicated on the Confirmation of Enrolment with States College Australia Letter. If Recognised Prior Learning (RPL) or Credit Transfer is granted by States College Australia after the Student Visa is approved, the student will receive a report indicating any reduction of the course duration. States College Australia will also adjust your course duration on PRISMS, as the college must report any change of course duration to The Department of Home Affairs (DHA). This may affect your visa.

Plagiarism, Collusion and Cheating

Plagiarism and cheating means copying and presenting someone else's work as one's own, including without referencing and can include copying another person's exact answers to an assessment, submitting work written by someone else, copying information from a website without paraphrasing or referencing the source of the information.

Collusion means that two or more students have worked together on an assessment task that was required to be an individual's work.

Plagiarism, collusion, and cheating constitutes a serious breach of the Student Code of Conduct at States College Australia.

Breaching these elements of the Code of Conduct may result in the following:

For the first incident of plagiarism, collusion and cheating, the Assessor will mark the assessment result to be "Not Yet Satisfactory". The student will be provided with one attempt to resubmit and will be required to re-work and resubmit the assessment. This may result in additional fees. Students will be granted one attempt to resubmit, and any additional fees will be applied in accordance with the States College Australia Fees and Refunds Policy.

For the second breach of the Student Code of Conduct, the student will be required to re-enrol in the unit. This will be the consequence for any second incident of plagiarism, collusion or cheating, whether it is the second incident for a unit or for the course overall.

For the third breach of the Student Code of Conduct and incident of plagiarism, collusion or cheating a meeting between the student and the Academic Manager will lead to a decision on the penalty, based on the assessment of the available evidence and individual circumstances. Outcomes may include suspension, or exclusion from the course or any other action as determined by the Academic Manager.

11. Course Progress and Attendance

The Australian Government Student Visa Program requires international students studying in Australia comply with the requirements of their visa which include course progress and attendance. States College Australia will provide students with support and information about maintaining satisfactory course progress.

These requirements are documented in the States College Australia Student Attendance and Progression Policy and Procedure which is available on the college website.

The Education Services for Overseas Students (ESOS) Act 2000 requires that States College Australia notify students and the Department of Home Affairs (DHA) if the student visa conditions relating to course progress and/ or attendance have been breached.

Intervention Strategies

States College Australia continuously monitors student progress and applies intervention strategies as soon as students are identified as being at risk of not making satisfactory course progress and/ or attendance.

The intervention strategies that the College may be apply are detailed in the States College Australia Student Attendance and Progression Policy and Procedure which is available on the College website.

12. Deferrals, Suspensions and Cancellations

States College Australia provides students with comprehensive, easily accessible information about States College Australia's Deferring Student Enrolment Policy and Procedure and the Suspending or Cancelling Student Enrolment Policy and Procedure, which are both available on the College website.

Student Initiated Deferral

To apply to defer enrolment, students are advised to contact States College Australia's Student Support Officer for support to apply for the deferment formally, in writing using appropriate forms. The Student Support Officer will explain the deferment process, including the requirement that the application for deferment must be in writing using the "Application to Defer Enrolment" form and evidence must be submitted, such as flight tickets, medical certificates and so on. The Student Support Officer will explain to the student that the student will need to contact the Australian Department of Home Affairs to confirm and address their visa requirements and also address any remaining financial obligations.

Compassionate and Compelling Circumstances

To apply to defer enrolment for compassionate and compelling circumstances, students must provide evidence of compassionate or compelling circumstances and unforeseen circumstances that negatively impact on course progress or wellbeing.

The States College Australia Deferring Student Enrolment Policy and Procedure identifies the circumstances that are not considered compassionate or compelling.

Cancelling an Enrolment

To apply to defer or cancel enrolment, students are advised to contact the States College Australia Student Services Officer. The Student Services Officer will explain the deferment or cancellation process, including student visa requirements and any financial obligations the student has remaining and the consequences of deferring or cancelling enrolment, including implications for their visa.

The student will need to seek advice from the Australian Department of Home Affairs. The Student Services Officer will support the students to lodge the cancellation request by providing the required documentation/ forms to be completed. States College Australia will advise students of the outcome of their completed application within 10 business days in writing.

States College Australia-Initiated Cancellation

States College Australia may cancel a student's enrolment for breaching the conditions listed within, but not limited to, the States College Australia Suspending or Cancelling Student Enrolment Policy and Procedure which is available on the College website.

Students are notified in writing of the intended cancellation of their enrolment and are provided with 20 working days to apply the States College Australia Complaints and Appeals policy. The student's enrolment status will not be reported to Department of Home Affairs (DHA) until the internal appeals process is completed. Following the conclusion of the appeals process, student's enrolment cancellation is reported to DHA via PRISMS.

13. Fees and Refunds

States College Australia's Fees and Refund Policy and Procedure requires students to pay fees at the time of accepting a course offer, before commencement. Continuing students are required to pay fees by a specified due date as reflected on their Letter of Offer.

States College Australia's Fees and Refund Policy covers contingencies such as when courses are cancelled or discontinued, when students cancel, withdraw or lodge a grievance which is upheld.

States College Australia Fees and Refund Policy and Procedure is accessible on the College website for information on the consequences of non-payment of fees and the payment arrangements that may be available to students facing financial hardships

14. Complaints and Appeals

States College Australia will deal with any complains or student appeals in an effective and timely manner and finalise the outcome as soon as practicable.

- The student will be given the outcome of each complaint or appeal, and which is also to include a statement of the reasons for the outcome.
- States College Australia will act upon any substantiated complaints or appeals.

The administration is responsible for managing the resolution of the complaints and appeals.

If the complaint or appeal has not been resolved using the States College Australia internal complaints handling and appeals process, the student will be advised within 10 working days of concluding the internal review.

You can request a complaints and appeals form from the reception or your trainer, if you need one.

For full procedure and our obligations, please go through the Complaints and Appeals policy, also available through reception and our website.

15. Policies and Procedures

States College Australia student-related Policies and Procedures are accessible on the college website, which are accessible to support your rights and help you to address your needs.

All States College Australia staff will support you to understand and use the Policies and Procedures and the relevant Templates.