



**Ti Education and Training**  
Growing Knowledge For Tomorrow

# Student Handbook

Ti Education and Training  
263 Old West Road, Bullsbrook WA 6084  
(08) 9571 2561  
RTO ID: 45437  
CRICOS ID: 03721J

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## Welcome

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### Studying with Ti Education and Training

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Ti Education and Training aims to provide courses which are:

- practical;
- informed by industry needs;
- flexible;
- affordable; and
- delivered by friendly, professional, and supportive staff

The main purpose of this Handbook is to provide students with a range of important information they will need when studying with Ti Education and Training.

This Handbook provides the information students need about applying for a course, learning, teaching, and studying at Ti Education and Training.

The second part of this handbook has been prepared to assist students who may be currently living overseas and who wish to study in Australia. It includes details about visas and arrival in Australia, including important information such as working in Australia and accommodation.

### Courses offered by Ti Education and Training

#### AHC30616 Certificate III in Production Horticulture

Learning and teaching for this qualification is face-to-face and provides a vocational outcome in production horticulture. The qualification enables individuals to select a tree cropping, vegetable or berry production, grape growing or mushroom production context as a job focus, or a mixture in the case of mixed enterprises. It comprises 50 scheduled tuition/learning weeks and up to 15 weeks of holidays (65 weeks total)

Students who complete this course may wish to continue their education in courses as AHC40316 Certificate IV in Production Horticulture or diploma courses from the (AHC) Agriculture, Horticulture and Conservation and Land Management Training Package.

There are no pre-requisites for this qualification, or any of the units of competency contained within it.

#### English language programmes for international students

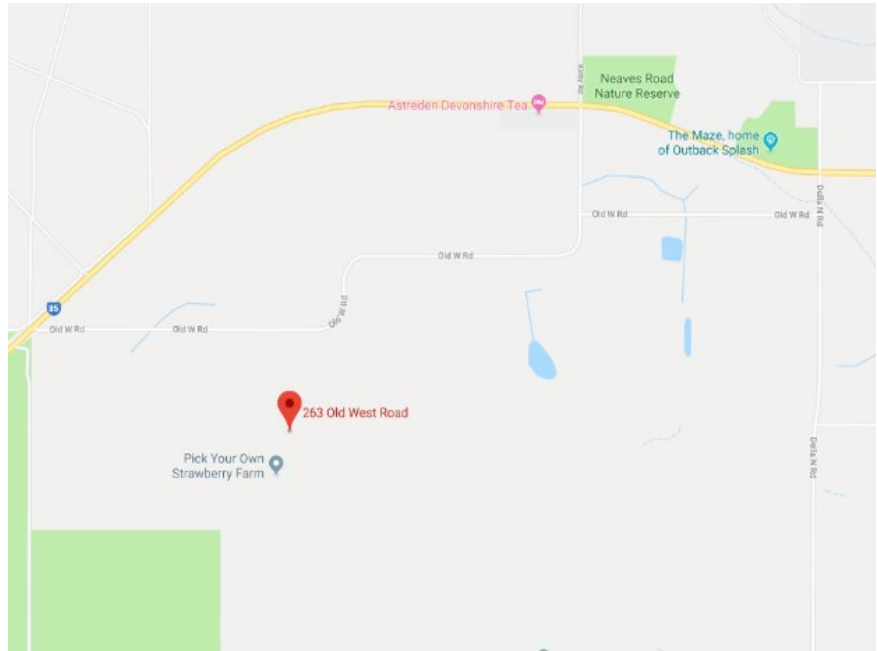
Details about the English language programmes offered by Ti Education and Training may be found in Part 2 of this Student Handbook relating to international students.

## Location

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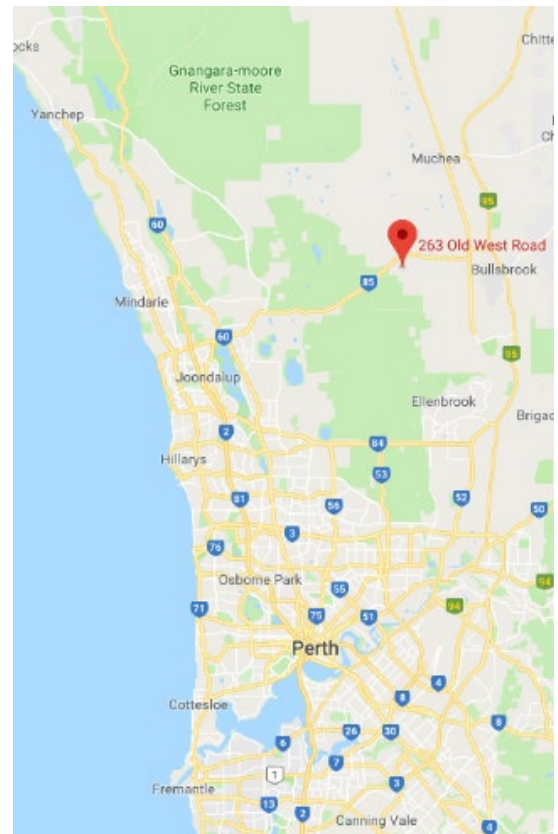
### Bullsbrook

263 Old West Road  
Bullsbrook  
Western Australia 6084



### Features

- WiFi
- Internet access
- Toilets
- Wheelchair accessible toilets
- Disabled parking



## Contact information and emergency contacts

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### Ti Education and Training contact details

Address:  
263 Old West Road  
Bullsbrook WA 6084  
Phone: (08) 9571 2561  
email: [info@tieducation.com.au](mailto:info@tieducation.com.au)

### Director of Studies (Academic Support):

Richard Watkins  
Office: (08) 9571 2561  
email: [Richard.watkins@tigoc.com.au](mailto:Richard.watkins@tigoc.com.au)

### International student support officer:

Kay Lawlor  
Phone: (08) 9571 2561  
email: [admin@tieducation.com.au](mailto:admin@tieducation.com.au)

### Emergency telephone numbers:

Police, Fire, Ambulance – telephone 000

## Students

Students are in control of their learning experience and they usually pursue not only the subjects that they are passionate about, but those that help them grow and develop personally. This means that students are not constrained by educational establishments, buildings, teachers, time, or curricula all of which may be exclusively or largely determined by others.

It is also important to Ti Education and Training, that the concept and understanding of learning embraces a wider array of skills, knowledge, and understandings, and how these are acquired, reinforced, and confirmed. Thus, learning can and does take place in classrooms, but it also occurs on-the-job, via conversations and demonstrations, and in a variety of other contexts and ways which may extend well beyond conventional settings.

Students have the opportunity to initially make choices and have greater personal autonomy that may have an increasingly positive impact on their learning, by having the opportunity to contribute to the context, content, process and learning experiences. Generally speaking, the experience of students tends to be more productive because they learn how to efficiently co-operate with their peers and other people, a useful skill that is increasingly necessary to achieve continuing success and become a life-long student.

The approach to learning taken by Ti Education and Training is that students:

- develop their own learning goals;
- monitor their progress in meeting those goals;
- have a purpose or interest to learn something;
- ask questions and seek information;
- find ways to collaborate with others;
- want to know something because they want to know it -- not merely for a grade; and
- are curious about life and do not stop learning.

Following from the above, it is a core aim of Ti Education and Training to help students become productive and achieve the goals and objectives they have established for themselves. So that makes a successful student?

They:

- are leaders in their own learning;
- engage with the world around them;
- question everything;
- think for themselves;
- are driven by their own interests;
- push through challenges;
- are determined to succeed;
- have inner motivation and self-discipline;
- cultivate good learning habits;
- know how and when to ask for help; and
- are willing to take risks, fail, and learn from their mistakes.

## The Ti Education and Training student charter

### Introduction

Ti Education and Training is committed to outstanding learning and teaching, preparing people for entry to the career of their choice, and to becoming independent, life-long students. Central to Ti Education and Training's aims and objectives is creating and sustaining an environment that is inclusive, inspiring, safe, and respectful.

Ti Education and Training reflects the fact that learning is a journey of creative and critical enquiry, where students and staff learn together to develop new knowledge and skills. It is Ti Education and Training's aim and hope that students enjoy the learning journey, and benefit greatly from their experiences.

This student charter provides important information about what students can expect from the Ti Education and Training and from its teaching and other staff, and in turn what is expected of them to achieve the outcomes they seek and become valued and respected members of the wider community.

Therefore, the student charter represents the partnership Ti Education and Training seeks to forge with its students, one where mutual behaviour sustains important relationships, both during the time students are enrolled, and following their graduation.

This Charter emphasises the importance of belonging to a learning community, and of partnerships working between students and staff. It emphasises the importance of strong and effective working relationships between Ti Education and Training and its students and symbolises a commitment to obtaining excellent learning and teaching experiences and outcomes.

The Charter is not a contract, nor is it intended to be legally binding; it is a set of shared expectations which establishes the values and standards the Institute seeks to promote across all of its learning community. The

Charter applies to all students on all courses and reflects the Institute's expectations of their experiences while enrolled.

Ti Education and Training also recognises that it is evolving, and that change may arise as a result of internal and external factors. Because of this, Ti Education and Training will review this charter every year to ensure it meets student and other needs and enables it to respond quickly to new challenges which may emerge.

At Ti Education and Training students can contribute and will have opportunities to provide feedback on courses, programmes and learning and teaching.

Although this Charter is founded on the values that shape Ti Education and Training and binds students and staff together, there are times when it is necessary to refer to the policies and procedures that govern the conduct of students and staff. There are a significant number of these which aim to cover all eventualities and relationships.

In addition to this student charter, Ti Education and Training has policies and procedures addressing student behaviour and other important factors in its operations. These include: academic integrity; academic misconduct; assessment; academic progress; and student grievances. The Student handbook is another valuable reference source.

These policies and procedures also contain information about the actions Ti Education and Training may take in the event of any breach of its policies, and the sanctions that might be imposed on students which include both suspension and expulsion for the most severe infractions.

At all times however, students will be subject to procedural fairness and natural justice, and nothing in this charter or Ti Education and Training's policies and procedures removes students' rights and obligations under State and Commonwealth legislation, which includes and covers occupational health and safety, privacy, discrimination, and other fields.

All Ti Education and Training policies and accompanying procedures are available on its website, and students are strongly encouraged to familiarise themselves with the content. Students are also strongly encouraged to ask any Ti Education and Training staff for guidance and advice where they may be uncertain.

International students should be aware they incur additional rights and obligations as part of their visa conditions and arising from legislation including the *Education Services for Overseas Students Act*, and that Ti Education and Training has obligations to report breaches of conditions to the Department of Immigration and Border Protection. These rights and obligations are briefly described at the conclusion of the charter.

### **What can students expect: rights and responsibilities.**

As members of Ti Education and Training, students can expect to:

- be recognised as members of the Ti Education and Training community, with all associated rights of access to student services and facilities;
- have access to enthusiastic staff who have expertise in teaching in their disciplines, and who are actively supported developing and delivering quality learning and teaching;
- be treated ethically with courtesy, fairness, and respect at all times;
- have an induction programme, informing them of rights and responsibilities and the demands of courses/programmes and the support they can access;
- be valued and be heard individually and collectively;
- have reasonable needs considered equitably regardless of individual differences such as ethnic origin, religion, age, sexual orientation, gender identity, disability, or mode of study;
- enjoy a safe learning environment free from intimidation, harassment, discrimination, or bullying;
- express and defend alternative points of view using respectful dialogue and rational debate mindful of the feelings of others and understanding relevant ethical implications;
- have concerns and complaints considered promptly and impartially, and to have access to fair and equitable grievance and appeals processes;
- have reasonable access to services that develop personal and academic capabilities;
- have all private information treated as confidential, protected against unauthorised access, and requested only where necessary for Ti Education and Training's academic and administrative functions;
- as a developing professional, be provided with opportunities for career development leading to being well prepared for future employment and lifelong learning; and

- engage with policies and procedures that are easily accessible and up to date.

### **What are Ti Education and Training's expectations?**

Ti Education and Training expects its students to:

- treat all other members of the Ti Education and Training community with courtesy, fairness, and respect at all times;
- respect the safety, well-being and property of others including following normal safety practices such as directions both written and verbal from Ti Education and Training staff;
- refrain from behaviour which might reasonably be seen as unsafe, intimidating, discriminating, harassing, bullying or disruptive to other members of Ti Education and Training;
- respect the right of others to express opinions and deal with disagreement through rational debate and established processes;
- respect the privacy of Ti Education and Training staff and other students, and maintain the confidentiality of personal information;
- respect Ti Education and Training's property and facilities, including appropriate use of the library/resource centres and information technology; and
- make themselves aware of Ti Education and Training's policies and procedures, particularly those which apply to students and learning.

### **Quality, engaging and relevant education: student expectations**

Ti Education and Training is committed to providing quality, engaging and relevant education at reasonable cost, which means that students can expect:

- curricula that
  - ~ are contemporary and based on best practice approaches to learning, teaching and assessment;
  - ~ demonstrate sound design principles, allowing students to acquire and display learning outcomes in different ways;
  - ~ have appropriate regional, national, and global relevance enabling students to gain entry to the career of their choice; and
  - ~ are informed by discipline, skill and employer needs and priorities, and contribute to developing important graduate skills and attributes;
- learning and teaching informed by research and scholarship which engages, fosters curiosity, recognises different learning styles, and provides experiences where knowledge can be tested and explored;
- approaches to, and methods of, assessment that are fair, based on explicit criteria and performance standards, and is consistent with the principles of academic integrity and scholarly conduct;
- assessment that is transparent and clearly related to tasks and learning objectives, and provides a variety of ways to demonstrate knowledge and skills;
- feedback that is regular, timely and constructive and assists in a process of enhancing learning and continuous improvement;



- purposeful work integrated learning combining theory with practice to build discipline knowledge and advance career goals;
- accurate, up to date information about programmes, courses, enrolments, and other administrative procedures that enables informed decision making; and
- reasonable access to Ti Education and Training's resources and facilities including its library/resource centre, information technology, study and other informal space, and academic/learning support services.

### **Quality, engaging and relevant education: Ti Education and Training expectations**

Ti Education and Training is founded on principles including mutual obligation, where it and its students share responsibilities for progress and success, meaning that students:

- need to familiarise themselves with the requirements of their programmes and/or courses and ensure that their knowledge remains up to date;
- adhere to the highest standards of academic integrity and familiarise themselves with Ti Education and Training policies and procedures related to plagiarism, intellectual property, and academic misconduct;
- should be actively engaged in their studies and attend all required sessions enabling them to form relationships with staff, challenge opinions, and contribute to classroom based and other discussion;
- take advantage of normal contact hours and to engage in independent studies – for each hour of class or related contact time, students should expect to complete at least three hours of self- directed study;
- participate actively and positively in learning and other activities, developing the skills needed to become active, independent life-long students;
- inform themselves about the different assessment requirements they will encounter, and submit required work e.g., assignments, reports, and projects, on time;
- consistently refer to assessment criteria and standards for a course or programme, and make use of feedback from staff and peers to inform and improve learning;
- lodge work e.g., assignments; before any deadlines, and thoroughly check and revise their work before submission.
- write their own original assignments or assessments ensuring they are referenced correctly and not commit misconduct including plagiarism and having work written by others;
- actively seek assistance from Ti Education and Training's support services when this is needed, including advice about strengthening academic skills and language, time management, etc.;
- demonstrate initiative and appropriate professional behaviour while undertaking work placements, projects, or fieldwork, and respect the privacy of any commercial or other information made available;
- keep all personal contact details up to date and check their Ti Education and Training email account regularly for communications; and
- alert Ti Education and Training staff about any issues or difficulties that may affect attendance, complete assigned work of any kind, or have any adverse impact upon their studies.

## Unique student identifier (USI)

A unique student identifier is a reference number made up of numbers and letters that creates an individual life-time record for all nationally recognised training that has been completed. Under the Unique Student Identifiers Act, 2014, all registered training organisations must ensure they have a valid unique student identifier for any student enrolling in nationally recognised training from 2015. This means (unless students have an exemption issued by the Unique Student Identifier Registrar) that they must either:

- provide Ti Education and Training with their unique student identifier; or
- provide Ti Education and Training with permission to access or create their unique student identifier on their behalf.

If students provide Ti Education and Training with permission to access or create their USI a valid form of identification is also required. The personal identification that students provide for this purpose will be destroyed once Ti Education and Training has used it for this purpose.

If students would like to create their own unique student identifier, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

Ti Education and Training is unable to issue a qualification or a statement of attainment unless it has a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

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## Terms and conditions

### Fees and refunds

#### 1. Protection of fees paid in advance

- Ti Education and Training protects fees that are paid in advance by both domestic and international students.
- For domestic students, fee protection is ensured because:
  - Ti Education and Training does not require payment of more than \$AUD 1,500.00 in advance for services not yet provided, either prior to course commencement, or at any stage during a course. Fees will be paid off during the course in instalments according to a set payment plan.

For international students, fee protection is ensured shown below.

- All course fees are held in a separate bank account that can only be drawn upon when the student commences. Course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before a student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- Ti Education and Training does not require international students to pay more than 50 per cent of course fees prior to course commencement. However, Ti Education and Training provides students with the opportunity to pay more than 50 per cent of their tuition fees prior to course commencement if they wish. Where students choose not to pay more than 50 per cent upfront, the remaining amount will be collected according to an agreed payment schedule. Note, that where a course is fewer than 25 weeks duration, Ti

Education and Training does require students to pay the full cost of the course prior to course commencement.

- Ti Education and Training pays into the Tuition Protection Service (TPS) provided by the Australian Government.

## 2. Fees and refund information

- Fee information relevant to a course is outlined in detail in the Learner Agreement and summarised on the Course Out-line as well as on the Ti Education and Training website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3.
- Fee information provided to domestic and international students includes:
  - all course fees, including both tuition fees and non-tuition fees and the period to which these fees apply;
  - any additional charges that may apply and the circumstances in which they apply;
  - the potential for changes to fees over the duration of the course; and
  - payment options (including that international students may choose to pay more than 50 per cent tuition fees before their course commences)
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure, and informs students of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- No cooling-off period applies as Ti Education and Training does not use un-solicited consumer agreements (such as tele-marketing, door-to-door selling or direct approach marketing in a public places).

## 3. Course fee inclusions

- The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.
- **Tuition fees include the following items.**

All of the training and assessment required to achieve the qualification or course in which students are enrolling within the attempts allowed.

One copy of the required textbooks and learning materials for each student unless otherwise stated in the Course Outline.

Issue of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable.

- **Non-tuition fees include the following items.**
  - Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, they will need to re-enrol in the unit or units in question, and will be charged a pro-rata course fee based on the number of units required to be re-taken.

- Re-issue or additional copies of certification documents will attract a fee of \$AUD 50.00 per document and \$AUD 20.00 if international shipping is required.
- Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- **Otherwise, course fees (tuition or non-tuition) do not include the following items.**
  - Any optional textbooks and materials that may be recommended, but not required to complete a course.
  - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
  - Stationery such as paper and pens.
  - Uniform (if required for placement).
  - Overseas Student Health Cover.
  - Airport pick up.

Ti Education and Training cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

#### **4. Payments**

Payments can be accepted by electronic transfer, money order or cheque.

Students who are experiencing difficulty in paying their fees are invited to call the office to make alternative arrangements for payment during their period of difficulty.

Debts may be referred to a debt collection agency where fees are more than 40 days past due.

Ti Education and Training reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received, and no alternative arrangements for payment have been made.

#### **Receipts of payments made by international students**

International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported under default provisions which may result in their visa being cancelled

#### **5. Refunds for domestic students**

- All course fees for fee-for-service students include a non-refundable deposit which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.
  - A full refund of any fees paid (including the deposit) will apply if Ti Education and Training is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that Ti Education and Training or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, students will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:

- where Ti Education and Training or any third parties delivering training and assessment on its behalf ceases to operate;
  - where Ti Education and Training ceases to deliver the course in which a student is enrolled, and the agreement is terminated; or
  - where Ti Education and Training needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with a student to account for changes.
- In any of the above situations, Ti Education and Training will automatically conduct a refund assessment of all affected students and issue refunds accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
  - Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Application for Refund Form*. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
  - The refund assessment will be based on reviewing the services provided to students and the costs incurred by Ti Education and Training to provide those services.
  - The outcome of the refund assessment will be provided in writing to a student's registered postal address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.
  - A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
  - Recognition of prior learning and/or recognition of current competence application fees are non-refundable

## 6. Refunds for international students

- All course fees for international students include a non-refundable enrolment fee which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.
  - A full refund of any fees paid (including the deposit) will apply if Ti Education and Training is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- **Circumstances in which a full refund will be paid**

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- where a course does not start on the starting date outlined in the Letter of Offer;
- if a student cannot commence the course because of illness, disability or where there is death of a close family member (parent, sibling, spouse, or child);
- at the discretion of Ti Education and Training's chief executive or approved representative, when other special or extenuating circumstances have prevented a student from commencing their studies including political, civil, or natural events; or

- if an offer of a place is withdrawn by Ti Education and Training and this is not due to incorrect or incomplete information being provided by the student.
- **Refund process for full refunds**
  - In any of the above situations, Ti Education and Training will automatically conduct a refund assessment of all affected students and issue the refunds accordingly. In these cases, there is no need for students to make an individual application for a refund. Refunds will be issued within 28 business days.
- **Circumstances in which a partial refund will be paid**
  - Partial refunds will be paid in the event of provider default. Refunds will be calculated from the day of the default as provided in section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
  - Partial refunds will also be provided in the same manner as for provider default (as above) where Ti Education and Training fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the Education Services for Overseas Students Act, or the National Code.
  - If an international student is refused a visa (student default) before commencing their course, Ti Education and Training will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of five per cent of the total amount of the fees (tuition and non-tuition) or the sum of \$A 500.00.
  - If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
  - If a student has supplied incorrect or incomplete information and as a result Ti Education and Training withdraws the offer prior to commencement of the course, students will be eligible to receive a refund of all course fees paid less a 20 per cent administration fee.
  - Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement, the deposit paid will be refunded less a 20 per cent administration fee.
  - Where a student withdraws from a course 0 – 28 days before course commencement, except for the reasons set out in 9.1, 50 per cent of the deposit paid will be refunded.
  - If a student withdraws or defers their course after the course has started and they have paid for units/clusters that have not been commenced. This will be calculated on a per unit or cluster cost calculated as the course fee less administration fees of 20 per cent, less text-book fees divided by the total number of units or clusters in the course.
- **Refund process for partial refunds**
  - Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Application for Refund Form*. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
  - The refund assessment will be based on reviewing the services provided to a student and the costs incurred by Ti Education and Training to provide those services.

- The outcome of the refund assessment will be provided in writing to a student’s registered postal address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedures*.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle them to a refund.

- **Circumstances in which a refund will not be paid**

- Students are not entitled to a refund in the following circumstances:
  - where students are refused a visa and the reason for the refusal was because they did not start the course at the location on the agreed starting day, or the student withdrew from the course at that location, or the student did not pay the fees due; and/or
  - where Ti Education and Training terminates a student’s enrolment because of a failure to comply with Ti Education and Training policies, misbehaviour, or unsatisfactory course progress.

## 7. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following the Ti Education and Training *Complaints and Appeals Policy and Procedures*.
- Records of refund assessments and issuance of refunds will be stored securely on a student’s file and in the Ti Education and Training accounts keeping system.

## 8. Publication

- Ti Education and Training will publish in a prominent place on its website the following:
  - all tuition and non-tuition fees (as shown in course outlines)
  - this Fees and Refunds Policy.

### Additional fees and charges (if required)

Type and circumstance in which it applies	Charge
<b>Re-issuing testamurs and/or statements of results</b> All course fees include the cost for issuing of one copy of the Australian Qualifications Framework testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	\$AUD 50.00 per document, plus the cost of postage if required.
<b>Additional copies of textbooks or any other learning and assessment resources</b> Where original provided is lost or misplaced. One copy of each required resource is included in course fees.	A fee of \$AUD 100.00 per textbook or \$AUD 20.00 per printed document applies if required.
<b>Printing and photocopying</b> Printing costs as may be required to complete assessments, or homework activities, or if students require a copy of any records that Ti Education and Training holds about them.	Ti Education and Training provides printing or copying for a cost of 20c per page, however students may use their own or other printing facilities.

<p><b>Re-enrolment fee (per unit)</b> Where students fail to achieve a satisfactory outcome after three attempts at an assessment task, they will need to re-enroll into the unit or units in question.</p>	<p>Pro-rata course fee based on the number of units required to be undertaken. Varies refer to Course Out-line and Student Agreement for applicable fees.</p>
<p><b>Recognition of prior learning and recognition of current competence fees</b> Application fee and fee per unit assessed by RPL Total course fees may be reduced to account for the number of units undertaken via recognition of prior learning and recognition of current competence or where course credit has been granted.</p>	<p>Varies refer to Course Out-line and Student Agreement for applicable fees.</p>

## Credits

A credit is formal recognition of the previous studies students have completed for the purpose of reducing the units or modules they are required to complete in the course in which they are enrolled in with Ti Education and Training.

Ti Education and Training can grant students credit towards their course for units of competency or modules that they have already completed with another registered training organisation or authorised issuing organisation. Ti Education and Training can also grant students credit for subjects or units they have completed and where equivalence can be established between the unit/ module in their course/s, and the subject or unit/s they have completed.

There is no charge to apply for credit.

To apply, students fill in the Credit Application Form and submit it as part of their application for enrolment. Students can apply for credit at any time; however, it is best students do this as part of their enrolment so that credits are provided from the beginning, and they are not required to do work that they may not have needed to do.

Make sure certified copies of transcripts from previous studies are attached. In some cases, Ti Education and Training may ask for additional information about subjects or units previously studied so it can determine equivalence. A credit application may be returned to students if the necessary information is not provided. In some cases, credits may lead to a reduction in course fees as there is less work involved in delivering and/or providing a course. Students will be advised in writing of the outcome of any credit application.

## Recognition of prior learning

Recognition of prior learning is a process where skills and knowledge gained through work and life experience and other un-recognised education and/or training can be formally recognised.

Ti Education and Training has a process structured to minimise the time and cost to applicants and provides a supportive approach to students who wish to take up this option. Ideally, students should ideally apply for recognition of prior learning at the time of enrolment, but they may also apply up to two weeks into the course for which they are enrolled.

If students think recognition of prior learning is a suitable option, the first step is to contact a trainer/assessor or the Ti Education and Training office and have a conversation about whether or not recognition of prior learning might be suitable. Suitability is often determined on how much experience students have in a certain area, work history and previous training. If recognition of prior learning is determined as a possibility, students will be provided with a kit that will guide them in working through each unit to determine relevant skills and experience and identify whether they will be able to provide the required evidence.

A trainer/assessor is available to assist with this process.



To apply for recognition of prior learning, students need to fill in a part of the kit and return it with a recognition of prior learning application form. Applications are assessed for suitability and students will be contacted by an assessor to take the recognition of prior learning process forward.

From here, usually the recognition of prior learning process involves gathering evidence to demonstrate skills, knowledge, and experience, responding to questions, completing tasks, and depending on the area, observation of a student's work skills.

Fees are applicable for recognition of prior learning and students will be advised of these fees in the Course Outline.

For more information about submitting an application for recognition of prior learning, contact Ti Education and Training.

### **Reduction of course duration as a result of credit or recognition of prior learning**

If credit or recognition of prior learning is granted after the acceptance of a place in a course or on commencement of studies and may affect the duration of studies, Ti Education and Training will provide a new confirmation of enrolment letter including the details of the revised course duration.

## **Course induction**

At the start of a course, students are provided with an induction. Induction provides specific details about course requirements, important dates and will be an opportunity to meet other students and assessors/teachers involved with the course.

International students will also be provided with information about the following.

Details of internal and external support services available to assist in the transition into life and study in Australia. This includes welfare services, accommodation services, academic and career advice, IT support, and learning assistance, English language support and social inclusion activities.

Legal, emergency and health services.

Safety and awareness relevant to life in Australia.

Information on how to seek assistance for and report an incident that may have a significant impact on student well-being, including critical incidents.  
Facilities and resources.

Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.

Any visa conditions relating to course progress and attendance.

The induction will also provide important information about health and safety requirements including emergency evacuation procedures, critical incidents, and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to rights and responsibilities as a student living and working in Australia.

The induction also provides an opportunity for students to ask any questions they might have about studying with Ti Education and Training. During this induction, Ti Education and Training will make sure that it has all the required forms and paperwork filled in.

At induction, students will receive their first set of learning materials so they can start on their learning journey. General housekeeping arrangements are also discussed as stated in the section below.

## Assessment

At the beginning of each unit or cluster, an assessor/teacher will go through the arrangements for assessment and students will be given the detailed information about assessment requirements.

At this time students will:

- be provided with detailed assessment information for each task/requirement which includes the criteria against which they will be assessed; and
- be given information about relevant due dates and/or the timing of assessments to be conducted.

Assessors/teachers will go through these arrangements in detail and students can ask questions and seek additional information if they require.

### Submitting assessments

Students must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to a trainer/assessor or sent by registered mail to:

Ti Education and Training 263 Old West Road, Bullsbrook WA 6084

Students must keep a copy of all tasks they submit as Ti Education and Training is not able to return copies because these are retained as evidence in student files. Additionally, Ti Education and Training cannot be held responsible for items that go missing in the post. If this occurs, students will be asked to re-submit work.

Written work will be marked within 30 days of receipt. Assessors will provide written feedback and confirm the outcome of the task on the Task Cover Sheet.

### Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS).

Students must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more tasks are assessed as Not Satisfactory, students will be given an overall outcome for the unit of Not Yet Competent (NYC). Students may undertake two further attempts to complete the task and achieve a Satisfactory outcome. Students will be given a time-frame for re-submission and advised what they must include in any re-submission.

If, after the third attempt, students are still assessed as Not Satisfactory for a task, they will need to complete additional training and assessment to achieve a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

### Making reasonable adjustments for assessment

Some students may need modifications to assessments due to disability, illness, or special considerations – this is called reasonable adjustment.

Reasonable adjustment may involve:

- making training and assessment resources and methods more accessible e.g., providing student workbooks in an audio format, or on different coloured paper;
- adapting physical facilities, environment and/or equipment e.g., setting up hearing loops; and/or making changes to the assessment arrangements e.g., more time allowed for assessments; and/or

- making changes to the way evidence for assessment is gathered e.g., written questions asked orally

Students should speak to an assessor/teacher if they think they may need an adjustment. Note adjustments are made at the discretion of assessors/teachers based on identified needs.

### **Appealing assessment decisions**

If students do not agree with any assessment decision, they may lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

## **Plagiarism, cheating and collusion**

Ti Education and Training has a zero-tolerance policy for plagiarism, cheating and collusion. This means that at all times, students are expected to act with integrity and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When assessments are lodged, students are required to sign a declaration that the work provided is their own, and that they have not cheated or plagiarised the work or colluded with any other persons.

If students are found to have plagiarised, cheated or colluded, they will be given an opportunity to respond to the allegations. If students are found to have plagiarised, cheated or colluded, Ti Education and Training is required to take disciplinary action which is highly likely to require them to complete the assessment again.

Disciplinary action may lead to the suspension or cancellation of a student's enrolment which may affect their visa status.

## **Student code of conduct**

All students are expected to abide by this Code of Conduct during their course with Ti Education and Training. Students failing to not abide by this Code of Conduct may be subject to disciplinary procedures.

### **Student rights**

All students have the right to:

- be treated fairly and with respect by all other students and staff;
- learn in a supportive environment which is free from harassment, discrimination and victimisation;
- learn in a healthy and safe environment where risks to personal health and safety are minimised;
- have their personal details and records kept private and secure;
- access information Ti Education and Training holds about them;
- have complaints and appeals dealt with fairly, promptly, confidentially and without retribution;
- make appeals about procedural and assessment decisions;
- receive education, 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 a training programme;

- provide feedback to Ti Education and Training on the client services, training, assessment, and support services they receive; and
- be informed about any changes to agreed services, and how it affects them as soon as practicable.

### **Student responsibilities**

All students, throughout their education and training with Ti Education and Training, are expected to:

- treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others;
- not harass, victimise, discriminate against, or disrupt others;
- treat all others and their property with respect;
- respect the opinions and backgrounds of others;
- follow all safety policies and procedures as directed by staff;
- report perceived safety risks as they become known;
- not bring into any premises being used for education and training, any articles or items that may threaten the safety of self or others;
- notify Ti Education and Training if any of their personal or contact details change;
- provide relevant and accurate information to Ti Education and Training in a timely manner;
- approach their course with personal commitment and integrity;
- complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws;
- hand in all assessment tasks, assignments, and other evidence of their work with a completed and signed cover sheet;
- make regular contact with teachers/assessors;
- prepare appropriately for all assessment tasks, visits, and training sessions;
- notify Ti Education and Training if any difficulties arise as part of their involvement in the programme;
- notify Ti Education and Training if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity; and
- make payments for their education and training within agreed timeframes, where relevant.

### **Orientation and support services**

Ti Education and Training is committed to ensuring that students are successful in their studies, and that students receive the support they need to adjust to life and study including overseas students who may be new to Australia.

Prior to students commencing study, they are all required to participate in a compulsory orientation programme includes information on:

- details of internal and external support services available to assist including in the transition into life and study in Australia, which includes welfare services, accommodation services, academic and career advice, IT support, and learning assistance, English language support and social inclusion activities;
- legal, emergency and health services;
- safety and awareness relevant to living in Australia;
- information on how to see assistance for and report an incident that may have a significant impact on a student's well-being, including critical incidents;
- facilities and resources;
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any visa conditions for overseas students relating to course progress and attendance.

The enrolment process and entry interview students complete will also help Ti Education and Training to identify any support that may be needed depending on the course in which students are enrolled. Student support needs can be discussed during orientation.

Services that Ti Education and Training offers include:

- mentoring from trainers;
- additional classes, tutorials, and workshops;
- on-line support and exercises for some courses
- computer and technology support; and
- referral to external support services.

Contact Ti Education and Training at any time on 08 9571 2561 to discuss support needs.

**International Student Support Officer:**

Kay Lawlor

Telephone: (08) 9571 2561

email: [admin@tieducation.com.au](mailto:admin@tieducation.com.au)

**Welfare services**

Ti Education and Training provides a range of welfare services to help with the mental, physical, social, and spiritual well-being of all students. These services may include, through direct provision or referral, information and/or advice about:

- |                                  |   |
|----------------------------------|---|
| · accommodation                  | · peer mentoring                          |
| · counselling                    | · programmes promoting social interaction |
| · crisis services                | · religious and spiritual matters         |
| · disabilities and equity issues | · stress-management.                      |
| · financial matters              | · academic and study issues.              |
| · legal issues                   | · mental health                           |
| · medical issues                 |   |

Services are provided at no additional cost to students.

Contact Ti Education and Training on (08) 9571 2561 for further details about welfare services it offers.

## External Support Services

### Reading and writing hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide advice and a referral to one of 1,200 providers of courses in adult literacy and numeracy.

### Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood, and cared for. It also provides information about other support services that are available in communities around Australia. If students feel that they might need telephone counselling, they can call about anything that might be troubling them.

### Reach Out

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and well-being. Its aim is to improve young people's mental health and well-being by building skills and providing information, support, and referrals in ways they know work for young people.

### Health direct Australia

<https://www.healthdirect.gov.au/>

Telephone: 1800 022 222

Symptom checker, medicines, and health information.

### MindSpot

<https://mindspot.org.au/>

Telephone: 1800 614 434

Free service for adults who are experiencing difficulties with anxiety, stress, depression, and low mood. Provides on-line screening assessments and treatment courses or can help find local services.

### Butterfly Foundation

Phone: 1800 334 673

Website: <https://thebutterflyfoundation.org.au/>

Support for those experiencing an eating disorder and wishing to speak with someone.  
When: 0800 - 2100 Monday to Friday (no public holidays)

### Overseas Students Ombudsman

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

If students are not satisfied with a decision or action taken by Ti Education and Training and have already exhausted the Complaints and Appeals process outlined in this handbook they may complain to the Ombudsman.

### Rape and Domestic Violence Services Australia

<http://www.rape-dvservices.org.au/Get-Help/National-Services/WA>

Rape Crisis: 1800 424 017

Sexual Assault Counselling Australia: 1800 211 028

A range of support services are available for those who have experienced sexual assault, domestic or family violence in Western Australia.

## **1800RESPECT**

### **National Sexual Assault, Domestic Family Violence Counselling Service**

Telephone: 1800 737 732

Website: [www.1800respect.org.au](http://www.1800respect.org.au)

1800RESPECT is a confidential service available 24 hours a day, seven days a week.

It provides support for:

- people experiencing, or at risk of experiencing, sexual assault, domestic or family violence;
- their friends and family; and
- workers and professionals supporting someone experiencing, or at risk of experiencing sexual assault, domestic or family violence.

#### **Additional information:**

This website is very useful to find a wide range of support services for international students:

<https://www.studyinaustralia.gov.au/english/live-in-australia/support-services>

## **Legislation and students**

Students rights and responsibilities under Australian law are as follows.

### **Education Services for Overseas Students**

The Australian Government wants overseas students studying and living in Australia to have a safe, enjoyable, and rewarding experience. Australia's laws promote quality education and consumer protection for overseas students. Collectively, these laws are known as the Education Service for Overseas Students Framework which includes the Education Services for Overseas Act, 2000 and the National Code, 2018. For more information about student rights and responsibilities under the Framework, visit the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If students are unable to access this information, contact Ti Education and Training via email or telephone and information will be provided.

Students also have rights and responsibilities under the legislation noted below.

### **Workplace health and safety**

Under Western Australia's Workplace Health and Safety Act, 2011, Ti Education and Training must provide a safe environment for staff and students, as well as providing information to them in relation to health and safety and welfare. Ti Education and Training has policies and procedures in place to ensure personal safety and on commencement and will provide information about health and safety.

Students also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Students should ensure that they:

- immediately report hazards to a trainer/assessor;
- seek assistance from a member of staff in the event of illness or injury on campus;
- only assist another person who is ill or injured if it is safe to do so, if unsure, a member of staff should be asked for assistance;
- complete an incident report as required;

- are familiar with Ti Education and Training emergency evacuation procedures and in the case of an emergency, closely follow any instructions;
- do not leave bags or personal belongings lying around where someone else could trip over them;
- do not smoke or drink alcohol on the premises; and
- observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

### **Harassment, victimisation, or bullying**

Ti Education and Training is committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. Ti Education and Training will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that a person does not want, that offends, humiliates, or intimidates them and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social, or psychological abuse. Bullying falls under health and safety legislation.

If students at any time feel that they are being harassed, victimised, or bullied by a member of staff or another student then:

if they feel that they are being harassed, victimised, or bullied, ideally, they should tell the person involved that they dislike the behaviour and ask them to cease, but if students are not comfortable doing this, they may lodge a complaint as per the Ti Education and Training Complaints and Appeals procedure detailed in this Handbook.

### **Equal opportunity**

The principles and practices adopted by Ti Education and Training strive to ensure, that current and prospective students, staff, clients, and others are treated fairly and equitably in their dealings with Ti Education and Training.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Ti Education and Training provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in the outcomes they are seeking. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

### **National VET Regulator Act 2011**

Students in Australia's vocational education and training sector, should expect a high standard of education and training in their area of interest, leading to a qualification that improves their prospects of gaining the job they seek, or provide a pathway to further study.

As a registered training organisation registered with the Australian Skills Quality Authority, Ti Education and Training is required to comply with the National VET Regulator Act, 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided in accordance with nationally mandated standards.



## Student privacy

In collecting students' personal information Ti Education and Training complies with the requirements set out in the Privacy Act, 1988, the Privacy Amendment (Private Sector) Act, 2001 and relevant state privacy legislation.

This means that Ti Education and Training will:

- inform students of the purpose for which the information is collected;
- only use the personal information in relation to a student's studies;
- ensure students' personal information is securely handled and stored; and/or
- Ti Education and Training will inform students of any organisation and the type of organisation to which it discloses personal information e.g., the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g., for statistical purposes.

Ti Education and Training will not disclose personal information to another person or organisation unless:

- Ti Education and Training has made students aware that information of that kind is usually passed to that person or organisation;
- students have given written consent;
- Ti Education and Training believes that the disclosure is necessary to prevent or lessen a serious and imminent threat to a student's life or health or that 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.

## Student feedback

Student feedback is important and assists in ensuring that Ti Education and Training meets students' needs. Ti Education and Training uses student and employer feedback to contribute to its continuous improvement processes.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research that they are required to complete. Please assist by completing the surveys that are provided to you by teaches/assessors. Some surveys may also be mailed or emailed directly to students from Ti Education and Training.

Students may also be contacted by the regulating body the Australian Skills Quality Authority to verbally interview or survey them in regard to the quality of the courses Ti Education and Training provides or students' study experiences. Students may choose to participate, and responses may be kept confidential on request.

Ti Education and Training also welcomes feedback from students at any time by email and telephone or by completing a Suggestion for Improvement Form, available on request.

## Access to student records

Students may access or obtain a copy of the records that Ti Education and Training holds about them at any time. This includes personal information and records of participation and progress.

If students want to access or obtain a copy of records, they must make a request in writing to the Administration Manager using the Access to Records Request Form outlining which records they wish to access. There is no charge to access personal records, however there is a cost of 20 c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file;
- providing a time for students to review their file; or
- emailing reports or exports of data or by providing a link or portal to access records on-line.

### **Amendment to records**

If a student considers the information that Ti Education and Training holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## **Complaints and appeals policy**

### **1. Nature of complaints and appeals**

Ti Education and Training responds to all allegations involving the conduct of:

- its teachers, assessors and other staff;
- any third-party providing services on behalf of Ti Education and Training; and
- any student or client of Ti Education and Training.

Complaints may be made in relation to any of Ti Education and Training's services and activities such as:

- the application and enrolment process;
- marketing information;
- the quality of training and assessment provided;
- training and assessment matters, including student progress, student support and assessment requirements;
- the way someone has been treated; and
- the actions of other students.

An appeal is a request for a decision made by Ti Education and Training to be reviewed. Decisions may have been about:

- course admission;
- refund assessment;

- response to a complaint;
- assessment outcomes / results; and/or
- other general decisions made by Ti Education and Training

## 2. Principles of resolution

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

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

Ti Education and Training will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's consumer protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

## 3. Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be up-dated weekly on the progress of the matter until such a time that the matter is resolved.

## 4. Records of complaints and appeals

Ti Education and Training will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

## 5. Making a complaint or appeal

Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made. Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Ti Education and Training at 263 Old West Road, Bullsbrook WA 6084 attention chief executive officer.

When making a complaint or appeal, provide as much information as possible to enable Ti Education and Training to investigate and determine an appropriate solution. This should include:

- details of the issue giving cause for the complaint or the decision being appealed – describe what happened and how it affected you;
- any evidence in support the complaint or appeal;
- details about steps already taken to resolve the issue; and
- suggestions about how the matter might be resolved.

A complaint or appeal will be acknowledged in writing within three business days and action will be taken towards addressing the complaint and appeal within seven business days.

## 6. Resolution of complaints and appeals

### This may involve:

- some or all members of the management team of Ti Education and Training will be involved in resolving complaints and appeals as outlined in these procedures;
  - where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made;
  - where a third-party delivering services on behalf of Ti Education and Training is involved, they will also be included in the process of resolving the complaint or appeal;
  - each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue;
  - in the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again and the outcome of this re-assessment will be the result granted for the assessment task;
  - complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. (In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.); and
  - a complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of students will be handled as described below.

For domestic students who choose to access this policy and procedure, Ti Education and Training will maintain their enrolment while the complaints and appeals process continues.

For international students, Ti Education and Training will maintain their enrolment throughout the internal appeals processes without notifying the Commonwealth Department of Education and Training of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Ti Education and Training maintains enrolment as follows:

- if the appeal is against Ti Education and Training's decision to report a student for unsatisfactory course progress or attendance, the enrolment will be maintained until the external process is completed and has supported or not supported Ti Education and Training's decision to report; and
- if the appeal is against Ti Education and Training's decision to defer, suspend or cancel enrolment due to misbehaviour, Ti Education and Training will notify the Commonwealth Department of Education and Training of a change to the student's enrolment after the outcome of the internal appeals process.

## 7. Independent Parties

- Ti Education and Training acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by a complainant or appellant and when internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant, unless the decision to include an independent party was made by Ti Education and Training.

- For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). Information is available here: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page>
- All other complainants or appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366, or by searching the following directory, according to locality and area/s of concern: <https://www.resolution.institute/disputeresolverdirectory>.
- Ti Education and Training will provide complete co-operation with any external mediator investigating the complaint/appeal and will be bound by the recommendations arising from this process.
- The chief executive of Ti Education and Training will ensure that any recommendations made are implemented within 20 days of being notified of the recommendations. Complainants or appellants will also be formally notified in writing of the outcome of mediation.

## 8. External complaint avenues

- Complaints can also be made via the following avenues:

### **National Training Complaints Hotline**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Telephone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: [ntch@education.gov.au](mailto:ntch@education.gov.au)

### **Australian Skills Quality Authority**

Complainants may also complain to Ti Education and Training’s registering body, the Australian Skills Quality Authority.

The Authority can investigate complaints about Ti Education and Training in relation to:

- the quality of its training and assessment; and
- its marketing and advertising practices.

For students:

- the Authority may not be able to investigate complaint if students do not include evidence that they have already exhausted the Ti Education and Training formal internal complaints process as above;
- If a complaint does not fall within the Authority's jurisdiction, it may be resolved more quickly if students make direct contact the agency responsible as listed on the webpage below.
- Please refer to the relevant webpage below before making a complaint to the Australian Skills Quality Authority.:
  - **domestic students:** <https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>
  - **international students:** <https://www.asqa.gov.au/complaints/make-complaint-overseas-students/before-you-submit-complaint>

For other stakeholders:

- Information about the process and information you should provide is available here:  
<https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>

### **The Overseas Student Ombudsman**

International students may also contact the **Overseas Student Ombudsman** if their complaint is in relation to Ti Education and Training:

- ~ refusing admission to a course;
- ~ course fees and refunds;
- ~ course or provider transfers;
- ~ course progress or attendance;
- ~ cancellation of enrolment;
- ~ accommodation or work arranged by Ti Education and Training;
- ~ incorrect advice given by an education agent; and
- ~ if students believe Ti Education and Training has failed to take action or is taking too long to take some action, for example by failing to provide assessment results in the normal time-frame, or failing to provide services included in any written agreement with Ti Education and Training.

The Overseas Student Ombudsman may not be able to investigate a student's complaint if they have not already exhausted the Ti Education and Training formal internal complaints process as above.

Please refer to the following website when considering making a complaint:  
<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

### **Issuing certification documents**

On completion (or withdrawal) of a course and payment of final fees, Ti Education and Training will issue a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued for a partially completed qualification such as in the case of withdrawal.

Ti Education and Training reserves the right to withhold the issue of qualifications until all fees related to the course the qualification relates to have been paid, except where Ti Education and Training is not permitted to do so by law. Ti Education and Training must have a valid unique student identifier on file for a qualification or statement to be issued.

### ***Re-issuing statements and qualifications***

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

## Local amenities

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### Medical centres

Bullsbrook Family Medical Practice  
49 Kimberley Street Bullsbrook, WA 6084  
Ph: (08) 9571 1478  
Email:  
[Reception@bbkfamilypractice.com.au](mailto:Reception@bbkfamilypractice.com.au)  
<http://www.bbfamilypractice.com.au/>  
*Opening Hours:*  
Monday to Friday: 0730 to 1900  
Saturdays: 1200 - 1500

North Street Medical Centre  
40 Great Northern Highway Midland, WA  
6056  
(08) 9274 2456  
[www.northstmed.com.au](http://www.northstmed.com.au)  
*Opening Hours*  
Mondays, Wednesdays, Fridays: 0800 -  
1800  
Tuesdays and Thursdays: 0730 - 1800  
Saturdays: 0900 - 1200

Joondalup City Medical Group  
Sanori House  
126 Grand Boulevard  
Joondalup WA 6027  
Ph: (08) 9404 4300

Doctor after hours  
Joondalup Health Campus, Shenton Ave,  
Joondalup WA 6027  
(08) 9400 9988  
Opens: 1900

### Local pharmacies

Bullsbrook Pharmacy  
Brook Shopping Centre Shop 1A, Great  
Northern Hwy, Bullsbrook, WA, 6084  
Tel: (08) 9571 1122

Chemist Warehouse Joondalup  
5/8 Dwyer Turn, Joondalup WA 6027  
Ph: (08) 9301 2400

Wizard Pharmacy  
Shop E5A, Lakeside Shopping Centre,  
Joondalup, Joondalup Drive, Joondalup WA  
6027  
Ph: (08) 9301 5300

Friendly's Pharmacy - Banksia Grove  
Banksia Grove Village Shopping Centre,  
15/1001 Joondalup Dr, Tapping WA 6031  
Ph: (08) 9206 1011

### Local hospitals

Joondalup Health Campus  
Cnr Grand Blvd and Shenton Ave  
Joondalup WA 6027  
General Enquiries (08) 9400 9400

Joondalup Emergency Hospital  
1 Hampton Ct, Joondalup WA 6027  
Ph: (08) 9400 9400

Joondalup Private Hospital  
Corner Lakeside Drive and Shenton Ave  
Joondalup WA 6027  
General Enquiries (08) 9400 9999

### Transport

Shuttle bus from Joondalup to Bullsbrook farm and Ethel Warren Community Centre.

There is a shuttle bus for students that will pick them up from the Currambine Train Station in Joondalup and drop them off at Bullsbrook Farm. Buses depart 30 minutes prior to each work shift and each class, and the return trip departs 15 minutes after each class/ shift.

This shuttle service is complementary for students enrolled with Ti Education and Training.

#### Joondalup CAT bus

The Joondalup CAT (Central Area Transit) bus is a free service and runs in two directions between the Joondalup Train Station, the Joondalup Health campus, the city centre (including the Joondalup Civic Centre) and the Learning Precinct; incorporating Edith Cowan University, North Metropolitan

TAFE, and the Police Academy. Students and their families may use the free CAT bus service to explore the city. For further information view the Joondalup CAT map and timetable: <http://www.transperth.wa.gov.au/timetables/cat-timetables>

The Local TravelSmart guides - north and south also provide local bus routes:

[http://www.joondalup.wa.gov.au/Files/02\\_Joondalup%20North%202016\\_web.pdf](http://www.joondalup.wa.gov.au/Files/02_Joondalup%20North%202016_web.pdf)  
[http://www.joondalup.wa.gov.au/Files/01\\_Joondalup%20South%202015\\_web.pdf](http://www.joondalup.wa.gov.au/Files/01_Joondalup%20South%202015_web.pdf)

Public transport throughout Perth

Perth is serviced by trains and buses.

To plan a journey and access timetables, visit the Transperth website: [www.transperth.wa.gov.au](http://www.transperth.wa.gov.au)

Everyone needs a SmartRider card to access public transport.

The closest train station to the Ti Education and Training Bullsbrook campus is Midland Station, about 40 minutes away.

Local taxi companies

Aus Maxi Taxi: Ph: 0421 313 556

North Perth Maxi Taxi: Ph: 0457 271 728

To calculate your taxi fare, visit the Taxi Fare website:

<https://www.taxifare.com.au/rates/australia/perth/>

## Banks and automated teller machines (ATM)

### Banks

Bank West

Located in: Lakeside Joondalup Shopping City

Address: Joondalup Shopping Centre T136, 137/420

Joondalup Dr, Joondalup WA 6027

Phone: 13 17 19

ANZ Branch Joondalup

Address: 129 Grand Blvd, Joondalup WA 6027

Phone: 13 13 14

### Automated Teller Machines (ATM)

Bank west ATM: Lakeside Joondalup Shopping City,  
420 Joondalup Dr, Joondalup, WA, 6027

ANZ ATM Joondalup Caltex: 420 Joondalup Dr,  
Joondalup, WA, 6027

St. George ATM: 126 Grand Blvd, Joondalup WA  
6027

## Libraries

Joondalup Public Library

102 Boas Ave, Joondalup WA 6027

Ph: (08) 9400 4707

## Internet cafes

Gamers Choice

Unit 4/ 45 Central Walk, Joondalup WA 6027

Ph: (08) 9300 9910

## Stationary supplies and printing services

Snap Joondalup

1/139 Winton Rd, Joondalup WA 6027

Ph: (08) 9300 2444

Officeworks Joondalup

15 Dwyer Turn, Heathridge WA 6027

Ph: (08) 9301 8600



## PART 2: CONDITIONS RELATING TO INTERNATIONAL STUDENTS

### Ti Education and Training - Obligations as an education provider

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As a provider on the Commonwealth register of intensive courses for overseas students, (CRICOS) and one registered with Australian Skills Quality Authority, Ti Education and Training has an obligation to ensure the quality of the teaching and assessment it delivers.

Ti Education and Training complies at all times with the National Code of Practice for Providers of Education and Training to Overseas Students, 2018 (otherwise referred to as the National Code) as well as the English language intensive courses for overseas student standards 2018.

To ensure compliance, Ti Education and Training has developed comprehensive internal policies, procedures and systems that guide its operations, and guarantee it consistently meets relevant legislation and regulations. Further, Ti Education and Training participates in audits with the Australian Skills Quality Authority upon its request. In addition, Ti Education and Training ensures that any third parties it works with which may be involved in teaching and assessment comply as well. This includes Ti Education and Training partners, marketing brokers and sales people.

As a provider Ti Education and Training has a responsibility to issue students with certificates and other documents in line with the policy outlined in this Handbook.

If at any time students feel Ti Education and Training has not met its obligations, students have the right to make a complaint by following the Complaints and Appeals Policy outlined in this Handbook.

Ti Education and Training complies with National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, commonly known as *the National Code*, which provides nationally consistent standards for the conduct of registered providers and the registration of their programmes.

As provided for in their visas, international students who are not Australian citizens or permanent residents, must comply with all the following obligations:

- satisfying all visa conditions;
- maintaining their overseas student health cover for the period of the visa including for family members;
- meeting all the terms and conditions contained in the written agreement they have with Ti Education and Training;
- maintaining full-time enrolment at Ti Education and Training over the duration of their studies;
- remaining with Ti Education and Training for at least the first six months of the principal course and paying appropriate fees and charges;
- maintain sufficient funds for travel, tuition and living expenses for the duration of their study;
- informing Ti Education and Training of any change of residential address or personal circumstances;
- maintaining satisfactory course attendance – international students must have a minimum of 80 per cent attendance during each semester;
- maintaining satisfactory academic progress;
- completing their courses within the time specified in their confirmation of enrolment;
- not working more than 40 hours per fortnight (two weeks) during each study period; and
- if under 18, maintaining approved accommodation and welfare arrangements.

## English language courses provided by Ti Education and Training

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Ti Education and Training offers English Language courses for overseas students across a range of different levels. This includes:

- Starter General English;
- Elementary General English;
- Pre-intermediate General English;
- Intermediate General English; and
- Upper-intermediate General English

As a registered training organisation, Ti Education and Training also offers the AHC30616 Certificate III in Production Horticulture, please make contact for a vocational education and training handbook and course outline which provide more information about this course

### Admission and enrolment

Ti Education and Training accepts applications from all students who meet the entry requirements published in its course information. Applications are accepted on a first come, first served basis, but if a course is full, students may be offered a place in a course starting at a later date.

To apply for admission to a course, students must complete an enrolment form. This is provided with the course outline and this Handbook upon enquiry (via email, post or face-to-face).

Students applying for a course that has entry requirements will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including a passport, schooling, and evidence of English language level (within the last two years) such as IELTS or TOEFL.

Students' English language performance can also be demonstrated through documented evidence via any of the following:

- they were educated for five years in an English-speaking country; or
- they have completed at least six months of a Certificate IV level course in an Australian registered training organisation; or
- they have successfully completed high school equivalent to year 12 in Australia in the English language

If students cannot provide evidence of English Language proficiency, they may be issued with a conditional letter of offer based on successfully completing a required English language course.

Students will also need to provide documentary evidence if they are applying for advanced standing in a course. See the section relating to course credit in this Handbook.

Once students have completed an application for enrolment form and gathered all the necessary documentary evidence, they should send it and a non-refundable enrolment fee to [info@tieducation.com.au](mailto:info@tieducation.com.au) or post it to Ti Education and Training 263 Old West Road, Bullsbrook Western Australia 6084. Students will be contacted within 10 days to arrange an entry interview.

On approval of an application for admission, students will be sent a letter of offer and written agreement that sets out the terms and conditions of their enrolment and all details of the course/s in which they have enrolled, as well as a tax invoice with the amounts and timing for payments. Students will need to sign and return the agreement so that their enrolment is confirmed.

An electronic confirmation of enrolment will be issued once Ti Education and Training has received the signed written agreement, as well as evidence of Overseas Student Health Cover and payment of fees. Before students arrive, they will need to complete an enrolment form with which they will be provided.

## Contact information and emergency contacts

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### Ti Education and Training contact details

Address:  
263 Old West Road  
Bullsbrook WA 6084  
Phone: (08) 9571 2385  
email: [info@tieducation.com.au](mailto:info@tieducation.com.au)

### Director of Studies (Academic Support):

Richard Watkins  
Office: (08) 9571 2561  
email: [richard.watkins@tigoc.com.au](mailto:richard.watkins@tigoc.com.au)

### International student support officer:

Kay Lawlor  
Phone: (08) 9571 2561  
email: [admin@tieducation.com.au](mailto:admin@tieducation.com.au)

### Emergency telephone numbers:

Police, Fire, Ambulance – telephone 000

### Commonwealth Department of Home Affairs

Telephone 131 881

The Perth office of the Commonwealth Department of Home Affairs provides services for visa and citizenship clients who have received a letter or invitation to attend pre-booked appointments for:

- citizenship tests and interviews;
- biometrics collection; and
- visa application interviews.

Other services available include [status resolution services](#) for people who may have over-stayed their visa.

Immigration and citizenship applications can be lodged and managed on-line through [ImmiAccount](#).

If an application cannot be lodged on-line, the relevant paper application form may be completed and lodged in accordance with the instructions on the form.

Progress of a application can be checked on-line through [ImmiAccount](#).  
[Global visa and citizenship processing times](#) are available on-line.

### Street address

Ground floor  
Wellington Central  
836 Wellington Street  
West Perth 6005

### Counter hours

0900 - 1600 Monday to Friday

## Preparing for Australia

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### Visas

Once students receive an electronic confirmation of enrolment, they will need to apply for a visa.

Information about applying for a visa can be found at: <https://www.homeaffairs.gov.au/trav/stud>  
This document explains the process for application, evidence that must be provided (including a valid passport), information on visa conditions, permission to work, Overseas Student Health Cover and charges associated with a visa application. Students may wish to use a registered migration agent to assist them with the process of applying for a course prior to arrival at Ti Education and Training and for assistance with visas. Please contact Ti Education and Training for details of the education agents that it uses.

Students should ensure that there is enough time between lodging a visa application and the start of a course, as applying for a visa can sometimes be a lengthy process.

If a visa is not approved, students will receive a full refund of the fees that they have paid.

### **Visa conditions**

If students are granted a visa, they must abide by its conditions. Failure to comply may result in the cancellation of a visa. See more information at: <https://www.homeaffairs.gov.au/trav/stud>

Conditions include (but are not limited to) students must:

- satisfy attendance and/or course progress requirements and maintain a valid enrolment for their chosen course of study;
- only work if they have been given permission to do so as part of their visa;
- maintain approved Overseas Student Health Cover (OSHC) while in Australia;
- notify the education and training provider of an Australian address and any subsequent changes of address within seven days;
- complete the course within the duration specified in the certificate of enrolment; and
- remain with the principal education provider for six months unless students are issued with a letter of release from them to attend another institution.

### **Arranging necessary travel and documents**

Costs of travelling to Australia are not included in course fees and students will need to arrange and pay for their own travel to Australia. Students should plan to arrive in Perth at least two weeks before course orientation to give themselves time to settle in.

Students will need to prepare a folder of official documents to bring with them including:

- a valid passport including a valid student visa;
- their confirmation of enrolment;
- insurance policies; and
- original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Ti Education and Training at the time of confirmation of enrolment.

If students are travelling with their family, they will need to include their documents as well. Keep all documents safely in carry-on luggage. In case of originals, students should make copies that can be left behind with family and sent to you later if needed.

### **Entry into Australia**

When students arrive in Australia, they will need to show their passport and incoming passenger card at a Customs and Immigration checkpoint. Students may be asked questions about their stay before their passport is stamped and handed back.

Once students have passed through an Immigration checkpoint, they should collect their bags ensuring that checks are made to ensure nothing is missing or damaged. If something is missing or damage is apparent, students should immediately go to a baggage counter and advise staff there of issues involved. Staff at the baggage counter will help students find missing baggage, and/or lodge claims for damage.

Once students have their luggage they will go through customs where baggage may be checked. Note that Australia has very strict quarantine laws to stop people from bringing in most food and plant items. Students should declare any items that they are bringing in on the form given to them on the aircraft.

If a customs officer decides that any item is not safe or is prohibited, it may be confiscated and destroyed. If travellers fail to declare or dispose of any items that are subject to quarantine e.g., food, or weapons and/or make false declarations, they may receive an on-the-spot fine or be prosecuted.

All international mail is also screened and checked by Customs.

For further information, visit the Australian Quarantine and Inspection Service website at [www.aqis.gov.au](http://www.aqis.gov.au)

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## Arriving in Australia

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### Getting from Perth International airport to your accommodation

Perth International Airport is about a 45-minute journey (42 kilometres) to Joondalup.

#### By taxi:

Taxi ranks are alongside the International terminal T1. Exit the terminal, turn left, follow the signs. Taxis also wait outside Terminal 2. Travellers may be required to pay their fare in advance, and this may apply for either a single person or a group. Taxis at the airport are subject to a \$A 2.00 airport ground transport charge. Taxi prices go up considerably in the middle of the night, as this is when many cheaply priced international flights depart or arrive.

Costs and travel times: From Terminals T1 & T2: Joondalup \$A 75.00

Taxi companies: Swan Taxis 131 330. Black & White Taxis 131 008. Coastal Cabs 13 22

#### By shuttle bus:

Joondalup Airport Shuttle: A shuttle van running between Perth Airport and the suburb of Joondalup.

Cost: from \$A 30.00 per passenger, depending on location.

Contact: (08) 9457 0045 or 0437 19 72 72 (after hours).

#### By rental car:

Airport rental car providers:

- AVIS (08) 9477 1302
- Budget (08) 9277 9277
- Thrifty
- Hertz 9479 4788
- RedSpot
- EUROPCAR

All have desks in T1 arrivals. Cars are found by exiting the terminal and turning left. Follow the signs.

*Details for T2 to follow*

### **Off-airport rental car providers include:**

Bayswater Car Rental 9370 3888 & M2000 Car Rental 9475 0600 are close to the airport. Sorrento Quay Car Hire, Phone: 9243 1550, can arrange for airport delivery.

Information sourced from: <https://www.toandfromtheairport.com/perth.php>

### **Keeping in contact**

Before leaving home, students should provide their family and friends, and their education provider in Australia, with details of flights to Australia and where they will be staying following arrival. (Do not change these details without informing them.) Once students have arrived in Australia, they should then let family and friends know that they have arrived safely. For safety reasons, students should always let someone know where they are.

### **Arranging finances**

The currency of Australia is the Australian dollar \$A. Ideally, students should change some money into Australian dollars before they arrive, but if not, they may need to change some as soon as possible after arrival – this can be done at the airport.

Once students have arrived in Perth, they can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not usually open on weekends, and while airport currency exchanges are generally open, the rate is usually not as good as those offered by banks.

Students should not carry large sums of money in person, and it is best to only have the money that they will need for the first few days, and then arrange to have the rest of the funds transferred to Australia.

The amount students need to bring with them, depends on whether they have already paid for accommodation before arrival.

Students are strongly encouraged to think about how much money they will need to last them for at least two weeks. Students can find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

### **Accommodation**

It is best to book temporary accommodation before arrival and look for long-term accommodation once students arrive in Australia. Temporary accommodation may be a hotel, hostel or AirBnB for example. Temporary accommodation can be found through:

- [www.airbnb.com.au](http://www.airbnb.com.au)
- [www.wotif.com](http://www.wotif.com)
- [www.hotels.com](http://www.hotels.com)
- [www.booking.com](http://www.booking.com)

There are a range of long-term accommodation options for international students. For example:

### **Boarding or homestay**

Boarding or homestay is when you rent a room in a home and live with the home-owners. This is a private agreement between you and the home-owner.

### **Homestay:**

<https://perth.homestaybay.com/en/near-school/australia/ECU-Edith-Cowan-University-Joondalup-Campuse>  
- costs and inclusions are variable – a detailed search is needed here.

## Share house

A share house is when a private rental is shared with friends or housemates. All tenants are listed on the lease and pay their own share of rent and any bond required by the landlord

## Flatmates.com.au

<https://flatmates.com.au/joondalup-6027>

Connects people wanting to share accommodation with others, includes people listing their spare rooms and those wanting to team up with others to start a lease. Some helpful tips can be found here:

<https://flatmates.com.au/info/legal-introduction>

## Private rental

A private rental is where a lease is signed for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once the rental concludes), the length and type of tenancy, and other conditions and rules.

**Apartments:** Search apartments for rent here: <https://www.nestoria.com.au/joondalup/apartments/rent>

## Search

realestate.com.au here <https://www.realestate.com.au/rent/in-joondalup,+wa+6027/list-1>

domain.com.au here <https://www.domain.com.au/rent/joondalup-wa-6027/>

## Your rights as a tenant

It is important to remember that international students, have exactly the same rental rights as local residents. Review the information below about renting and tenants' rights.

Tenancy WA: <http://www.tenancywa.org.au/>

## Bringing family

If students intend to bring family members, they will also need to have visas for them and be covered by health insurance. Family members may include a partner (married or de facto) and children under 18 years of age. Students will need to provide proof of family relationships with official documents including birth and marriage certificates. For more details, visit [www.immi.gov.au](http://www.immi.gov.au)

Where students have dependent children that need to attend childcare or school, they should be aware of the following costs:

typical childcare costs in Joondalup are as follows:

- centre-based childcare \$ A70.00 – \$ 192.00 per day
- family day care \$A 6.00 to \$A16.80 per hour
- nannies \$A 17.00 to \$A 35.00 per hour and
- au pairs (living in your home) \$A 200.00 to \$A 300.00 per week.

Find out more at: <https://www.careforkids.com.au/child-care-articles/article/77/how-much-does-child-care-cost>

If students have children who are school age (ages 6 - 17), they may find out about school types, costs, and application processes on the following site: <https://www.education.wa.edu.au/>

## Living costs in Australia

Knowing the average living costs in Australia is an important part of students' financial preparation. For reference, here are some costs associated with living and studying in Australia (costs are in Australian dollars).

Costs are an approximate guide. Students should be aware that these can vary depending on study location in Australia.

### Accommodation

- hostels and guest houses - \$AUD 90.00 to \$AUD 150.00 per week
- shared rental - \$AUD 85.00 to \$AUD 215.00 per week
- on campus - \$AUD 90.00 to \$AUD 280.00 per week
- homestay - \$AUD 235.00 to \$AUD 325.00 per week
- rental - \$AUD 165.00 to \$AUD 440 per week
- boarding schools - \$AUD 11,000 to \$AUD 22,000 per year

### Other living expenses

- groceries and eating out - \$AUD 80.00 to \$AUD 280.00 per week
- gas, electricity - \$AUD 35.00 to \$AUD 140.00 per week
- telephone and Internet - \$AUD 20.00 to \$AUD 55.00 per week
- public transport - \$AUD 15.00 to \$AUD 55.00 per week
- car (after purchase) - \$AUD 150.00 to \$AUD 260.00 per week
- entertainment - \$AUD 80.00 to \$AUD 150.00 per week

### Minimum cost of living

The Commonwealth [Department of Home Affairs](#) has financial requirements students must meet in order to receive a visa for Australia. From 1st February 2018, the 12-month living cost is:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-access-to-funds>

- student - \$AUD 20,290.00
- partner or spouse - \$AUD 7,100.00
- child - \$AUD 3,040.00

All costs are per year in Australian dollars. For currency conversion visit <http://www.xe.com/>

The Australian Government provides information and guidance on managing finances. More information may be found at [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate cost of living in Australia [www.insiderguides.com.au/cost-of-living-calculator/](http://www.insiderguides.com.au/cost-of-living-calculator/)

If students experience financial difficulties while in Australia, they should speak with Ti Education and Training's international student support staff for assistance.



The figures shown above are indicative only, and that costs can vary significantly depending on where students live in Australia. Students should be prepared in case their living costs are greater than the figures indicated above. For more information visit the Department of Immigration and Border Protection website.

## **Budgeting**

Once students have settled in, they should ideally calculate a detailed budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child-care, if applicable. Costs associated with living in Australia are included at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money may be spent and where it is spent. Sticking to a budget will ensure students are aware of their finances and avoid potential challenges.

## **Health**

### **Emergencies**

For emergencies such as fire, ambulance or police, telephone 000.

When 000 is dialled, students will be asked whether you want fire, ambulance, or police and why this assistance is required. Students will also be asked for their name and address and telephone number.

### **Police**

In Australia police protect people and properties, detect, and prevent crime, and preserve peace for everyone. Police are connected to the military forces or politics. The police can help people feel safe.

### **Fire**

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts, call 000 no matter how small or large the fire may be.

### **Ambulance**

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

### **Medical assistance**

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of public hospitals, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'hospitals', they can also be found find by searching the internet. If a hospital visit is needed, students should remember to carry a health insurance card and any medicines that they are currently taking. For anything other than an emergency, students should seek medical assistance from a general practitioner (GP) or local medical centre.

## **Overseas Student Health Cover**

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). Students will need to buy Overseas Student Health Cover before coming to Australia to ensure they covered immediately upon arrival. The Department of Home Affairs requires students to maintain Overseas Student Health Cover for the duration of their stay on a visa in Australia.

Students can choose to take out Overseas Student Health Cover with a provider recommended by Ti Education and Training, or with the Australian Overseas Student Health Cover provider of their choice.

There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right.

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Overseas Student Health Cover will help pay for any medical or hospital care that may be required while studying in Australia, and contribute towards the cost of most prescription medicines, and an ambulance in an emergency. For more information on what Overseas Student Health Cover insurance covers, as well as what to do if treatment is needed, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

Overseas Student Health Cover does not cover dental, optical or physiotherapy services. If students want to be covered for such treatments, they will need to buy additional private health insurance, such as:

- extra OSHC provided by some OSHC providers;
- international travel insurance; or
- general treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

## Working in Australia

Most students who are visa holders can work up to 40 hours a fortnight during term time and as many hours as they like during holidays. Before students undertake any paid work, they need to make sure their visa allows work to be undertaken. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>. Students should also visit the following website to find out more about working in Australia, including about employment rights and conditions.

<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

If students require any further information about workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at [www.fairwork.gov.au](http://www.fairwork.gov.au)

## Personal safety

Australia is a safe country. However, it is always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

Students should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided at their orientation.

If an incident occurs that has a significant impact on well-being, please speak to a member of staff immediately at the contact numbers provided. An incident may be both physical or psychological. Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

## Shopping

All Australian major town centres and capital cities have shopping facilities with opening hours generally from 0900 to 0530 seven days a week, though in some cities these hours may extend until well into the

evening, in others, late night shopping may extend until 2100 on Thursdays or Fridays. Some supermarkets are also open 24 hours a day, seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart, and Target.

## **Clothing**

While there are no prescribed rules on clothing in Australia, many workplaces, restaurants, clubs, and bars do have a dress code. Australians generally dress in modern clothing that is influenced by personal taste, status, place of work, lifestyle, and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where low-cost clothing and shoes of all varieties can be found. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

## **Maintaining enrolment and course progress**

Students must meet course progress requirements so as to satisfy the conditions of their visa. These course progress requirements will be clearly explained during orientation.

Ti Education and Training will assist students meet course progress requirements by monitoring their progress and providing them with relevant support at an early stage. Ti Education and Training can provide a range of support from extra time to complete tasks or a reduced study load to study skills programmes.

If after providing students with this support, they do not meet course progress requirements, they may be issued with a first warning letter stating that course progress is unsatisfactory and inviting them to a meeting to discuss further support. Following the provision of additional support, if progress remains unsatisfactory, students may be sent a second warning letter and again invited them to a meeting to discuss why they are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where students continue not to meet course progress requirements in two consecutive study periods, they may be reported to the Commonwealth Department of Home Affairs for not meeting course progress requirements. The Department will make the final decision on whether a student's visa will be cancelled because unsatisfactory course progress.

Students may appeal the Ti Education and Training decision to report them to the Commonwealth Department of Home Affairs. An appeal will only be considered if Ti Education and Training has not recorded or calculated a learner's results or marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which may impact on results, or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances considered to be compassionate or compelling circumstances include (but are not limited to):

- serious illness or injury, where a medical certificate states a student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and where this has had a significant impact on a student;
- a traumatic experience which may include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime supported by police or psychologist's reports);
- where Ti Education and Training is unable to offer a pre-requisite unit;
- where a student is unable to begin studying on the course commencement date due to delay in receiving their visa; and/or

- a student's study load is reduced due to difficulties with meeting course progress requirements, which may mean students will need to do additional subjects in future sessions to complete their course in the time specified in their visa.

## Attendance

As well as meeting course progress requirements, students must also meet attendance requirements as part of their visa conditions. It is expected that students will attend all classes; however, Ti Education and Training understands that in some cases students may not be able to get to a class because of personal circumstances such as illness or family matters. To maintain satisfactory attendance, students must attend at least 80 per cent of their classes.

Where students appear to be at risk of not meeting attendance requirements, Ti Education and Training will contact them to arrange a meeting to discuss attendance and any support it can offer to help meet requirements.

Once the process of warning students about failure to meet attendance requirements is initiated, and where students have been provided with assistance in this regard, if they then do not or cannot meet specified attendance requirements, Ti Education and Training is required to report them to the Commonwealth Department of Home Affairs which will make a decision about their visa status.

Note, students may not be reported if attendance falls below 80 per cent if it is at least 70 per cent and they are maintaining satisfactory academic performance.

Students may also not be reported in the case of compassionate or compelling circumstance i.e., those beyond their control and which have a significant effect on course progress or well-being (please see course progress requirements for details of compassionate and compelling circumstances).

## Change in visa status

Deferment, suspension, or cancellation of a student's enrolment may affect their visa. When a student's enrolment is deferred, suspended, or cancelled, Ti Education and Training will notify the Department of Education and Training via the Provider Registration and International Student Management System of the change in enrolment status.

Students are referred to the Commonwealth Department of Home Affairs website at [www.border.gov.au](http://www.border.gov.au) or telephone 31 881 for information and their local Commonwealth Department of Home Affairs office for advice on how a potential change to enrolment status may impact on their visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Ti Education and Training, the period of suspension of enrolment (as entered in the Provider Registration and International Student Management System) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Ti Education and Training will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If a suspension is required for longer than 12 months students will need to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to Commonwealth Department of Home Affairs via its helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Staff from Ti Education and Training will always use their best professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, they must leave Australia, obtain enrolment in an alternative course, or apply for a different visa within 28 days of cessation. If a student leaves Australia, their visa will be cancelled. Students who have left Australia and wish to return to their studies must apply for a new visa.

## **Notifying international students if things change**

As a Commonwealth Register of Intensive Courses for Overseas Students education provider under the National Code, Ti Education and Training must notify students promptly if there are any changes as a provider, the course, or the arrangements for teaching and assessment.

This includes if there are any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to a student's enrolment, or if Ti Education and Training is unable to provide the services agreed to in a Student Agreement because is no longer able to deliver the course in which a student has enrolled, or is no longer operating as a registered provider on the Commonwealth Register of Intensive Courses for Overseas Students.

If this occurs, Ti Education and Training will devise a strategy to minimise impact on students and notify them of the changes and how students will be affected as soon as practicable.

Depending on the type of change, Ti Education and Training may send a letter to a student's home address; send an email, or an SMS message.

Students are requested to please make sure Ti Education and Training always has their current home address, email address, mobile telephone number and emergency contact on file so it can notify students of any changes if applicable.

Students can let Ti Education and Training know of any changes to their details by using the Change of Details Form. International students are required to provide this form to Ti Education and Training within seven days of any change occurring.

## **Courses provided by Ti Education and Training**

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### **Recognition of prior learning**

Recognition of prior learning is a process where skills and knowledge gained through work and life experience and other un-recognised education and/or training can be formally recognised.

Ti Education and Training has a process structured to minimise the time and cost to applicants and provides a supportive approach to students who wish to take up this option. Ideally, students should ideally apply for recognition of prior learning at the time of enrolment, but they may also apply up to two weeks into the course for which they are enrolled.

If students think recognition of prior learning is a suitable option, the first step is to contact a trainer/assessor or the Ti Education and Training office and have a conversation about whether or not recognition of prior learning might be suitable for you. Suitability is often determined on how much experience you have in a certain area, work history and previous training. If recognition of prior learning is determined as a possibility, students will be provided with a kit that will guide them in working through each unit to determine relevant skills and experience and identify whether they will be able to provide the required evidence.

A trainer/assessor is available to assist with this process.

To apply for recognition of prior learning, students need to fill in a part of the kit and return it with a recognition of prior learning application form. Applications are assessed for suitability and students will be contacted by an assessor to take the recognition of prior learning process forward.

From here, usually the recognition of prior learning process involves gathering evidence to demonstrate skills, knowledge, and experience, responding to questions, completing tasks, and depending on the area, observation of a student's work skills.

Fees are applicable for recognition of prior learning and students will be advised of these fees in the Course Out-line.

For more information about submitting an application for recognition of prior learning, contact Ti Education and Training.

### **Reduction of course duration as a result of credit or recognition of prior learning**

If credit or recognition of prior learning is granted after the acceptance of a place in a course or on commencement of studies and may affect the duration of studies, Ti Education and Training will provide a new confirmation of enrolment letter including the details of the revised course duration.

### **Course induction**

At the start of a course, students are provided with an induction. Induction provides specific details about course requirements, important dates and will be an opportunity to meet other students and the teachers/assessors involved with the course.

As an international student you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia which includes welfare services, accommodation services, academic and career advice, IT support, and learning assistance, English language support and social inclusion activities;
- legal, emergency and health services;
- safety and awareness relevant to life in Australia;
- information on how to seek assistance for and report an incident that may have a significant impact student well-being, including critical incidents;
- facilities and resources;
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals; and
- any visa conditions relating to course progress and attendance.

The induction will also provide important information about health and safety requirements including emergency evacuation procedures, critical incidents, and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to rights and responsibilities as a student living and working in Australia.

The induction also provides an opportunity for students to ask any questions they might have about studying with Ti Education and Training. During this induction, Ti Education and Training will make sure that we have all the required forms and paperwork filled in.

At induction students will receive your first set of learning materials so they can start on their learning journey. General housekeeping arrangements are also discussed as stated in the section below.

### **Assessment**

At the beginning of each unit or cluster, an assessor/teacher will go through the arrangements for assessment with and students will be given the detailed information about assessment requirements.

At this time students will:

- be provided with detailed assessment information for each task/requirement which includes the criteria against which they will be assessed; and
- be given information about relevant due dates and/or the timing of assessments to be conducted

Assessors/teachers will go through these arrangements in detail and students can ask questions and seek additional information if they require.

### **Submitting assessments**

Students must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to a trainer/assessor or sent by registered mail to:

Ti Education and Training 263 Old West Road, Bullsbrook 6084

Students must keep a copy of all tasks they submit as Ti Education and Training is not able to return copies because these are retained as evidence in student files. Additionally, Ti Education and Training cannot be held responsible for items that go missing in the post. If this occurs, students will be asked to re-submit work.

Written work will be marked within 30 days of receipt. Assessors will provide written feedback and confirm the outcome of the task on the Task Cover Sheet.

### **Assessment outcomes**

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS).

Students must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more tasks are assessed as Not Satisfactory, students will be given an overall outcome for the unit of Not Yet Competent (NYC). Students may undertake two further attempts to complete the task and achieve a Satisfactory outcome. Students will be given a time-frame for re-submission and advised what they must include in any re-submission.

If, after the third attempt, students are still assessed as Not Satisfactory for a task, they will need to complete additional training and assessment to achieve a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

### **Making reasonable adjustments for assessment**

Some students may need modifications to assessments due to disability, illness, or special considerations – this is called reasonable adjustment.

Reasonable adjustment may involve:

- making training and assessment resources and methods more accessible e.g., providing student workbooks in an audio format, or on different coloured paper;
- adapting physical facilities, environment and/or equipment e.g., setting up hearing loops;
- making changes to the assessment arrangements e.g., more time allowed for assessments; and/or
- making changes to the way evidence for assessment is gathered e.g., written questions asked orally.

Students should speak to an assessor/teacher if they think they may need an adjustment. Note adjustments are made at the discretion of assessors/teachers based on identified needs.

### **Appealing assessment decisions**

If students do not agree with any assessment decision, they may lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

### **Plagiarism, cheating and collusion**

Ti Education and Training has a zero-tolerance policy for plagiarism, cheating and collusion. This means that at all times, students are expected to act with integrity and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When assessments are lodged, students are required to sign a declaration that the work provided is their own, and that they have not cheated or plagiarised the work or colluded with any other persons.

If students are found to have plagiarised, cheated or colluded, they will be given an opportunity to respond to the allegations. If students are found to have plagiarised, cheated or colluded, Ti Education and Training is required to take disciplinary action which is highly likely to require them to complete the assessment again.

Disciplinary action may lead to the suspension or cancellation of a student's enrolment which may affect their visa status.

### **Orientation and support services**

Ti Education and Training is committed to ensuring that students receive the support you need to adjust to life and study in Australia and be successful in their studies.

Prior to students commencing study, they are required to participate in a compulsory orientation programme includes information on:

- details of internal and external support services available to assist in the transition into life and study in Australia, which includes welfare services, accommodation services, academic and career advice, IT support, and learning assistance, English language support and social inclusion activities.
- legal, emergency and health services;
- safety and awareness relevant to life in Australia;
- information on how to seek assistance for and report an incident that may have a significant impact on a student's well-being, including critical incidents;
- facilities and resources;
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals; and
- any visa conditions relating to course progress and attendance.

The enrolment process and entry interview students complete will also help Ti Education and Training to identify any support that may be needed depending on the course in which students are enrolled. Student support needs can be discussed during orientation.

Services that Ti Education and Training offers include:

- mentoring from trainers;
- additional classes, tutorials, and workshops;
- on-line support and exercises for some courses;
- computer and technology support; and



- referral to external support services.

Contact Ti Education and Training at any time on 08 9571 2385 to discuss support needs.

**International Student Support Officer:** Xellrene Ang

Phone: (08) 9571 2561

Email: [studentsupport@tigoc.com.au](mailto:studentsupport@tigoc.com.au)

## Course transfer

All decisions made by Ti Education and Training with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account a student's individual circumstances and other relevant factors.

### 1. Transferring from another registered provider

- Ti Education and Training will not knowingly enrol a student wishing to transfer from another registered provider's course unless one or more of the following conditions apply:
  - they have completed six months of their principal course or course package;
  - the original registered provider has provided a written letter of release;
  - the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
  - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents students from continuing their principal course; or
  - any government sponsor of the student considers the change to be in their best interest and has provided written support for that change.
- Ti Education and Training will not actively recruit students enrolled with another provider before they have completed six months of their principle course or course package.

### 2. Transferring to another registered provider

- For Ti Education and Training students seeking to transfer to another registered provider's course of study, a letter of release from Ti Education and Training is required. This will be granted in any of the following circumstances.
  - Where it is considered that the course that the student wishes to transfer to;
    - ~ better meets the study capabilities of the student; and/or
    - ~ better meets the long-term goals of the student, whether these relate to future work, education, or personal aspirations; and/or
    - ~ offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends, or a cultural support network.
  - Students provide evidence that their reasonable expectations about the current course are not being met.
  - Where students have provided evidence that they were misled by Ti Education and Training or

migration agent regarding the provider or its course which is in breach of the Education Services for Overseas Students Act.

- A transfer to another course will not normally be granted where:
  - the transfer may jeopardise a student's progression through a package of courses; or
  - a student has recently started studying the course and the full range of support services are yet to be provided or offered to the student, in which case, students will be asked to wait a further four weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided.
- The student is trying to avoid being reported to an appropriate authority for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.
- The outcome of a student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with *Ti Education and Training's Fees and Refunds Policy and Procedures*.

### **3. Transferring to another course offered by Ti Education and Training**

- Students may transfer to another course offered by Ti Education and Training in the following circumstances:
  - Where it is considered that the course that the student wishes to transfer to;
    - ~ better meets their study capabilities; and/or
    - ~ better meets their long-term goals whether these relate to future work, education, or personal aspirations; and/or
    - ~ where students claim or can provide evidence that their reasonable expectations about the current course are not being met.
- A transfer to another course within Ti Education and Training will not be granted where:
  - ~ the transfer may jeopardise a student's progression through a package of courses;
  - ~ students have recently started studying the course and the full range of support services are yet to be provided or offered;
  - ~ a student is trying to avoid being reported to an appropriate authority for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.
- The outcome of a student's application for course transfer will be provided in writing within 10 working days of receipt of application.

- Cost involved in transferring to another course plus any refund of course fees paid for a current course of study will be in accordance with Ti Education and Training's Fees and Refunds Policy and Procedure

#### 4. Visa advice

- All students who are either considering a course transfer, or have been granted a letter of release, will be advised that they must contact the Commonwealth Department of Home Affairs to seek advice on whether a new visa is required. To find out more about visa requirements, students are advised to contact 131881 or visit the following website:  
<http://www.border.gov.au/Trav/Stud/More/Changing-courses>

#### 5. Appeals

- Where the decision is made to refuse a course transfer or Ti Education and Training does not respond to the request in the timeframe set out in this Policy, a student may appeal against the decision by accessing Ti Education and Training's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

#### 6. Records

- All records relating to internal course transfers will be kept on the student's file.

#### 7. Publication

- This policy is provided to students in the International section of the Student Handbook, which is provided to them prior to or upon commencement of a course, and also via Ti Education and Training's website at [www.tieducation.com.au](http://www.tieducation.com.au)

## Deferral, suspension, and cancellation

### Deferral and suspension of studies

- Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.
- When determining whether compassionate or compelling circumstances exist, Ti Education and Training considers documentary evidence provided to support the claim, and stores copies of these documents in a student's file.
- A retrospective deferment or suspension may be justified if a student was unable to contact Ti Education and Training because of a circumstance e.g., being involved in a car accident.
- Where a student-initiated deferral or suspension of enrolment is granted, Ti Education and Training will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, their enrolment will be cancelled.

### Cancellation of studies

- Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per the *Course Transfer Policy and Procedure*.
- Ti Education and Training may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour or non-payment of fees. Information in the *Student Handbook* describes the behaviour expected by students as well as information on plagiarism, collusion, and cheating.

- Cancellation of a student's enrolment due to unsatisfactory course progress or attendance will be handled as per Ti Education and Training Course Progress and Attendance Monitoring Policy and Procedures.

### Visa status

- Deferment, suspension, or cancellation may affect a student's visa. When a student's enrolment is deferred, suspended, or cancelled, Ti Education and Training will notify the Commonwealth Department of Education and Training of the change in enrolment status.
- Where a student accesses the internal Complaints and Appeals process, Ti Education and Training will not notify the Commonwealth Department of Education and Training until the process is complete. Where a student chooses to access an external appeals process, the Commonwealth Department of Education and Training will still be notified.
- Students are referred to the web site (<http://www.immi.gov.au/>) or Helpline (131 881) for information and their local the Commonwealth Department of Home Affairs office for advice on how the potential change to enrolment status may impact upon their visa.
- Once the Commonwealth Department of Education and Training has been notified of a suspension or cancellation of a student's enrolment, they have 28 days in which to leave Australia or show the Commonwealth Department of Home Affairs a new certificate of enrolment or provide the Commonwealth Department of Home Affairs with evidence that he or she has accessed an external appeals process.
- Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Ti Education and Training, the period of suspension of enrolment will not be included in attendance monitoring calculations.
- Where Ti Education and Training initiates the suspension or cancellation of a student's enrolment, they will be notified of this intention and will be informed that they have 20 working days to access Ti Education and Training's *Complaints and Appeals Policy and Procedure*, unless extenuating circumstances relating to student welfare apply. Such circumstances may include where the student refuses to maintain approved care arrangements (only for those under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead Ti Education and Training to fear for a student's well-being; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.
- Students may choose to access an external appeals process as per Ti Education and Training's *Complaints and Appeals Policy and Procedure*. In the case of an external appeal, Ti Education and Training is not required to wait for the outcome of the external appeal before notifying the Commonwealth Department of Home Affairs of the change to a student's enrolment status.
- In relation to suspension, Ti Education and Training will continue to provide learning opportunities during the appeals process. However, where it is considered that students should not attend during the appeals process, they will be provided with work that can be completed elsewhere or on-line
- Ti Education and Training provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the *Student Handbook* and at orientation.
- Students may access all relevant forms for deferral or suspension through Ti Education and Training's website or by direct request.
- Standards of behaviour required are outlined in the *Student Code of Conduct* within the *Student Handbook*.
- Appropriate records of the assessment of a student's application for deferment, suspension or cancellation will be kept on their file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

## Student forms

Name of Form	Reason for use
Marketing permission form	If Ti Education and Training wishes to use a student's picture, testimonial, or other details in its marketing material (e.g., website) students will be asked to complete this form.
Credit application form	If students want to apply for credit transfer
Complaints and appeals form	If learner's wish to complain about Ti Education and Training services, or appeal an assessment decision made
Refund application form	If students believe they have grounds for a refund
Enrolment form	If students wish to apply to study with Ti Education and Training - also contains the unique student identifier authority form which notifies unique student identifier of your unique student identifier or allows Ti Education and Training to request creation of a unique student identifier which is required for enrolment.
Change of details form	Used to notify unique student identifier if personal details (e.g., name, contact details, address) have changed.
Withdrawal form	If students wish to withdraw from a currently enrolled course of study.
Assessment task cover sheet	Use this when submitting assessment tasks
Suggestion for improvement form	If students would like to provide Ti Education and Training with a suggestion to improve our services
Request to access records form	To request access to information held on a student's file
Amendment to records form	If students believe the information, we have in your file is incorrect
Course transfer application form	If students wish to transfer to another provider.
Internal course transfer application form	If students wish to change to another course with Ti Education and Training.