



## **Welcome to Training Masters**

Welcome to Training Masters, where your journey toward success begins! We are delighted to have you join our community, and we are committed to supporting you every step of the way as you work toward achieving your goals.

This student handbook has been designed to guide you through your time with us. Inside, you will find essential information about our courses, policies, facilities, and support services. We encourage you to read it thoroughly and keep it handy as a reference throughout your studies.

Please take time to read this information. During orientation, we will take you through the handbook and you will complete the "Declaration".

You can refer to the details in this Student Handbook during your time at Training Masters, so remember you can read it anytime and can keep your own copy.

### **Disclaimer**

Training Masters strives to ensure that all information provided is accurate and up to date. However, content may be subject to change without prior notice. Individuals intending to act on the information provided should verify its accuracy and currency by consulting Training Masters for any updates. The organization, its representatives, and employees shall not be held liable for any loss or damage arising directly or indirectly from the possession, dissemination, or reliance on the provided information. All content is shared in good faith, without any express or implied warranties.

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## About Training Masters

Training Masters is a well-established and dynamic registered training organization dedicated to providing high-quality education that helps students achieve career success and pursue further studies in higher education. Our courses are carefully designed and regularly updated by academic professionals and industry experts to ensure they remain relevant to the evolving job market. With a team of experienced and passionate trainers, state-of-the-art learning resources, and a vibrant educational environment, we strive to deliver an enriching and transformative learning experience. We believe that education is a partnership, and we are committed to equipping our students with the skills, knowledge, and confidence needed to excel in their chosen careers. Our dedicated support team is always available to assist students with any questions or concerns, ensuring they have the guidance they need throughout their learning journey. Welcome to Training Masters—we are excited to support you as you grow, learn, and achieve your goals!

## College Registration Details

### RTO

Training Masters is a registered training organization (RTO) approved by the Australian Skills Quality Authority (ASQA), which is Australia's national regulator for vocational education and training (VET). ASQA ensures that the training and qualifications provided by Training Masters meet the high standards required for national recognition across Australia.

Our RTO Number is 41479, and our unique identifier is that of a registered provider. This registration guarantees that the courses and qualifications offered by Training Masters comply with the Government Standards, providing students with high-quality, industry-relevant training.

To view our official registration details and additional information about our qualifications, visit the <https://training.gov.au/>. This website is the national database for Australia's VET sector, where you can confirm our registration status, scope of delivery, and other organizational details.

By being registered with ASQA, Training Masters ensures its qualifications are nationally recognized and designed to prepare students for success in their chosen fields. For more information about ASQA's role, visit their website at [www.asqa.gov.au](http://www.asqa.gov.au).

### CRICOS

Training Masters is a registered provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This registration ensures that Training Masters can deliver education and training services to international students studying in Australia on student visas.

The CRICOS register includes all Australian education providers approved to teach overseas students, ensuring that these providers meet strict standards of quality, compliance, and support services. Training Masters' CRICOS Provider Number is 03510J, a unique identifier confirming our eligibility to deliver courses to international students.

As a CRICOS-registered provider, Training Masters offers nationally recognized qualifications designed to meet the needs of overseas students while adhering to the Education Services for Overseas Students (ESOS) Act 2000. This Act ensures that international students receive high-quality training, welfare support, and a positive educational experience in Australia.

### ABN

Training Masters is a registered entity on the Australian Business Register (ABR), ensuring its compliance with legal and regulatory standards in Australia. The organization operates under the Australian Business Number (ABN) 72611635128, which serves as its unique identifier for all official transactions, including taxation, business dealings, and government-related activities.

You can verify Training Masters's current registration details and status directly on the ABR website by visiting the following link: [ABR Registration Details for ABN 72611635128](#). This page provides information such as the entity type, status, and other business-related registrations associated with Training Masters.

This registration confirms that Training Masters is an officially recognized business entity operating in Australia, adhering to the country's compliance requirements.

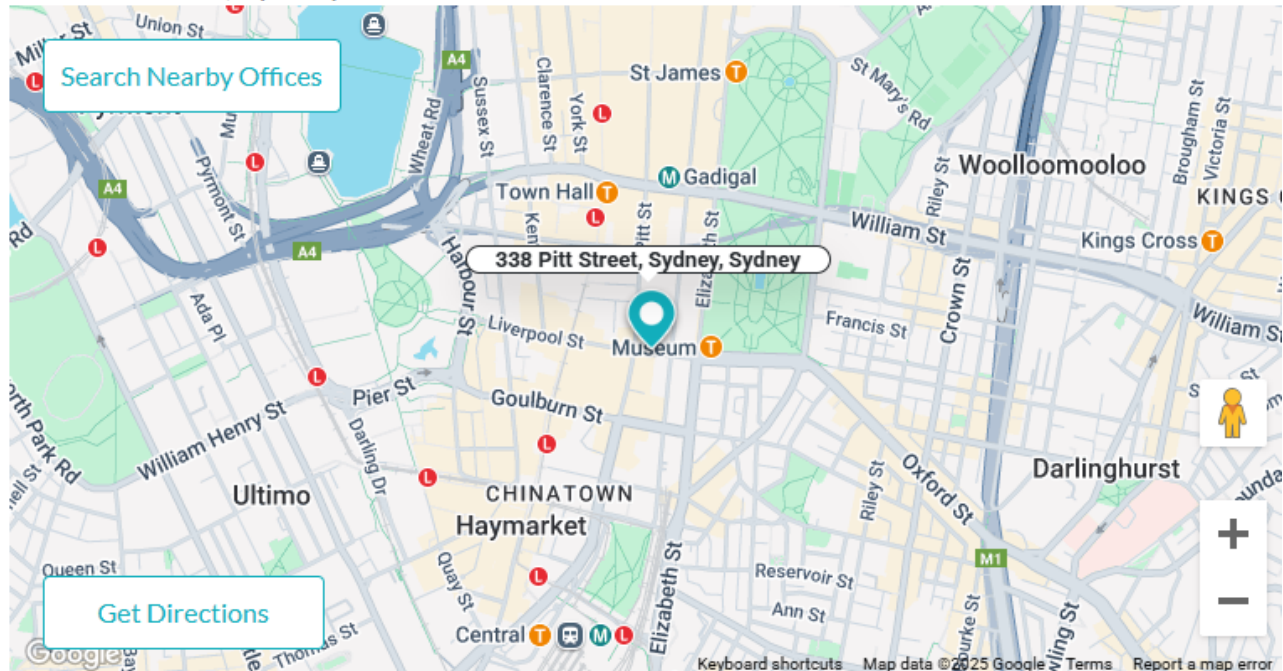
### College Location

The college campus is located within the city of Sydney, Australia. The campus is within walking distance of public transport, and the closest train station is Town Hall or Museum Station or Gadigal Metro Station, just 5

minutes away. Its teaching facilities are located on Level 5, 338 Pitt Street Sydney NSW 2000, adjacent to several famous landmarks such as Darling Harbour, Town Hall, Queen Victoria Building, Haymarket (China Town), and the Westfield Shopping Centre at Pitt Street Mall.

## Map

### 338 Pitt Street, Sydney NSW Australia



This area has many student-type accommodation facilities, numerous eating and shopping places, and excellent public transport facilities. This central location is also very convenient for travel by public transport for students living in the suburban areas of Sydney or the countryside.

## Admissions Department

The Admissions Department at Training Masters is your first point of contact on the exciting journey toward achieving your educational and career goals. Our team of highly qualified and experienced admissions staff is committed to providing a seamless and supportive application process. Whether you're exploring course options, clarifying entry requirements, or seeking guidance on documentation, our admissions team is here to assist every step of the way. They are well-versed in the latest academic pathways, eligibility criteria, and industry trends, ensuring you receive accurate and personalized advice tailored to your aspirations. The team works diligently to review applications promptly, keeping you informed and supported throughout the process. At Training Masters, we understand that starting a new course can be exciting and overwhelming, so our admissions staff is dedicated to making the process as straightforward and stress-free as possible. With their expert guidance, you can embark on your learning journey confidently and clearly, knowing you have a supportive team to help you succeed.

## Marketing Department

The Marketing Department at Training Masters is pivotal in connecting prospective students with opportunities that align with their educational and career aspirations. Our team of qualified and experienced marketing professionals is dedicated to promoting Training Masters' diverse courses and services while maintaining the highest standards of integrity and transparency. With in-depth knowledge of industry trends and educational pathways, the marketing staff ensures that all information shared is accurate, relevant, and accessible to potential students. They design and execute innovative marketing campaigns across various platforms to reach and engage a diverse audience, showcasing the unique benefits of studying at Training Masters. Beyond promotional efforts, the team actively participates in community outreach, educational fairs, and online events

to provide firsthand insights and answer questions. The marketing team is passionate about building trust and fostering meaningful connections, ensuring every prospective student has the information and encouragement needed to make informed decisions about their future. At Training Masters, our marketing professionals are representatives and advocates for education, committed to empowering individuals through knowledge and opportunity.

### **Student Service and Support Department**

The Student Services Department at Training Masters is at the heart of our commitment to ensuring an exceptional student experience. Our friendly and professional team of qualified administrative staff is dedicated to supporting students throughout their learning journey, from enrolment to graduation. The Student Services team guides course selection, schedules, and administrative processes, ensuring a smooth and stress-free transition into study. They are also available to assist with various needs, including accessing resources, addressing queries, and offering advice on academic and personal support services. With a deep understanding of student needs, our administrative staff are trained to deliver timely, accurate, and empathetic assistance to help students overcome challenges and stay on track to achieve their goals. Whether it's navigating course requirements, understanding policies, or simply providing encouragement, the Student Services Department at Training Masters is a trusted partner in each student's success.

### **Accounts Department**

The Accounts Department at Training Masters ensures the smooth financial management of student payments, fees, and refund processes. Our team of highly qualified and experienced accounts staff is dedicated to providing professional, transparent, and efficient services to support students throughout their educational journey. Whether it's assisting with tuition fee payments, explaining financial policies, or addressing refund-related inquiries, the accounts team ensures that all transactions are handled with the utmost accuracy and integrity. They are well-versed in the latest financial regulations and institutional policies, ensuring compliance and clear communication. The team is approachable and committed to promptly resolving any payment-related concerns, offering personalized guidance to help students navigate financial matters easily. By maintaining secure and organized financial systems, the Accounts Department upholds the highest standards of professionalism and confidentiality, giving students peace of mind. At Training Masters, we understand the importance of financial clarity, and our accounts staff is here to ensure that all payment and refund processes are seamless, transparent, and student focused.

### **Academic Department**

The Academic Department at Training Masters is the cornerstone of our commitment to delivering high-quality education and fostering a culture of excellence. Our team of qualified academic staff comprises experienced educators and industry professionals who bring a wealth of knowledge and expertise to their teaching. They are dedicated to creating a dynamic and supportive learning environment and are passionate about helping students achieve their academic and career aspirations. The Academic Department oversees the development and delivery of our programs, ensuring they meet the highest standards of quality, relevance, and compliance with industry regulations. From designing innovative curricula to providing individualized guidance, our academic staff works tirelessly to inspire and empower students. They utilize diverse teaching methods, combining theoretical foundations with practical applications, to equip students with the skills and confidence needed to excel in their chosen fields. Accessible and approachable, the academic staff are always ready to provide mentorship, address queries, and offer constructive feedback to support students in overcoming challenges and achieving their full potential. At Training Masters, the Academic Department embodies our mission to nurture lifelong learners and future leaders.

### **Trainer/Assessor**

At Training Masters, our trainers and assessors are highly qualified professionals dedicated to delivering exceptional education and support. Each team member holds industry-relevant qualifications and extensive experience in their respective fields, ensuring students receive theoretical knowledge and practical insights. Our trainers are passionate about fostering an engaging and inclusive learning environment, tailoring their teaching methods to meet diverse learning needs and styles. They stay current with industry trends and best practices to ensure students are equipped with current and relevant skills. Moreover, they are committed to providing

constructive feedback and mentorship, empowering students to achieve their personal and professional goals. At Training Masters, we pride ourselves on the high standards of our trainers and assessors, who embody our mission to inspire, educate, and prepare students for success in their chosen careers.

The college will only employed qualified trainer & assessor who must possess the following:

- TAE40122 - Certificate IV in Training and Assessment or its successor or
- TAE40116 Certificate IV in Training and Assessment or its successor or
- TAE40110 Certificate IV in Training and Assessment plus the following units:
  - TAE40111 (or its successor) or TAE40112, and
  - TAE40113 (or its successor) or TAE40114 or TAE40115
- a diploma or higher-level qualification in adult education.
- Vocational competencies at least to the level being trained, delivered and assessed or higher.
- Current industry skills directly relevant to the training and assessment being provided.
- Evidence of professional development. Trainers must also undertake regular professional development activities to maintain currency and or to develop their knowledge and skills. TM is a corporate member of Velg Training. Trainers can attend Velg Training for webinar and professional development.

### College Staff Contact Details

The Student Support Officer is the designated official point of contact for students. The Student Support email address is [studentservices@tm.nsw.edu.au](mailto:studentservices@tm.nsw.edu.au) . Additionally, staff undertake the following roles and responsibilities in relation to students.

Role of Responsibility	Email
Principal Executive Officer	<a href="mailto:principal@tm.nsw.edu.au">principal@tm.nsw.edu.au</a>
Academic Manager	<a href="mailto:academic@tm.nsw.edu.au">academic@tm.nsw.edu.au</a>
Student Services/Administration Manager	<a href="mailto:studentservices@tm.nsw.edu.au">studentservices@tm.nsw.edu.au</a>
Admission Department	<a href="mailto:admissions@tm.nsw.edu.au">admissions@tm.nsw.edu.au</a>
Marketing Department	<a href="mailto:marketing01@tm.nsw.edu.au">marketing01@tm.nsw.edu.au</a>
Accounts Department	<a href="mailto:accounts@tm.nsw.edu.au">accounts@tm.nsw.edu.au</a> <a href="mailto:finance@tm.nsw.edu.au">finance@tm.nsw.edu.au</a>

### How to Access Support

For further details or to request support services, students can:

- Visit the **Student Services Office** during working hours.
- Email [studentservices@tm.nsw.edu.au](mailto:studentservices@tm.nsw.edu.au) for general inquiries or appointments.
- Call this number (02) 8278 7722 to get touch student services.

### College Facilities And Equipment

At Training Masters, we are committed to providing our students with a world-class learning experience supported by state-of-the-art facilities and modern training equipment. We aim to create an environment that fosters learning, skill development, and practical application, ensuring students are well-prepared for their future careers. With a combination of cutting-edge resources and a dedicated team of trainers, we aim to deliver high-quality education that meets the evolving needs of various industries.

### Training Facilities and Equipment Include but Not Limited To:

1. **Modern Classrooms**
  - Spacious, air-conditioned classrooms equipped with ergonomic seating and large whiteboards for interactive learning.
2. **Computer Labs**
  - High-speed computers with the latest software and reliable internet connectivity to support technical and online training needs.
3. **eLearning Portal**

- A comprehensive online platform for accessing course materials, submitting assignments, and participating in virtual training sessions.
- 4. Presentation and Audio-Visual Equipment**
  - Projectors, and high-definition audio-visual systems to enhance lectures, presentations, and workshops.
- 5. Practical Training Spaces**
  - Dedicated areas for practical training, including mock office setups and industry-specific equipment for real-world experience.
- 6. Library and Resource Center**
  - A collection of textbooks, journals, and digital resources to support students in their research and assignments.
- 7. Breakout Zones**
  - Relaxation and collaboration spaces designed for group discussions, brainstorming, and informal learning activities.
- 8. Wi-Fi Access**
  - High-speed internet available throughout the campus to facilitate seamless online learning and research.
- 9. Administrative Support Facilities**
  - Onsite assistance for enrolment, student inquiries, and IT support to ensure a hassle-free learning experience.
- 10. First Aid and Safety Equipment**
  - Fully stocked first aid kits and emergency procedures in place to ensure a safe environment for all students and staff.
- 11. Training Tools and Materials**
  - Industry-relevant tools, training kits, and materials tailored to specific courses and practical sessions.
- 12. Student Lounge**
  - A comfortable area for students to relax, recharge, and network with peers during breaks.

By offering these comprehensive facilities and equipment, Training Masters ensures that students receive the best possible learning environment to thrive and succeed in their chosen fields.

## Entry Requirements For Students

Student must:

- **Age Requirements:**
  - Must be 18 years of age or older at the time of course commencement
- **English requirement:**
  - An overall Academic IELTS score of 6, with no less than 5.5 in each band, and the test results are valid for the past 2 years, or
  - Other English language tests, such as PTE and TOEFL, are accepted if the scores are equivalent to an IELTS 6.0. Students must provide their results for verification by the Training Masters, or
  - Completion of an approved Australian English Language course with equivalent level.
- **Academic requirements:**
  - Successful completion of Year 12 or equivalent or
  - Successful completion of an AQF Certificate IV qualification or higher from an Australian institution where the course duration was no less than 12 months.
  - Some prospective students may be asked to undertake an LLN assessment or enrolment interview prior to acceptance.
  - For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.
- **Visa Requirements:**

- You must meet the requirements for an Australian student visa subclass 500 or valid Australian visa where you are eligible to study.

Note: Each course may have additional entry requirements. Please carefully check entry requirements of your chosen course (*available on our website*)

## How To Apply

There are few steps you will need to do to apply for a course at Training Masters. These steps include:

### Step 1. Find an Education Agent or Apply Directly

You can apply for a course directly at Training Masters. Please carefully read the following steps if you choose to apply on your own.

Alternatively, you can speak with an expert near you about studying or applying for a course with us. At Training Masters, we collaborate with experienced education agents worldwide who are ready to assist you. A Training Masters College agent can:

- Provide detailed information and advice around our programs and admission requirements
- Assist with your application and student visa process
- Support with your travel, accommodation and pre departure arrangements.

*\*Details of our registered education agent list is available on our website.*

### Step 2. Gather Documents

Please carefully check entry requirements of your chosen course (*available on our website*) and prepare your documents accordingly.

To submit your application, you will need to include:

- a certified copy of your current passport
- a certified copy of academic transcripts or certificates
- a certified copy of English Language Test results e.g. IELTS or equivalent

### Apply from within Australia

If you are currently in Australia, you will also need to include:

- a copy of your current visa
- a copy of your Confirmation of Enrolment (CoE) held with a previous education provider (if applicable)
- a copy of your Overseas Student Health Cover (OSHC) card (if applicable).

### Apply from outside Australia

If you are currently outside Australia, please consult with the college or your education agent before submitting the application.

### Documents Not in English

If any documents are not in English, you will need to provide official English translations of these documents. These translations must be certified by an authorised translator in Australia or overseas.

### Step 3. Prepare Your Application

Please review all the policy, procedures & terms and condition available on college website before submitting your application. Your education agent can help you with completing your application if needed.

### Step 4. Submit Your Application

Submit your complete and signed application along with the necessary documents to:

### Training Masters

Level 5, 338 Pitt St. Sydney NSW 2000

OR

email to: [admissions@tm.nsw.edu.au](mailto:admissions@tm.nsw.edu.au)

## **Step 5. Assessment and Letter of Offer**

### **Letter of offer**

Once we receive your application, we will assess it, and if successful, you will receive a letter of offer.

### **Conditional Letter of offer**

If we require additional documentation or information, we will send you a conditional letter of offer. This letter will specify the documents or information needed to complete the processing of your application. You must supply this information before we can issue you a full letter of offer.

### **Fees and Charges**

An invoice with specific fee details is usually sent along with the letter of offer. You must pay the invoice amount when accepting the letter of offer.

### **Acceptance of Offer**

To accept the offer, you will need to:

- Sign the acceptance form.
- Pay the fees and charges.

The invoice will provide details of the different payment options available.

Once you have paid your fees, you will need to email us the following:

- The signed acceptance form,
- Confirmation of payment.

### **Confirmation of Enrolment (CoE)**

When we receive your confirmation of payment and signed acceptance form, we will issue a Confirmation of Enrolment (CoE) for each course listed in your offer letter.

Once you receive your Confirmation of Enrolment (CoE) from Training Masters, you can then apply for your Student Visa.

## **Step 6. Apply for a Student Visa**

You can lodge your [Student Visa \(Subclass 500\)](#) application using your Confirmation of Enrolment. Your agent can assist you with this process if needed.

Use the Department of Home Affairs (DoHA) Document Checklist tool below to check your Student Visa requirements. [Document Checklist tool](#)

Your agent can assist you with this process if needed.

## **Step 7. Get Ready to Study**

There are several things you will need to finalise before studying in Australia, including:

- Applying for your Unique Student Identifier (USI).
- Arriving in time for your compulsory orientation sessions.

### **Unique Student Identifier (USI)**

When your Student Visa is granted and you have arrived in Australia, you must create a compulsory USI. This is your individual education number, which creates a secure online record of the training and qualifications you gain in Australia.

The process is free and easy to complete. Visit the USI website for more information <https://www.usi.gov.au/>

### **Orientation**

Attendance at the orientation session is compulsory. Be sure to arrange your flight so you arrive in Australia in time to attend your orientation session.

At your orientation session, your enrolment process will be completed. For more details about orientation program, please visit our website.

If you still have questions, feel free to contact a member of our admissions team.

## Student Orientation

Students will receive an orientation session in their first day at the College. It is important that you attend the orientation program otherwise you may miss out on information that affects your study. You must attend an orientation session and sign off on this activity. The purpose of the orientation session is to fully inform new students of most aspects of life at the College and to introduce studying at the College. The orientation session covers the information listed below.

- Welcome
- About the College- staff, trainer and each department
- College Staff Contact Details
- How to Access Support
- College Facilities and Equipment
- Entry Requirements for Student
- Course Information
- Academic Calendar and Intake
- Class Timetable
- Website & student eLearning (Student portal Link)
- Assessment Structure
- Grading
- Assessment Results
- Student Support Services
- Overseas Student Health Cover
- Student Card
- Counselling/Personal Support
- Relevant External Contacts and Information
- Policies and procedures
- Attendance Policy
- Course Progress and Intervention Strategy
- Complaints and Appeals Policy & Procedure
- Refunds Policy and Procedure
- Plagiarism, Cheating & Academic Misconduct Policy & Procedures
- Unique Student Identifier (USI) Policy
- Work Health and Safety Procedures
- Living in Sydney
- The ESOS Framework – Providing quality education and protecting your rights

## Course Information

At Training Masters, we offer industry-relevant courses designed to equip students with the skills and knowledge needed for career success. Our programs cover a wide range of disciplines, including Human Resource Management, Marketing, Information Technology, Graduate Diploma & Civil Construction, ensuring students receive high-quality, practical education. Each course is structured with theoretical learning, hands-on training, and real-world case studies, providing a well-rounded educational experience. With expert trainers, modern facilities, and flexible learning options, Training Masters is committed to delivering excellence in education and professional development.

### BSB40820 Certificate IV in Marketing and Communication

#### Duration

Total duration 52 weeks (40 weeks of study period and 12 weeks of term break). This comprises 100% by face-to-face class at TM campus.

#### Qualification Description

This qualification reflects the role of individuals who use well developed marketing and communication skills and a broad knowledge base in a wide variety of contexts. This qualification applies to individuals in full-time marketing roles, as well as those who are responsible for an organisation's marketing in addition to other duties.

Individuals in these roles apply solutions to a defined range of unpredictable problems and analyse and evaluate information from a variety of sources.

## Entry Requirements for Students

Student must:

- **Age Requirements:**
  - Must be 18 years of age or older at the time of course commencement
- **English requirement:**
  - An overall Academic IELTS score of 6, with no less than 5.5 in each band, and the test results are valid for the past 2 years, or
  - Other English language tests, such as PTE and TOEFL, are accepted if the scores are equivalent to an IELTS 6.0. Students must provide their results for verification by the Training Masters, or
  - Completion of an approved Australian English Language course with equivalent level.
- **Academic requirements:**
  - Successful completion of Year 12 or equivalent or
  - Successful completion of an AQF Certificate IV qualification or higher from an Australian institution where the course duration was no less than 12 months.
  - Some prospective students may be asked to undertake an LLN assessment or enrolment interview prior to acceptance.
  - For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.
- **Visa Requirements:**
  - You must meet the requirements for an Australian student visa subclass 500 or valid Australian visa where you are eligible to study.

Entry requirements will be checked at enrolment in line with the RTO's Student entry requirements, selection, enrolment and orientation policy.

### **Academic Pathways**

On completion of this qualification, candidates may choose to undertake the Diploma of Marketing & Communication or other Diploma qualifications from the BSB Training Package or any other training package to further enhance their career opportunities in their chosen field.

### **Employment Pathways**

This qualification serves as an excellent starting point for those aiming to grow their career in marketing and communication. Graduates can pursue entry-level positions in marketing, communication, and digital content creation. Employment is typically found in industries such as advertising, public relations, retail, hospitality, and small to medium-sized enterprises (SMEs).

### **Target Occupation:**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include but are not limited to Marketing Assistant

- Digital Marketing Assistant
- Social Media Coordinator
- Promotions Assistant
- Public Relations Assistant
- Sales and Marketing Coordinator
- Content Marketing Assistant

### **Packaging Rules**

Total number of units = 12 (6 core units & 6 elective units)

UNIT #	Unit Code	Unit Name	STATUS	Term	Study weeks(20hrs/ week)
1	BSBMKG543	Plan and interpret market research	Elective	Term 1	2
2	BSBPMG430	Undertake project work	Core	Term 1	3
3	BSBMKG541	Identify and evaluate marketing opportunities	Core	Term 1	5
<b>TERM BREAK</b>					<b>3</b>
4	BSBMKG542	Establish and monitor the marketing mix	Core	Term 2	3
5	BSBPEF501	Manage personal and professional development	Elective	Term 2	3

6	BSBOPS505	Manage organisational customer service	Elective	Term 2	4
		<b>TERM BREAK</b>			<b>2</b>
7	BSBMKG551	Create multiplatform advertisements for mass media	Elective	Term 3	2
8	BSBMKG555	Write persuasive copy	Core	Term 3	3
9	BSBOPS504	Manage business risk	Elective	Term 3	5
		<b>TERM BREAK</b>			<b>2</b>
10	BSBMKG552	Design and develop marketing communication plans	Core	Term 4	3
11	BSBFIN501	Manage budgets and financial plans	Elective	Term 4	3
12	BSBMKG545	Conduct marketing audits	Elective	Term 4	4
		<b>TERM BREAK</b>			<b>5</b>
					52

## BSB50620 Diploma of Marketing and Communication

### Duration

Total duration 52 weeks (40 weeks of study period and 12 weeks of term break). This comprises 100% by face-to-face class at TM campus.

### Qualification Description

This qualification reflects the role of individuals who use a sound theoretical knowledge base in marketing and communication and who demonstrate a range of skills to ensure that functions are effectively conducted in an organisation or business area. Typically, the individuals would have responsibility for the work of other staff and lead teams.

This qualification applies to individuals in full-time marketing roles, as well as those who are responsible for an organisation's marketing in addition to other duties.

### Entry Requirements for Students

Student must:

- **Age Requirements:**
  - Must be 18 years of age or older at the time of course commencement
- **English requirement:**
  - An overall Academic IELTS score of 6, with no less than 5.5 in each band, and the test results are valid for the past 2 years, or
  - Other English language tests, such as PTE and TOEFL, are accepted if the scores are equivalent to an IELTS 6.0. Students must provide their results for verification by the Training Masters, or
  - Completion of an approved Australian English Language course with equivalent level.
- **Academic requirements:**
  - Successful completion of Year 12 or equivalent or
  - Successful completion of an AQF Certificate IV qualification or higher from an Australian institution where the course duration was no less than 12 months.
  - Some prospective students may be asked to undertake an LLN assessment or enrolment interview prior to acceptance.
  - For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.
- **Visa Requirements:**
  - You must meet the requirements for an Australian student visa subclass 500 or valid Australian visa where you are eligible to study.

Entry requirements will be checked at enrolment in line with the RTO's Student entry requirements, selection, enrolment and orientation policy.

- **Entry to this qualification is limited to those who:**
  - Have completed BSB40820 Certificate IV in Marketing Communication or a superseded equivalent version BSB42415 Certificate IV in Marketing and Communication.
  - or
  - Have completed the following units (or equivalent competencies):
    - BSBCMM411 Make presentations.
    - BSBCRT412 Articulate, present and debate ideas;
    - BSBMKG433 Undertake marketing activities.

- BSBMKG435 Analyse consumer behaviour.
- BSBMKG439 Develop and apply knowledge of communications industry; and
- BSBWRT411 Write complex documents. Equivalent competencies are predecessors to these units, which have been mapped as equivalent.

- Or
- Have two years equivalent full-time relevant work experience.

### Academic Pathways

On completion of this qualification, candidates may choose to undertake the BSB60520 Advanced Diploma of Marketing and Communication or other Advanced Diploma qualifications from the BSB Training Package or any other training package to further enhance their career opportunities in their chosen field.

### Employment Pathways

This diploma provides the foundation for leadership roles in the marketing and communication field. Graduates can pursue mid-level to senior roles in marketing and communication. They may find employment in industries such as advertising, retail, media, hospitality, healthcare, professional services, Tech Startups and Large Corporations, Non-profit organizations & Education and training institutions.

### Target Occupation:

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include but are not limited to

- Marketing Coordinator
- Digital Marketing Specialist
- Social Media Manager
- Advertising Account Executive
- Public Relations Officer
- Marketing Manager
- Brand Manager
- Content Marketing Manager
- Market Research Analyst
- Campaign Manager

### Packaging Rules

Total number of units = 12 (5 core units & 7 elective units)

UNIT #	Unit Code	Unit Name	STATUS	Term	Study weeks(20hrs/week)
1	BSBMKG543	Plan and interpret market research	Elective	Term 1	2
2	BSBPMG430	Undertake project work	Core	Term 1	3
3	BSBMKG541	Identify and evaluate marketing opportunities	Core	Term 1	5
<b>TERM BREAK</b>					<b>3</b>
4	BSBMKG542	Establish and monitor the marketing mix	Core	Term 2	3
5	BSBPEF501	Manage personal and professional development	Elective	Term 2	3
6	BSBOPS505	Manage organisational customer service	Elective	Term 2	4
<b>TERM BREAK</b>					<b>2</b>
7	BSBMKG551	Create multiplatform advertisements for mass media	Elective	Term 3	2
8	BSBMKG555	Write persuasive copy	Core	Term 3	3
9	BSBOPS504	Manage business risk	Elective	Term 3	5
<b>TERM BREAK</b>					<b>2</b>
10	BSBMKG552	Design and develop marketing communication plans	Core	Term 4	3
11	BSBFIN501	Manage budgets and financial plans	Elective	Term 4	3
12	BSBMKG545	Conduct marketing audits	Elective	Term 4	4
<b>TERM BREAK</b>					<b>5</b>
					52

## BSB60520 Advanced Diploma of Marketing and Communication

### Duration

Total duration 78 weeks (60 weeks of study period and 18 weeks of term break). This comprises 100% by face-to-face class at TM campus.

### Qualification Description

This qualification reflects the role of individuals who use a sound theoretical knowledge base in marketing and communication and who demonstrate a range of skills to ensure that functions are effectively conducted in an organisation or business area. Typically, the individuals would have responsibility for the work of other staff and lead teams.

This qualification applies to individuals in full-time marketing roles, as well as those who are responsible for an organisation's marketing in addition to other duties.

### Entry Requirements for Students

Student must:

- **Age Requirements:**
  - Must be 18 years of age or older at the time of course commencement
- **English requirement:**
  - An overall Academic IELTS score of 6, with no less than 5.5 in each band, and the test results are valid for the past 2 years or
  - Other English language tests, such as PTE and TOEFL, are accepted if the scores are equivalent to an IELTS 6.0. Students must provide their results for verification by the Training Masters, or
  - Completion of an approved Australian English Language course with equivalent level.
- **Academic requirements:**
  - Successful completion of Year 12 or equivalent or
  - Successful completion of an AQF Certificate IV qualification or higher from an Australian institution where the course duration was no less than 12 months.
  - Some prospective students may be asked to undertake an LLN assessment or enrolment interview prior to acceptance.
  - For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.
- **Visa Requirements:**
  - You must meet the requirements for an Australian student visa subclass 500 or valid Australian visa where you are eligible to study.

Entry requirements will be checked at enrolment in line with the RTO's Student entry requirements, selection, enrolment and orientation policy.

- **Entry to this qualification is limited to those who:**
  - BSB50620 Diploma of Marketing and Communication or a superseded equivalent version BSB52415 Diploma of Marketing and Communication
  - or
  - Have completed the following units (or equivalent competencies):
    - BSBMKG541 Identify and evaluate marketing opportunities.
    - BSBMKG542 Establish and monitor the marketing mix.
    - BSBMKG552 Design and develop marketing communication plans.
    - BSBMKG555 Write persuasive copy; and
    - BSBPMG430 Undertake project work. Equivalent competencies are predecessors to these units, which have been mapped as equivalent.
  - Or
  - Have four years equivalent full-time relevant work experience.

### Academic Pathways

On completion of this qualification, candidates may undertake a range of other Advanced Diploma qualifications from the BSB Business Services Training Package or any other training package to further enhance their career opportunities in their chosen field. Candidates may also choose to seek entry into an undergraduate degree such as a Bachelor of Management at an Australian Higher Education Provider (subject to the Higher Education Provider's course entry requirements).

Coupled with substantial employment experience (more than two years) graduates of this course may be eligible to enter a number of post-graduate courses such as Graduate Diploma in Marketing Communication, Graduate Certificate in Marketing.

### Employment Pathways

This is a powerful qualification for those aiming to lead and innovate in the dynamic field of marketing and communication. The course prepares graduates for senior marketing roles where strategic decision-making, leadership, and advanced technical knowledge are essential. They may find employment in Advertising and Marketing Agencies, Technology and Digital Startups, E-commerce and Retail, Media and Entertainment, Healthcare and Pharmaceuticals, Public Relations Firms, Financial Services and Banking, Hospitality and Tourism, Non-Profit and Government Organizations.

### Target Occupation:

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include but are not limited to:

- Marketing Coordinator
- Advertising Account Director,
- Advertising Account Planning Manager,
- Client Services Director,
- Client Services Executive,
- Marketing Director,
- Marketing Manager,
- Marketing Strategist
- Brand Manager (Senior)
- Digital Marketing Strategist
- Global Marketing Manager

### Packaging Rules

Total number of units = 12 (6 core units & 6 elective units)

UNIT #	Unit Code	Unit Name	STATUS	Term	Study weeks(20hrs/week)
1	BSBOPS601	Develop and implement business plans	Elective	Term 1	5
2	BSBCRT611	Apply critical thinking for complex problem solving	Elective	Term 1	5
		<b>TERM BREAK</b>			<b>3</b>
3	BSBMKG626	Develop advertising campaigns	Elective	Term 2	5
4	BSBMKG627	Execute advertising campaigns	Elective	Term 2	5
		<b>TERM BREAK</b>			<b>2</b>
5	BSBMKG624	Manage market research	Elective	Term 3	5
6	BSBSTR601	Manage innovation and continuous improvement	Elective	Term 3	5
		<b>TERM BREAK</b>			<b>2</b>
7	BSBMKG621	Develop organisational marketing strategy	Core	Term 4	5
8	BSBLDR601	Lead and manage organisational change	Elective	Term 4	5
		<b>TERM BREAK</b>			<b>5</b>
9	BSBMKG622	Manage organisational marketing processes	Core	Term 1	5
10	Unit Code:	Title: Unit of Competence	Core	Term 1	5
		<b>TERM BREAK</b>			<b>3</b>
11	BSBFIN601	Manage organisational finances	Elective	Term 2	5
12	Unit Code:	Title: Unit of Competence	Core	Term 2	5
		<b>TERM BREAK</b>			<b>3</b>
					<b>78</b>

## BSB40420 Certificate IV in Human Resource Management

### Duration

Total duration 52 weeks (40 weeks of study period and 12 weeks of term break). This comprises 100% by face-to-face class at TM campus.

### Qualification Description

This qualification reflects the role of individuals who work in a range of human resources roles. The job roles that relate to this qualification may include Human Resources Officer, Human Resources Coordinator and Payroll Officer.

Responsibilities are likely to be determined at a workplace level. Some smaller organisations may require employees to work across all aspects of human resources. In larger organisations, individuals may support a single human resources function.

### Entry Requirements for Students

Student must:

- **Age Requirements:**
  - Must be 18 years of age or older at the time of course commencement
- **English requirement:**
  - An overall Academic IELTS score of 6, with no less than 5.5 in each band, and the test results are valid for the past 2 years or
  - Other English language tests, such as PTE and TOEFL, are accepted if the scores are equivalent to an IELTS 6.0. Students must provide their results for verification by the Training Masters, or
  - Completion of an approved Australian English Language course with equivalent level.
- **Academic requirements:**
  - Successful completion of Year 12 or equivalent or
  - Successful completion of an AQF Certificate IV qualification or higher from an Australian institution where the course duration was no less than 12 months.
  - Some prospective students may be asked to undertake an LLN assessment or enrolment interview prior to acceptance.
  - For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.
- **Visa Requirements:**
  - You must meet the requirements for an Australian student visa subclass 500 or valid Australian visa where you are eligible to study.

Entry requirements will be checked at enrolment in line with the RTO's Student entry requirements, selection, enrolment and orientation policy.

### Academic Pathways:

On completion of this qualification, candidates may choose to undertake the Diploma of Human Resources Management or other Diploma qualifications from the BSB Training Package or any other training package to further enhance their career opportunities in their chosen field.

### Employment Pathways:

Participants will also be eligible to seek employment working in a small, medium or large enterprise, in a variety of industries, in both the public and private sector. Graduates with no prior work experience should expect to

- Communicating with others and guiding people to reach their goals
- The confidence to communicate effectively as an HR leader
- The opportunity to take career to the next level
- Strong pathways to continue studies and enhance your career opportunities

### Target Occupation:

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include but are not limited to:

- Administration officer
- Executive personal assistant
- Human resources clerk

- Human resources officer
- Office administrator
- Project assistant
- Recruitment officer.

### Packaging Rules

Total number of units = 12 (6 core units & 6 elective units)

UNIT #	Unit Code	Unit Name	STATUS	Term	Study weeks(20hrs/week)
1	BSBWHS411	Implement and monitor WHS policies, procedures and programs	Core	Term 1	2
2	BSBWRT411	Write complex documents	Elective	Term 1	3
3	BSBHRM417	Support human resource functions and processes	Core	Term 1	5
		<b>TERM BREAK</b>			<b>3</b>
4	BSBHRM415	Coordinate recruitment and onboarding	Core	Term 2	3
5	BSBHRM413	Support the learning and development of teams and individuals	Core	Term 2	2
6	BSBHRM412	Support employee and industrial relations	Core	Term 2	5
		<b>TERM BREAK</b>			<b>2</b>
7	BSBOPS403	Apply business risk management processes	Elective	Term 3	2
8	BSBHRM528	Coordinate remuneration and employee benefits	Elective	Term 3	3
9	BSBCMM412	Lead Difficult Conversations	Elective	Term 3	5
		<b>TERM BREAK</b>			<b>2</b>
10	BSBPMG430	Undertake project work	Elective	Term 4	3
11	BSBTWK401	Build and maintain business relationships	Elective	Term 4	2
12	BSBHRM411	Administer performance development processes	Core	Term 4	5
		<b>TERM BREAK</b>			<b>5</b>
					52

### BSB50320 Diploma of Human Resource Management

#### Duration

Total duration 52 weeks (40 weeks of study period and 12 weeks of term break). This comprises 100% by face-to-face class at TM campus.

#### Qualification Description

This qualification reflects the role of individuals working in a variety of roles within the human resources sector. The job roles that relate to this qualification may include Human Resources Consultant, Human Resources Advisor and Human Resources Business Partner.

Responsibilities are likely to be determined at a workplace level. Some smaller organisations may require employees to work across all aspects of human resources. In larger organisations, individuals may coordinate a single human resources function.

#### Entry Requirements for Students

Student must:

- **Age Requirements:**
  - Must be 18 years of age or older at the time of course commencement
- **English requirement:**
  - An overall Academic IELTS score of 6, with no less than 5.5 in each band, and the test results are valid for the past 2 years or
  - Other English language tests, such as PTE and TOEFL, are accepted if the scores are equivalent to an IELTS 6.0. Students must provide their results for verification by the Training Masters, or
  - Completion of an approved Australian English Language course with equivalent level.

- **Academic requirements:**
  - Successful completion of Year 12 or equivalent or
  - Successful completion of an AQF Certificate IV qualification or higher from an Australian institution where the course duration was no less than 12 months.
  - Some prospective students may be asked to undertake an LLN assessment or enrolment interview prior to acceptance.
  - For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.
- **Visa Requirements:**
  - You must meet the requirements for an Australian student visa subclass 500 or valid Australian visa where you are eligible to study.
- **Entry to this qualification is limited to those who:**
  - Have completed the following units (or equivalent competencies):
    - BSBHRM411 Administer performance development processes.
    - BSBHRM412 Support employee and industrial relations.
    - BSBHRM415 Coordinate recruitment and onboarding; and
    - BSBHRM417 Support human resource functions and processes.
  - Equivalent competencies are predecessors to these units, which have been mapped as equivalent. Or
  - Have two years equivalent full-time relevant work experience.

Entry requirements will be checked at enrolment in line with the RTO's Student entry requirements, selection, enrolment and orientation policy.

### Academic Pathways:

Training is delivered in stages which correspond to AQF Levels V. The preferred pathway for a qualification is for students to complete the requirements of the previous level qualification before progressing to the next level – thereby achieving more than one qualification. Applicants without the previous level qualification will be considered if they have relevant qualification and/or vocational experience. We aim to equip our graduates with the necessary skills and knowledge to enable them to successfully satisfy the demands of the workplace.

### Employment Pathways:

This will prepare individuals for various mid-level roles in human resource management across different industries. Graduates are equipped with skills to support workforce planning, manage employee relations, ensure compliance with workplace regulations, and contribute to the overall HR strategy.

### Target Occupation:

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include but are not limited to

- Human Resources Advisor
- Human Resources Manager
- Employee Relations Specialist
- Executive personal assistant
- Workforce Planner
- Recruitment Consultant
- Learning and Development Coordinator
- HR Compliance Officer
- Payroll Officer
- HR Generalist

### Packaging Rules

Total number of units = 12 (6 core units & 6 elective units)

UNIT #	Unit Code	Unit Name	STATUS	Term	Study weeks(20hrs/week)
1	BSBWHS411	Implement and monitor WHS policies, procedures and programs	Core	Term 1	2
2	BSBHRM525	Manage recruitment and onboarding	Elective	Term 1	3

3	BSBHRM522	Manage employee and industrial relations	Core	Term 1	5
		<b>TERM BREAK</b>			<b>3</b>
4	BSBHRM521	Facilitate performance development processes	Core	Term 2	3
5	BSBHRM523	Coordinate the learning and development of teams and individuals	Core	Term 2	3
6	BSBHRM524	Coordinate workforce plan implementation	Core	Term 2	4
		<b>TERM BREAK</b>			<b>2</b>
7	BSBOPS504	Manage business risk	Core	Term 3	3
8	BSBWHS521	Ensure a safe workplace for a work area	Elective	Term 3	3
9	BSBFIN501	Manage budgets and financial plans	Elective	Term 3	4
		<b>TERM BREAK</b>			<b>2</b>
10	BSBPEF501	Manage personal and professional development	Elective	Term 4	3
11	BSBHRM527	Coordinate human resource functions and processes	Core	Term 4	3
12	BSBPMG430	Undertake project work	Elective	Term 4	4
		<b>TERM BREAK</b>			<b>5</b>
					<b>52</b>

## BSB60320 Advanced Diploma of Human Resource Management

### Duration

Total duration 52 weeks (40 weeks of study period and 12 weeks of term break). This comprises 100% by face-to-face class at TM campus.

### Qualification Description

This qualification reflects the role of individuals who provide leadership and support strategic direction in the human resources activities of an organisation. Their knowledge base may be highly specialised or broad within the human resources field. The job roles that relate to this qualification may include Human Resources Manager and Senior Human Resources Business Partner.

Responsibilities are likely to be determined at a workplace level. Some smaller organisations may require employees to work across all aspects of human resources. In larger organisations, individuals may manage a single human resources function.

### Entry Requirements for Students

Student must:

- **Age Requirements:**
  - Must be 18 years of age or older at the time of course commencement
- **English requirement:**
  - An overall Academic IELTS score of 6, with no less than 5.5 in each band, and the test results are valid for the past 2 years, or
  - Other English language tests, such as PTE and TOEFL, are accepted if the scores are equivalent to an IELTS 6.0. Students must provide their results for verification by the Training Masters, or
  - Completion of an approved Australian English Language course with equivalent level.
- **Academic requirements:**
  - Successful completion of Year 12 or equivalent or
  - Successful completion of an AQF Certificate IV qualification or higher from an Australian institution where the course duration was no less than 12 months.
  - Some prospective students may be asked to undertake an LLN assessment or enrolment interview prior to acceptance.
  - For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.
- **Visa Requirements:**
  - You must meet the requirements for an Australian student visa subclass 500 or valid Australian visa where you are eligible to study.
- **Entry to this qualification is limited to those who:**
  - Have completed one of the following qualifications: BSB50320 Diploma of Human Resource Management; or BSB50618 Diploma of Human Resources Management (or a superseded equivalent version).

- OR
- Have four years equivalent full-time relevant work experience.

Entry requirements will be checked at enrolment in line with the RTO's Student entry requirements, selection, enrolment and orientation policy.

### Academic Pathways:

On completion of this qualification, candidates may undertake a range of other Advanced Diploma qualifications from the BSB Business Services Training Package or any other training package to further enhance their career opportunities in their chosen field. Candidates may also choose to seek entry into an undergraduate degree such as a Bachelor of Management at an Australian Higher Education Provider (subject to the Higher Education Provider's course entry requirements).

Coupled with substantial employment experience (more than two years) graduates of this course may be eligible to gain entry into a number of post-graduate courses such as a Graduate Diploma in Human Resources, Graduate Certificate in Management or Master of Human Resource Management.

### Employment Pathways:

The qualification opens pathways to senior roles in HR and workforce management. Graduates are often employed across sectors like corporate, government, healthcare, education, and non-profit organizations.

### Target Occupation:

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include but are not limited to:

- Human Resources Director
- HR Business Partner (Senior)
- Workplace Relations Manager
- Organizational Development Manager
- Talent Acquisition Specialist (Senior)
- Learning and Development Manager
- HR Consultant
- Chief People Officer (CPO)

### Packaging Rules

Total number of units = 10 (6 core units & 4 elective units)

UNIT #	Unit Code	Unit Name	STATUS	Term	Study weeks(20hrs/week)
1	BSBHRM611	Contribute to organisational performance development	Core	Term 1	3
2	BSBLDR601	Lead and manage organisational change	Core	Term 1	3
3	BSBLDR602	Provide leadership across the organisation	Elective	Term 1	4
		<b>TERM BREAK</b>			<b>3</b>
4	BSBOPS601	Develop and implement business plans	Elective	Term 2	3
5	BSBTWK601	Develop and maintain strategic business networks	Elective	Term 2	2
6	BSBSTR601	Manage innovation and continuous improvement	Elective	Term 2	5
		<b>TERM BREAK</b>			<b>2</b>
7	BSBCRT611	Apply critical thinking for complex problem solving	Core	Term 3	5
8	BSBFIN601	Manage organisational finances	Core	Term 3	5
		<b>TERM BREAK</b>			<b>2</b>
9	BSBHRM612	Contribute to the development of employee and industrial relations strategies	Core	Term 4	5
10	BSBHRM614	Contribute to strategic workforce planning	Core	Term 4	5
		<b>TERM BREAK</b>			<b>5</b>
					52

## **BSB80120 Graduate Diploma of Management (Learning)**

### **Duration**

Total duration 52 weeks (40 weeks of study period and 12 weeks of term break). This comprises 100% by face-to-face class at TM campus.

### **Qualification Description**

This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.

### **Entry Requirements for Students**

Student must:

- **Age Requirements:**
  - Must be 18 years of age or older at the time of course commencement
- **English requirement:**
  - An overall Academic IELTS score of 6, with no less than 5.5 in each band, and the test results are valid for the past 2 years, or
  - Other English language tests, such as PTE and TOEFL, are accepted if the scores are equivalent to an IELTS 6.0. Students must provide their results for verification by the Training Masters, or
  - Completion of an approved Australian English Language course with equivalent level.
- **Academic requirements:**
  - Successful completion of Year 12 or equivalent
  - Successful completion of AQF Diploma level or higher from an Australian institution where the course duration was no less than 12 months.
  - Some prospective students may be asked to undertake an LLN assessment or enrolment interview prior to acceptance.
  - For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.
- **Visa Requirements:**
  - You must meet the requirements for an Australian student visa subclass 500 or valid Australian visa where you are eligible to study.

Entry requirements will be checked at enrolment in line with the RTO's Student entry requirements, selection, enrolment and orientation policy.

### **Academic Pathways:**

On completion of this qualification, candidates may choose to undertake the bachelor's in business/management or other Business qualifications from the Bachelor degree to further enhance their career opportunities in their chosen field.

### **Employment Pathways:**

This qualification is particularly suited for individuals aspiring to strategic leadership roles focused on enhancing workforce capability and implementing learning and innovation strategies in complex organizational environments.

Graduates are equipped for roles that require leadership in learning and organizational development. They are likely to pursue positions in industries such as corporate training, education management, government, or consulting. Typical career sectors include Education and Training, Corporate Management, Non-Profit Organizations, Public Administration, Healthcare Leadership, Consultancy and Advisory Services

### **Target Occupation:**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include but are not limited to

- Learning and Development Manager
- Training Manager
- RTO (Registered Training Organization) Manager
- Workforce Capability Manager
- Senior Manager (Learning and Development)
- Organizational Development Consultant

- Corporate Trainer or Facilitator
- Educational Administrator
- Instructional Designer

## Packaging Rules

Total number of units = 8 (3 core units & 5 elective units)

UNIT #	Unit Code	Unit Name	STATUS	Term	Study weeks(20hrs/week)
1	BSBINS601	Manage Knowledge and Information	Elective	Term 1	5
2	BSBSTR801	Lead innovative thinking and practice	Elective	Term 1	5
<b>TERM BREAK</b>					<b>3</b>
3	BSBHRM613	Contribute to the development of learning and development strategies	Core	Term 2	5
4	BSBLDR811	Lead strategic transformation	Core	Term 2	5
<b>TERM BREAK</b>					<b>2</b>
5	BSBLDR601	Lead and manage organisational change	Elective	Term 3	5
6	BSBLDR812	Develop and cultivate collaborative partnerships and relationships	Elective	Term 3	5
<b>TERM BREAK</b>					<b>2</b>
7	BSBFIN801	Lead financial strategy development	Elective	Term 4	5
8	TAELED803	Implement improved learning practice	Core	Term 4	5
<b>TERM BREAK</b>					<b>5</b>
					<b>52</b>

## RII60520 Advanced Diploma of Civil Construction Design

### Duration

Total duration 104 weeks (80 weeks of study period and 24 weeks of term break). This comprises 100% by face-to-face class at TM campus.

### Qualification Description

This qualification reflects the role of an individual working as a senior civil works designer or a para-professional designer, who supports professional engineers. They perform tasks that are broad, specialised, complex and technical and include strategic areas and initiating activities. They are responsible for the design of complex projects to ensure the implementation of the client's site requirements and are required to demonstrate self-directed application of theoretical and technical knowledge and initiate solutions to technical problems or management requirements.

### Entry Requirements for Students

Student must:

- **Age Requirements:**
  - Must be 18 years of age or older at the time of course commencement
- **English requirement:**
  - An overall Academic IELTS score of 6, with no less than 5.5 in each band, and the test results are valid for the past 2 years, or
  - Other English language tests, such as PTE and TOEFL, are accepted if the scores are equivalent to an IELTS 6.0. Students must provide their results for verification by the Training Masters, or
  - Completion of an approved Australian English Language course with equivalent level.
- **Academic requirements:**
  - Successful completion of Year 12 or equivalent or
  - Successful completion of an AQF Certificate IV qualification or higher from an Australian institution where the course duration was no less than 12 months.
  - Some prospective students may be asked to undertake an LLN assessment or enrolment interview prior to acceptance.
  - For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.

- **Visa Requirements:**

- You must meet the requirements for an Australian student visa subclass 500 or valid Australian visa where you are eligible to study.

Entry requirements will be checked at enrolment in line with the RTO's Student entry requirements, selection, enrolment and orientation policy.

### Academic Pathways:

On completion of this qualification, candidates may choose to undertake bachelor's degree in civil engineering, Construction Management, or Graduate Certificates or Diplomas Specialized programs in project management, structural engineering, or infrastructure design or related fields.

### Employment Pathways:

Graduates of this qualification are well-positioned for roles in civil construction design, where they apply their expertise to large-scale infrastructure projects. They can work across sectors such as mining, roadworks, residential and commercial development, and government infrastructure.

Key employment industries: Civil Engineering and Construction, Infrastructure Development, Local and State Government, Mining and Resource Projects, Environmental Engineering

### Target Occupation:

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include but are not limited to:

- Civil Construction Designer
- Project Manager (Civil Construction)
- Senior Civil Drafter
- Engineering Associate (Civil)
- Structural Designer
- Road Design Specialist
- Construction Design Manager
- Infrastructure Design Coordinator
- Estimator (Civil Projects)
- Site Supervisor (Design-focused)

### Packaging Rules

Total number of units = 12 (5 core units & 7 elective units)

UNIT #	Unit Code	Unit Name	STATUS	Term	Study weeks(20hrs/week)
1	BSBOPS601	Develop and implement business plans	Elective	Term 1	5
2	BSBST601	Manage innovation and continuous improvement	Elective	Term 1	5
		<b>TERM BREAK</b>			<b>2</b>
3	BSBCRT611	Apply critical thinking for complex problem solving	Elective	Term 2	5
4	BSBLDR602	Provide leadership across the organisation	Elective	Term 2	5
		<b>TERM BREAK</b>			<b>2</b>
5	BSBTWK502	Manage team effectiveness	Core	Term 3	5
6	BSBPMG632	Manage program risk	Core	Term 3	5
		<b>TERM BREAK</b>			<b>5</b>
7	BSBWHS616	Apply safe design principles to control WHS risks	Core	Term 4	5
8	RIICWD533E	Prepare detailed design of civil concrete structures	Elective	Term 4	5
		<b>TERM BREAK</b>			<b>3</b>
9	RIICWD601E	Manage civil works design processes	Core	Term 5	10
		<b>TERM BREAK</b>			<b>2</b>

10	RIIQUA601E	Establish and maintain a quality system	Core	Term 6	10
		<b>TERM BREAK</b>			<b>2</b>
11	RIICWD507D	Prepare detailed geotechnical design	Elective	Term 7	10
		<b>TERM BREAK</b>			<b>5</b>
12	RIICWD534E	Prepare detailed design of civil steel structures	Elective	Term 8	10
		<b>TERM BREAK</b>			<b>3</b>
					104

## ICT50220 Diploma of Information Technology

### Duration

Total duration 104 weeks (80 weeks of study period and 24 weeks of term break). This comprises 100% by face-to-face class at TM campus.

### Qualification Description

This qualification reflects the role of individuals in a variety of information and communications technology (ICT) roles who have established specialised skills in a technical ICT function.

Individuals in these roles carry out moderately complex tasks in a specialist field, working independently, as part of a team or leading a deliverable with others. They may apply their skills across a wide range of industries, business functions and departments, or as a business owner (sole trader/contractor).

The skills required for these roles may include, but are not restricted to:

- advanced networking: configuring and managing virtual computing environments, and security within ICT networks
- advanced programming: applying intermediate and advanced programming skills, managing data and building advanced user interfaces to manage organisational requirements
- back-end web development: developing and maintaining website information architecture and data
- business analysis: designing and implementing technical requirements, quality assurance processes and contingency plans for businesses
- cloud architecture: developing, improving and designing cloud infrastructure, including disaster recovery plans
- cloud engineering: building, implementing and managing cloud infrastructure and virtual networks
- cyber security: protecting sensitive data and information through security architecture and developing disaster recovery and contingency plans
- database and data management: creating, designing and monitoring systems that store data and optimise organisational knowledge management
- front end web development: designing dynamic and complex websites, user experience solutions and documents using extensible mark-up languages
- game art and design: creating complex 2D and 3D modelling and animation software through scripts and storyboards
- game programming: creating complex 2D and 3D interactive games and media, building graphical user interfaces and applying artificial intelligence in game development
- systems administration: reviewing maintenance procedures and support to help troubleshoot system applications
- systems analysis: modelling and testing data objects, data processes and preferred ICT system solutions
- telecommunications network engineering: managing logistics, organisational specifications, regulations and legislative requirements across network projects.

### Entry Requirements for Students

Student must:

- **Age Requirements:**
  - Must be 18 years of age or older at the time of course commencement
- **English requirement:**
  - An overall Academic IELTS score of 6, with no less than 5.5 in each band, and the test results are valid for the past 2 years, or

- Other English language tests, such as PTE and TOEFL, are accepted if the scores are equivalent to an IELTS 6.0. Students must provide their results for verification by the Training Masters, or
- Completion of an approved Australian English Language course with equivalent level.
- **Academic requirements:**
  - Successful completion of Year 12 or equivalent or
  - Successful completion of an AQF Certificate IV qualification or higher from an Australian institution where the course duration was no less than 12 months.
  - Some prospective students may be asked to undertake an LLN assessment or enrolment interview prior to acceptance.
  - For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.
- **Visa Requirements:**
  - You must meet the requirements for an Australian student visa subclass 500 or valid Australian visa where you are eligible to study.

Entry requirements will be checked at enrolment in line with the RTO's Student entry requirements, selection, enrolment and orientation policy.

### Academic Pathways:

On completion of this qualification, candidates may choose to undertake the ICT60220 Advanced Diploma of Information Technology or other Advanced Diploma qualifications from the ICT Training Package or any other training package to further enhance their career opportunities in their chosen field. They can also choose bachelor's degree in information technology or computer science.

### Employment Pathways:

Graduates are equipped to work in various IT roles across industries such as finance, education, government, healthcare, and private IT firms. This qualification provides the foundation for technical and managerial roles in IT. Key Employment Sectors: IT Support and Helpdesk, Software Development, Network Administration, Cybersecurity, Web and Application Development, Database Management.

### Target Occupation:

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include but are not limited to:

- IT Support Specialist/Technician
- Network Administrator
- Systems Analyst
- Web Developer
- Software Developer
- IT Project Coordinator
- Database Administrator
- Cybersecurity Analyst
- Cloud Computing Specialist
- Business Analyst (IT)

### Packaging Rules

Total number of units = 20 (6 core units & 14 elective units)

UNIT #	Unit Code	Unit Name	STATUS	Term	Study weeks(20hrs/week)
1	BSBXCS402	Promote workplace cyber security awareness and best practices	Core	Term 1	2
2	ICTSAS518	Install and upgrade operating systems	Elective	Term 1	3
3	BSBXTW401	Lead and facilitate a team	Core	Term 1	5

		TERM BREAK			3
4	ICTNWK529	Install and manage complex ICT networks	Elective	Term 2	5
5	ICTNWK546	Manage network security	Elective	Term 2	5
		TERM BREAK			2
6	ICTNWK536	Plan, implement and test enterprise communication solutions	Core	Term 3	5
7	ICTSAS527	Manage client problems	Core	Term 3	2
8	ICTNWK540	Design, build and test network servers	Elective	Term 3	3
		TERM BREAK			2
9	ICTCYS407	Gather, analyse and interpret threat data	Elective	Term 4	5
10	ICTCYS610	Protect critical infrastructure for organisations	Elective	Term 4	5
		TERM BREAK			5
11	BSBCRT512	Originate and develop concepts	Core	Term 5	2
12	ICTICT532	Apply IP, ethics and privacy in ICT environments	Core	Term 5	3
13	ICTPMG613	Manage ICT project planning	Elective	Term 5	5
		TERM BREAK			3
14	ICTCYS613	Utilise design methodologies for security architecture	Elective	Term 6	5
15	ICTSAS524	Develop, implement and evaluate an incident response plan	Elective	Term 6	5
		TERM BREAK			2
16	ICTNWK557	Configure and manage advanced virtual computing environments	Elective	Term 7	2
17	ICTNWK559	Install an enterprise virtual computing environment	Elective	Term 7	3
18	ICTICT517	Match ICT needs with the strategic direction of the organisation	Core	Term 7	5
		TERM BREAK			2
19	ICTPMG617	Plan and direct complex ICT projects	Elective	Term 8	5
20	ICTSAS526	Review and update disaster recovery and contingency plans	Elective	Term 8	5
		TERM BREAK			5
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## ICT60220 Advanced Diploma of Information Technology

### Duration

Total duration 104 weeks (80 weeks of study period and 24 weeks of term break). This comprises 100% by face-to-face class at TM campus.

### Qualification Description

This qualification reflects the role of individuals in a variety of information and communications technology (ICT) roles who have significant experience in specialist technical skills, or managerial business and people management skills.

Individuals in these roles carry out complex tasks in a specialist field, working independently, leading a team or a strategic direction of a business. They apply their skills across a wide range of industries and business functions, or as a business owner (sole trader/contractor).

The skills required for these roles may include, but are not restricted to:

- advanced data management information: creating, designing and monitoring complex systems that store data, and optimising organisational knowledge management
- cyber security: protecting sensitive data and information through security architecture, and developing disaster recovery and contingency plans
- full stack web development: building advanced user interfaces, developing representational state transfer application program interfaces (REST APIs) and designing user experience solutions
- further programming: applying advanced ICT languages to maintain security and manage data

- IT strategy and organisational development: managing and communicating strategic ICT business solutions
- systems development and analysis: modelling and testing data objects, data processes and preferred ICT system solutions
- telecommunications network engineering: managing logistics, organisational specifications, regulations and legislative requirements across network projects.

### **Entry Requirements for Students**

Student must:

- **Age Requirements:**
  - Must be 18 years of age or older at the time of course commencement
- **English requirement:**
  - An overall Academic IELTS score of 6, with no less than 5.5 in each band, and the test results are valid for the past 2 years, or
  - Other English language tests, such as PTE and TOEFL, are accepted if the scores are equivalent to an IELTS 6.0. Students must provide their results for verification by the Training Masters, or
  - Completion of an approved Australian English Language course with equivalent level.
- **Academic requirements:**
  - Successful completion of Year 12 or equivalent or
  - Successful completion of an AQF Certificate IV qualification or higher from an Australian institution where the course duration was no less than 12 months.
  - Some prospective students may be asked to undertake an LLN assessment or enrolment interview prior to acceptance.
  - For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.
- **Visa Requirements:**
  - You must meet the requirements for an Australian student visa subclass 500 or valid Australian visa where you are eligible to study.

Entry requirements will be checked at enrolment in line with the RTO's Student entry requirements, selection, enrolment and orientation policy.

### **Academic Pathways:**

On completion of this qualification, candidates may undertake a range of other Advanced Diploma qualifications from the ICT Training Package or any other training package to further enhance their career opportunities in their chosen field. Candidates may also choose to seek entry into an undergraduate degree such as a Bachelor of Information Technology at an Australian Higher Education Provider (subject to the Higher Education Provider's course entry requirements).

Coupled with substantial employment experience (more than two years) graduates of this course may be eligible to gain entry into a number of post-graduate courses such as a Graduate Certificate in Information Technology/System, Graduate Certificate in Technology or Master of Information Technology.

### **Employment Pathways:**

The qualifications equip graduates with specialized skills that are in demand across various sectors, including IT consulting, telecommunications, finance, government, and healthcare. Graduates can pursue leadership or advanced technical roles. Key Employment Sectors: IT Infrastructure and Networking, Cybersecurity and Risk Management, Software and Application Development, Cloud Computing, Data Analytics and Business Intelligence

### **Target Occupation:**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include but are not limited to:

- IT Manager
- Systems Architect
- Cybersecurity Specialist
- Cloud Solutions Architect
- Software Engineer

- Database Architect
- Network Engineer/Architect
- IT Business Analyst
- IT Project Manager
- Artificial Intelligence/Machine Learning Specialist

### Packaging Rules

Total number of units = 16 (6 core units & 10 elective units)

UNIT #	Unit Code	Unit Name	STATUS	Term	Study weeks(20hrs/week)
1	BSBXCS402	Promote workplace cyber security awareness and best practices	Core	Term 1	5
2	BSBTWK502	Manage team effectiveness	Core	Term 1	5
		<b>TERM BREAK</b>			<b>3</b>
3	ICTTEN622	Produce ICT network architecture designs	Elective	Term 2	5
4	ICTNWK612	Plan and manage troubleshooting advanced integrated IP networks	Elective	Term 2	5
		<b>TERM BREAK</b>			<b>2</b>
5	ICTNWK538	Install and maintain valid authentication processes	Elective	Term 3	5
6	ICTICT618	Manage IP, ethics and privacy in ICT environments	Core	Term 3	5
		<b>TERM BREAK</b>			<b>2</b>
7	ICTNWK615	Design and configure desktop virtualisation	Elective	Term 4	5
8	ICTICT608	Interact with clients on a business level	Core	Term 4	5
		<b>TERM BREAK</b>			<b>5</b>
9	ICTICT532	Apply IP, ethics and privacy policies in ICT environments	Elective	Term 5	5
10	ICTPMG613	Manage ICT project planning	Elective	Term 5	5
		<b>TERM BREAK</b>			<b>3</b>
11	BSBCRT611	Apply critical thinking for complex problem solving	Core	Term 6	5
12	ICTTEN615	Manage network traffic	Elective	Term 6	5
		<b>TERM BREAK</b>			<b>2</b>
13	ICTSAD609	Plan and monitor business analysis activities in an ICT environment	Core	Term 7	5
14	ICTNWK559	Install an enterprise virtual computing environment	Elective	Term 7	5
		<b>TERM BREAK</b>			<b>2</b>
15	ICTPMG617	Plan and direct complex ICT projects	Elective	Term 8	5
16	ICTNPL413	Evaluate networking regulations and legislation for the telecommunications industry	Elective	Term 8	5
		<b>TERM BREAK</b>			<b>5</b>
					<b>104</b>

### Academic Calendar And Intakes Dates

The academic calendar for each year of Training Masters is consist of 40 weeks of study period and 12 weeks of term break. Each term consists of 10 study weeks. Please contact student service for details of each course academic calendar.

#### Intake date

Year	INTAKE DATE
2025	Jan 06 <input type="checkbox"/> Feb 17 <input type="checkbox"/> Apr 07 <input type="checkbox"/> May 19 <input type="checkbox"/> Jun 30 <input type="checkbox"/> Aug 11 <input type="checkbox"/> Sep 22 <input type="checkbox"/> Nov 03 <input type="checkbox"/>
2026	Jan 12 <input type="checkbox"/> Feb 23 <input type="checkbox"/> Apr 06 <input type="checkbox"/> May 18 <input type="checkbox"/> Jun 29 <input type="checkbox"/> Aug 10 <input type="checkbox"/> Sep 21 <input type="checkbox"/> Nov 02 <input type="checkbox"/>
2027	Jan 11 <input type="checkbox"/> Feb 22 <input type="checkbox"/> Apr 05 <input type="checkbox"/> May 17 <input type="checkbox"/> Jun 28 <input type="checkbox"/> Aug 09 <input type="checkbox"/> Sep 20 <input type="checkbox"/> Nov 01 <input type="checkbox"/>

## Course Fees

Please check with college admission team for up-to-date course fees.

### Enrolment fees:

Fees Type	Description of Fees	Charges
Enrolment fee (Non-refundable)	This is a one-off non-refundable fee that is charged to a new student. This fee is charged to process all pre-enrolment related documents that are provided by the student and forms part of admissions and enrolment process at the college.	\$ 200
Re-enrolment fee	This is a one-off non-refundable fee that is charged to any past student who has cancelled their previous enrolment/course with the college and has decided to come back. This fee is charged to process all pre-enrolment related documents that are provided by the student based on their changed circumstances and will form part of admissions and enrolment process at the college.	\$ 200

### Other Fees:

Fees Type	Description of Fees	Charges
Material fee	This is a one-off non-refundable fee that is charged if a student is wanting to buy a learning resource for their course of study.	\$300 (BSB, ICT) \$500 (RIL)
Change of COE	This is a non-refundable fee that will be charged if a student is wanting changes in their current course of study which may further result in updating their COE on PRISMS.	\$ 50
Assessment: late-submission fee (per unit)	This is a non-refundable fee and will be charged per unit if a student fails to submit their assessment as per the set deadline which is based on the college Academic Timetable.	\$ 50
Assessment: late-submission fee (per unit)	This is a non-refundable fee and will be charged per unit if a student fails to submit their assessment as per the set deadline which is based on the college Academic Timetable.	\$ 50
Re-assessment fee (per unit)	This is a non-refundable fee and will be charged per unit if a student has initially received a Not Yet Competent (fail) result for their submitted assessment and later wants to resubmit.	\$ 50

### Tuition Fee Payment Option

Payment can be made by telegraphic transfer, cheque or direct deposit into the College bank account. The College bank details as follows:

Account name:	Training Masters Pty Ltd
Bank Name:	Commonwealth Bank
Bank address	Sydney Chinatown Branch

Branch Number (BSB):	062010
Account Number:	11058858
SWIFT code:	CTBAAU2S

### Class Timetable

Class timetables and room allocations are set in advance but may change each term. Timetables will be email to students approximately 1 week prior to the commencement of the next term. New students will receive their timetable during an orientation day. Copy of the timetable is also available at Reception.

### Website & Student eLearning(Student Portal Link)

The Training Masters website <https://tm.nsw.edu.au/> serve as comprehensive platforms designed to provide students with all the information, they need for a successful learning experience. The website offers detailed insights into available courses, training schedules, and enrolment procedures, helping students make informed decisions about their educational journey. It also features resources like policies, news updates, and contact details to ensure seamless communication.

The eLearning portal <https://elearning.tm.nsw.edu.au/> complements this by offering a centralized hub for course materials, assignments, assessments, and progress tracking. Through the portal, students can access interactive learning modules, participate in discussions, and communicate with trainers anytime, from anywhere. However, when you are an official student with our college, you will receive an email including a username and password, allowing you to log in and enter the eLearning portal.

Together, these platforms create a user-friendly, accessible, and efficient environment, empowering students to stay informed and engaged throughout their training.

### Assessment

A number of approaches to course assessment are used by college staff. Assessment approaches may include

#### How you will be assessed

Assessment at Training Masters is competency based and is an ongoing process throughout the course.

Assessment methods employed by TM include:

- Practical demonstration
- Projects and assignments and research tasks
- Written questions and tests
- Case studies
- Role plays, simulations and presentations

The assessment requirements will be provided to students on commencement of each unit. You should carefully read the assessments before you commence, and in particular the Information for Students section.

#### Practical Demonstration

This consists of direct observation of you performing practical tasks. Most practical assessments will be conducted through a role play or workplace simulation.

- You will be given adequate notice of all practical assessments and must ensure that you are present for them.
- If you are unable to attend a practical assessment date, notice in writing must be given to the college **two (2) weeks** prior, stating the reason. A deferred date will be given.
- A medical certificate must be presented if you miss a practical assessment due to illness.

#### Projects, Assignments and Research tasks

Projects include a number of tasks and are mostly based on realistic workplace scenarios. They may also involve research tasks. Projects and assignments are compulsory for some subjects.

- They must be submitted by the due date and must be accompanied by a cover sheet.

Assignments must reflect your own work, and any material used as a source must be correctly referenced. Discuss this with your trainer/assessor if you are not sure how to do this.

#### Written Questions and Tests

For most units, you will be asked to complete a number of written questions. You may use your workbook or text or the Internet to help you research the information, however you **must** list your sources of information.

### **Case Studies**

In some subjects, you will be provided with a scenario or scenarios and asked to answer questions or complete tasks related to the scenario.

### **Role Plays, Simulations and Presentations**

For some 'practical' skills like managing conflict, chairing a meeting, or doing an interpretation, you may be asked to participate in a role play. Your trainer/assessor will provide details beforehand.

Some assessments consist of a presentation. You will be advised beforehand and should discuss the best way with your trainer/assessor.

### **Grading**

There are two outcomes of assessments: **S = Satisfactory** and **NYS = Not Yet Satisfactory** (requires more training and experience).

You will be awarded **C = Competent** on completion of the unit when the assessor is satisfied that you have completed all assessments and have provided the appropriate evidence required to meet all criteria. If you fail to meet this requirement you will receive the result **NYC = Not Yet Competent** and will be eligible to be re-assessed.

If you are deemed **Not Yet Competent** by your assessor and require re-assessment, you will be informed of the process. You may be assessed up to two times more. Should you require a further assessment after that, or an assessment more than 14 days after the course has finished, you may be charged a re-assessment fee or you will have to extend your current course based on your meeting with the Academic Manager and instructions provided on the Academic Intervention Form, unless it is due to medical reasons.

### **Assessment Results**

Students are notified of assessment results by their trainer at the end of each session. Assessment results will not be given to anybody other than, you, the trainer and or Academic Manager with your prior permission. No assessment results are issued or discussed over the telephone.

### **Medical Certificates**

All medical certificates substantiating reasons for failure to sit an assessment must be presented to the Academic Manager. Any other medical certificates must be handed to the individual trainer for the recording of attendance.

### **Training Masters Obligations**

Training Masters is responsible for:

- The quality of the training and assessment in compliance with the VET Quality Framework. More details about the VET Quality Framework can be found on the ASQA website <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/understand-the-requirements-for-registration.html>
- For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the College web site.
- Advising students about their rights via the Code of Practice published on the College web site
- Advising students about the complaints and appeals procedure published on the College web site
- Advising students if the College, or a third-party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College web site.
- Advising students about any changes to services. This will be done by an announcement on the College web site

### **Students Rights And Responsibility**

The adult learning environment within the Training Masters (TM) encourages and supports the participation of people from diverse backgrounds. TM's aim is for each student to have an equal opportunity to learn in a supportive environment.

### **Students' Rights**

The TM recognise that students have the right to:

- Expect the TM to provide training of a high quality that recognises and appreciates their individual learning styles and needs.

- Have access to all the TM's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it.
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness.
- Expect the TM to be ethical and open in their dealings, their communications and their advertising.
- Expect the TM to observe their duty of care to them.
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of student records in accordance with the TM's policies, to the extent permitted by law.

### **Students' Responsibilities**

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake. Students are required to complete & signed by themselves all documentation and/or required forms of orientation. At the end of orientation Student Services Officer will verify authenticity of each form's declaration by sighting passport or other relevant documents.
- Providing accurate information about themselves at the time of enrolment, and to advise the TM of any personal information changes, including to their address or phone numbers within seven days.
- Paying of all fees and charges associated with their course according to payment plan provided with offer letter.
- Late payment fees will be applicable unless valid & compassionate grounding evidence provided.
- Signing in when attending training.
- Abiding by any dress code stipulated by the TM.
- Not cheating or plagiarising in course work / assessments submitted for assessment.
- Recognising the rights of staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- Regular in class and submit assessment within due date to maintain minimum 50% course progress requirements.
- Ensuring they attend classes sober and drug free, and smoke in designated areas.
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to the authorized person of Training Masters (Student Services Officer/Academic Manager/PEO).
- Respecting the TM's property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.
- Asking for assistance and / or support when needed.

## Student Card

When you start at the College, Student Services Officer will arrange for you to receive a College student card. On orientation day, you will receive your student card after the session is finished. The student card can be used as a concession card at museums, theatres, cinemas, etc. These cards are not valid on public transport in Sydney, as international students must pay the adult fare. There is a charge of \$10 for the student card.

## Information Technology Support

Information technology is integral to the requirements for all qualifications. For students who need additional assistance in information technology skills, TM offers the student the opportunity to undertake additional training through coaching sessions provided by an Information Technology support person. It is expected that students have access to personal computers and are able to use their computers in order to access learning resources and complete tasks in the course.

Students are to request this support through student services.

## Administrative Contacts

Occasionally Students may need to consult the Trainers and or the PEO with comments, questions, suggestions or other matters. In order that we may better assist our students, we suggest, that the student speak with his/her trainer, or the PEO.

The trainer can often assist with any individual subject problems a student may encounter. The trainer can only comment on his/her subject not on other subjects. The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Policies and Procedures for Students" refer the question to the Trainer or Academic Manager or PEO.

## Change of Name/Address/Telephone Number

Upon change of name, address or telephone number, you are required to notify the TM with the relevant information. The change must be advised in writing stating the previous address, the new address within 7 days. You are required to complete Change of Address form. This form can be downloaded from website ([www.tm.nsw.edu.au](http://www.tm.nsw.edu.au)) or available at student services reception.

**No responsibility will be accepted by the TM for failure to follow the above procedure.**

## Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance policy designed for international students in Australia. It provides coverage for medical expenses, hospitalization, and other healthcare services during their stay, complying with visa requirements.

An international student must have adequate health insurance for their entire stay in Australia, to satisfy condition 8501 of a student visa. OSHC can cover dependents, such as a spouse or children, accompanying international students on a student visa in Australia. Coverage details may vary among providers.

OSHC is offered by certain insurers under a Deed of Agreement with the Department of Health and Aged Care to provide adequate health insurance to students at a reasonable cost. Only a small number of registered health insurers offer OSHC:

Health Insurer	Insurer website
ahm OSHC	<a href="http://www.ahmoshc.com">www.ahmoshc.com</a>
Allianz Care Australia (Peoplecare)	<a href="http://www.allianzcare.com.au/en/student-visa-oshc.html">www.allianzcare.com.au/en/student-visa-oshc.html</a>
BUPA Australia	<a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
CBHS International Health	<a href="http://www.cbhsinternationalhealth.com.au/overseas-students-oshc">www.cbhsinternationalhealth.com.au/overseas-students-oshc</a>
Medibank Private	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
NIB OSHC	<a href="http://www.nib.com.au">www.nib.com.au</a>

For further information, please visit the [Private Health website](#).

## Counselling/Personal Support

- Lifeline –13 11 14 (24 hours) or <https://www.lifeline.org.au/>
- Relationships Australia -1300 364 277 <http://www.relationshipsnsw.org.au/>
- MensLine Australia – (For men of any age) 1300 78 99 78 <https://mensline.org.au/>

- Kids Helpline–1800 551 800. <https://kidshelpline.com.au/>
- Nurse and Midwife Support : 1800 667 877. <https://www.nmsupport.org.au/>
- Mental Health Line: 1800 011 511 (24 hours)  
<https://www.health.nsw.gov.au/mentalhealth/Pages/mental-health-line.aspx>

## Mental Health Websites

- <https://www.headtohealth.gov.au/> Launched as part of the Australian Government's National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.
- <https://www.beyondblue.org.au/> Beyondblue's work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help.
- <https://www.mentalhealthonline.org.au/> Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder.
- <https://headspace.org.au/> Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.
- <https://au.reachout.com/> ReachOut.com is Australia's leading online youth mental health service. It's a perfect place to start if not sure where to look. It's got information on everything from finding motivation, through to getting through really tough times.
- <https://www.jeanhailes.org.au/> Jean Hailes' vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives.

## Relevant External Contacts and Information

Below is a range of contacts and information you can contact if you need information or help.

Fire, ambulance and police emergency	Phone 000 <a href="https://www.nsw.gov.au/emergency/emergency-services">https://www.nsw.gov.au/emergency/emergency-services</a>
Translating and Interpreting Service	Phone 131 450 <a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a>
Lifeline 24-hour Counselling, Advice and Referral Services	Phone 131 114 <a href="https://lifelinedirect.org.au/bondi/services/crisis-support-13-11-14">https://lifelinedirect.org.au/bondi/services/crisis-support-13-11-14</a>
Complaints or problems	<a href="https://www.ombudsman.gov.au/complaints/international-student-complaints">https://www.ombudsman.gov.au/complaints/international-student-complaints</a>
CRICOS Legislation and regulation	<a href="https://internationaleducation.gov.au/Regulatory-Information">https://internationaleducation.gov.au/Regulatory-Information</a>
International Student Legal Advice	9698 7645 <a href="https://www.study.nsw.gov.au/current-students/support-services/">https://www.study.nsw.gov.au/current-students/support-services/</a>
Work Health & Safety	<a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a>
Protection of student fees	<a href="http://www.tps.gov.au">www.tps.gov.au</a>
NSW Transport Information (Bus/Train/Ferry)	131 500 <a href="https://transportnsw.info/">https://transportnsw.info/</a>
RTO and CRICOS registration	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Study Information	<a href="https://www.studyaustralia.gov.au/">https://www.studyaustralia.gov.au/</a>
Alcohol and Drug Information Service	1800 250 015 <a href="https://www.counsellingonline.org.au/find-support/telephone-support">https://www.counsellingonline.org.au/find-support/telephone-support</a>
Domestic and Family Violence Counselling Support	1800 656 463 <a href="https://www.nsw.gov.au/community-services/domestic-and-family-support">https://www.nsw.gov.au/community-services/domestic-and-family-support</a>
Department of Home Affairs	131 881 <a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a>
NSW Multicultural Health Communication Service	<a href="https://www.mhcs.health.nsw.gov.au/">https://www.mhcs.health.nsw.gov.au/</a>
Family Planning (for pregnancies)	1300658886 <a href="https://www.fpnsnsw.org.au/planning-pregnancy-and-pregnancy-choices">https://www.fpnsnsw.org.au/planning-pregnancy-and-pregnancy-choices</a>

Sydney Sexual Health Centre (for sexually transmitted diseases)	9382 7440 <a href="https://sshc.org.au/contact-us/">https://sshc.org.au/contact-us/</a>
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\*Use the web sites indicated or contact the Student Support Team if you require further information.

### Useful Links

- Information for education providers (includes information on the Simplified Student Visa Framework, welfare arrangements, and link to report student non-compliance): Education Program <https://www.homeaffairs.gov.au/>
- Check current visa processing times: Global visa processing times <https://www.homeaffairs.gov.au/>
- Find out what you can do to assist Students to help us process their application faster: Check twice, submit once <https://www.homeaffairs.gov.au/>
- Information on Public Interest Criteria (PIC) 4020, that requires applicants to provide us accurate information: Providing accurate information <https://www.homeaffairs.gov.au/>
- Monthly Student visa lodged, granted and grant rate data: Student visa program - Dataset - <https://data.gov.au/home>
- The 12th edition of the Administration of the Immigration and Citizenship Programs paper: The Administration of the Immigration and Citizenship Programs Paper (<https://www.homeaffairs.gov.au/>)
- Check visa status and conditions online: Check visa conditions online (VEVO) (<https://www.homeaffairs.gov.au/>)
- Visa conditions: Check visa details and conditions (<https://www.homeaffairs.gov.au/>)
- Informing Home Affairs if your visa/study situation has changed: Changes in your situation (<https://www.homeaffairs.gov.au/>)
- Use the Border Watch Online Report (<https://www.homeaffairs.gov.au/>) form to report suspicious or illegal immigration, visa, customs and trade activity. We take all reports of suspicious activity seriously and you can choose to remain anonymous.
- Information on the Request for Expression of Interest process for the selection of English language tests for Australian visas: Request for Expression of Interest (REOI) for the selection of English language tests for Australian visas (<https://www.homeaffairs.gov.au/>)

### Policies And Procedures

#### Access And Equity

Access and Equity policies are incorporated into operational procedures. The TM prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

The TM encourages Students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

#### Training Guarantee

The TM guarantees once you have commenced your course, training / assessment will be provided to allow you to complete the course.

#### Training That Meets Your Needs

The TM is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If you at any point through-out your course, you require any assistance or support please discuss these needs with the TM staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and only used to support you.

## **Changes to Agreed Services**

Where there are any changes to agreed services, the TM will advise the learner, in writing as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

## **Attendance Policy**

Training Masters (TM) recognises the correlation between student attendance and achievement of course outcomes and the requirement to adhere to Standard 8 of the National Code 2018. Training Masters maintains a policy of satisfactory rate of attendance for all class sessions. TM systematically records, monitors and assesses student attendance and where attendance falls below acceptable levels, the student will be counselled in line with this policy and procedure.

### **1.0 Guidelines**

- 1.1 Satisfactory attendance for International Students is defined as attending 80% or more of the scheduled contact hours in each term.
- 1.2 A term is considered to be 10 weeks in duration. Where a student commences a term late, the term will be considered as the remaining duration for that 10-week period e.g. Student commences Term 3, 2024 at the start of week 3, means that the student's term duration for Term 3, 2024 is 8 weeks.
- 1.3 Student attendance is calculated by dividing the total number of scheduled hours for the term, by the number of attended hours by the student and multiplying the figure by 100.
- 1.4 All attendance monitoring communication between the student and the college will be recorded appropriately in the TM's Student Management System, with documentation retained in the student's file.
- 1.5 Students will be informed of this policy and its consequences through the following means:
  - 1.5.1 Inclusion of information about the policy in the enrolment application form
  - 1.5.2 Inclusion of information about the policy in the student handbook
  - 1.5.3 Overview of the policy at the selection interview
  - 1.5.4 Overview of the policy at the student orientation program

### **2.0 Recording Student Attendance**

- 2.1 The Student Services Department is responsible for preparing the Weekly Attendance Sheet for each class. In doing so, the Students Services Department will ensure the Weekly Attendance Sheet reflects accurate timetabling details, including listing only current students. Students not listed on the Weekly Attendance Sheet must see the Student Services Department to rectify the situation.
- 2.2 The Trainer is to pick up the Weekly Attendance Sheet from the Student Services Department prior to commencement of the class for that week.
- 2.3 Trainers are to record the arrival times of students in the sign in column of the Weekly Attendance Sheet e.g. 9:00am.
- 2.4 Trainers are to record the sign out time of students in the sign out column of the Weekly Attendance Sheet e.g. 3:00pm.
- 2.3 The comments column will be used to indicate whether medical certificates have been provided and any other relevant attendance related issues, including if the student left the class early (including the actual time), then returned to class prior to their final sign out time (including the actual time).
- 2.4 Trainers are to sign the Weekly Attendance Sheet to confirm that the information provided is true and correct.
- 2.5 At the conclusion of the last class for the week, the Trainer is to immediately forward the complete Weekly Attendance Sheet to the Student Services Department.
- 2.6 The Student Services Department ensures attendance is entered into the student management system within 5 working days of the final class for the term and signs the Attendance Sheet as confirmation that attendance has been entered accurately into the Student Management System.

### **3.0 Monitoring Student Attendance**

- 3.1 Student Attendance is monitored on a regular basis by trainers and the student services department.
- 3.2 Trainers monitor student attendance on a daily basis, based on the Weekly Attendance Sheet. Where students are not attending classes as scheduled on 5 consecutive days, or is not

attending regularly, the Trainer will send an email to students through E-Learning (Moodle) and inform the Student Services Department.

- 3.3 The Student Services Department monitors student attendance on a weekly basis, based on the information included in the Student Management System, and will counsel students as suggested by Trainers and Academic Manager.

#### **4.0 Assessing Student Attendance**

- 4.1 The Admin and Student Services Officer assesses student attendance on a weekly basis by analysing reports generated from the Student Management System.

- 4.2 Students who have been absent for two consecutive weeks without approval, will receive a reminder letter by e-mail, informing them of the requirements to attend classes.

- 4.3 Students whose actual attendance has fallen below 80% for the term will receive a reminder letter, by e-mail, informing them of the requirements to attend classes and will request the student to contact the college's student services department.

- 4.4 If a student:

- is absent for 5 consecutive days; or
- have less than 80% attendance in a study period; or
- in any other way has an attendance record that may be detrimentally affecting the student's capacity to complete the assessment requirements for a unit, or complete the qualification within the expected duration of study, then the provisions of the Completion Within the Expected Duration of Study and the Course Progress and Intervention Strategy procedures must be implemented by the college.

#### **5.0 Possible interventions**

- 5.1 The College is aware that sometimes students fall behind because it is difficult to study in a new country and study in English as a second language. We will offer intervention with counselling and extra support to students who demonstrate their commitment to studies.

Possible interventions may include advising students of assistance such as:

- attending tutorial or study groups.
- receiving individual case management.
- referrals for attending counselling.
- receiving assistance with personal issues which are influencing attendance.
- requiring the student to enter an agreement with a timeframe for demonstrating improvement and commitment.
- or
- a combination of the above.

- 5.2 Interventions must include reinforcing to the student that unsatisfactory attendance may lead to unsatisfactory course progress and the student being reported to the Department of Education.

- 5.3 If the student is below 80% on the projected hours at the end of the study period and course progress is unsatisfactory, then TM will notify the student in writing of its intention to report the student to the Department of Education for not achieving satisfactory course progress. They are not reported for attendance only.

- 5.4 The written notification will inform the student that he/she is able to access the internal and external complaints and appeals process as per Standard 8 and that the student has 20 working days in which to do so.

- 5.5 If student's attendance is below 80% on the projected hours at the end of term, TM may decide not to report the student for breaching the 80% attendance requirement if all of the following circumstances apply:

- a) the student produces documentary evidence which clearly demonstrates that there are compassionate or compelling circumstances; \* and
- b) the student is attending at least 70 per cent of the scheduled course contact hours in the course in which they are enrolled; and
- c) the student is maintaining satisfactory course progress.

*\* The college will use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exists, the college will consider documentary evidence provided to support the claim and retain copies of these documents in the student's file.*

- 5.6 During the appeal process TM will maintain the student's enrolment until completed.

5.7 Copies of all warning letters, notes from counselling sessions, medical certificates, and any other relevant documents must be placed on the student's file

## **Course Progress And Intervention Strategy**

### **1.0 Purpose**

- 1.1 The purpose of this procedure is to ensure that student course progress is monitored and reviewed, and that Training Masters (TM) takes intervention action when a student is in danger of not progressing satisfactorily or completing their course.
- 1.2 The purpose is also to ensure that the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students are met.

### **2.0 Responsibility**

- 2.1 The PEO is responsible for the implementation of this procedure, to ensure that staff and students are aware of its application and that staff implement its requirements.

### **3.0 Policy**

- 3.1 Training Masters (TM) has implemented the Department of Education Approved Course Progress Policy and Procedures for its vocational and technical education courses.
- 3.2 For vocational and technical education courses attendance is recorded and monitored as part of the course progress requirements and the student behaviour requirements.
- 3.3 Students are required to always adhere to Training Masters (TM) student attendance requirements applicable to their course.
- 3.4 Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless the exceptional circumstances as listed in 3.4 of the completion within expected duration of study procedure apply.
- 3.5 At the time of initial enrolment each student will be furnished with a training program schedule which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register
- 3.6 Students who have unsatisfactory academic progress will be reported to the Department of Education and the Department of Home Affairs. Unsatisfactory academic performance is defined as failing more than 50% of units in two consecutive study periods.
- 3.7 Students who are "at risk" of not meeting satisfactory course progress requirements will be interviewed, counselled and will be placed on a course intervention strategy.
- 3.8 All causes of unsatisfactory progress or being "at risk" are to be considered including academic causes and not academic causes such as personal issues.
- 3.9 The progress of each student is monitored, recorded and assessed.
- 3.10 Training Masters (TM) has documented course progress policies and procedures.
- 3.11 Training Masters (TM) assesses each student at the end point of each study period according to its course progress policy.
- 3.12 Training Masters (TM) has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
- 3.13 Where Training Masters (TM) has assessed the student as being "at risk" Training Masters (TM) will inform the student and implement an intervention strategy where warranted.
- 3.14 Where Training Masters (TM) has assessed the student as not meeting satisfactory course progress, Training Masters (TM) will inform the student in writing of its intention to report the student and that he or she is able to access Training Masters (TM) complaints and appeals process within 20 working days.
- 3.15 Training Masters (TM) will notify the Department of Education and the Department of

Department of Home Affairs through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalized and upholds Training Masters (TM)'s decision to report

- 3.16 The method section defines the procedure used for monitoring progress, taking intervention action and reporting students who breach the requirements

#### **4.0 Definitions**

- 4.1 Study period means one term of study (A duration consisting of 10 study weeks)
- 4.2 Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
- fails more than 50% of units in a study period; or
  - fails two or more units in a study period; or
  - fails a prerequisite unit in a study period; or
  - fails two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
  - during a study period falls behind the trainers expected progress and is reported by the trainer to the Academic Manager
  - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Academic Manager in accordance with Training Masters (TM) Completion within the expected duration procedure; or
  - is absent for 5 consecutive days or in any other way has an attendance record that is detrimentally affecting the student's capacity to complete the assessment requirements for a unit. Prior approval or a medical certificate from a registered medical practitioner does not remove the “at risk” status as prolonged absences for any reason place a student at risk of failure and is reported to the Academic Manager
- 4.3 Failing a unit means being assessed as “Not Yet Competent” for a completed unit.
- 4.4 Satisfactory progress means that students have not been identified as having failed more than 50% of units in two consecutive study periods
- 4.5 The PEO is responsible for the implementation and monitoring of the intervention strategy.

#### **5.0 Procedures**

##### **Intervention strategy – general requirements**

- 5.1 All students identified as being “at risk” (during the study period or at the end of the study period) of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend a course counselling interview using the appropriate student course progress warning letter.
- 5.2 A copy of the warning letter and all other relevant documents will be placed in the student's file.
- 5.3 At the meeting an intervention strategy will be negotiated with the student and will be recorded at the conclusion of the meeting and signed off by the student and the Academic Manager. A written copy of the intervention strategy will be provided to the student and placed in their file.
- 5.4 The intervention meetings will be initiated by the Academic Manager however appropriate personnel such as the Student Services & Administration Manager or a Academic Coordinator may be called on to assist with the process or to delegate for the Student Services & Administration Manager.
- 5.5 Students “at risk” of not meeting course progress requirements, who fail to participate fully in the intervention strategy developed by Training Masters (TM) in conjunction with the student will be subject to the student behaviour requirements which includes the possibility of deferral, suspension or cancellation of their enrolment.
- 5.6 At the intervention meetings, the following will be reviewed
- Programs to address academic and non-academic issues
  - Student attendance

- Student study timetable drawn up
  - The academic involvement report from each subject trainer.
  - Assessment outcomes
  - Any other matters relevant to progress
- 5.7 Where a student on the intervention strategy requires more time to complete their qualification the current Confirmation of Enrolment must be cancelled, and a new Confirmation of Enrolment must be completed by the Student Services & Administration Manager and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date.
- 5.8 Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under Training Masters (TM) student behaviour requirements). The written notification will require the student to immediately contact the PEO to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. A written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the college. It will be at the discretion of the PEO (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student about intention to implement Training Masters (TM) Student behaviour procedure.

#### **Intervention strategy – during a study period**

- 5.9 During a study period student course progress and attendance will be continuously monitored by trainers.
- 5.10 Identification of students “at risk” will be accomplished by teachers completing the relevant section of Training Masters (TM) course progress record for the course each student is enrolled in where a student is identified as being “at risk” according to any of the criteria below.
- 5.11 Students will be identified as being “at risk” if during the study period they:
- fail to meet course progress assessment requirements required and communicated in writing to the students; or
  - fail two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
  - are absent for 5 consecutive days or in any other way have an attendance record that is detrimentally affecting their capacity to successfully complete a unit: or
  - are identified by the trainer as not progressing satisfactorily through the course material.
- 5.12 Trainers must monitor and record student attendance and progress during each study period.
- 5.13 Trainers must report, in writing (via Training Masters (TM) course progress record), to the Academic Manager the details of any student identified as being at risk during a study period without delay.
- 5.14 All students identified during a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the student service, requiring them to attend a course counselling interview using the appropriate student course progress warning letter.
- 5.15 A copy of the warning letter and all other relevant documents will be placed in the student’s file.
- 5.16 The intervention meetings will be initiated by the Academic Manager, however appropriate personnel such as the Student Services & Administration Manager or a Trainer may be called on to assist with the process.
- 5.17 At the course counselling interview academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:
- Programs and counselling to address academic and non-academic issues

- Resetting assessments during the current study period
  - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
  - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
  - Student attendance timetable prepared
  - Student study timetable prepared
  - A fortnightly intervention meeting for the current study period with the Academic Manager or a delegated person will be scheduled
  - A fortnightly academic involvement report requested from each subject trainer.
- 5.18 Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under Training Masters (TM) student behaviour requirements). The written notification will require the student to immediately contact the Academic Manager to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. A written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the college. It will be at the discretion of the Academic Manager (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student about intention to implement Training Masters (TM) Student behaviour procedure.

#### **Intervention strategy – after completion of a study period**

- 5.19 Within 10 working days of the completion of a study period the college will review the academic progress of all students in their department and identify those students who are “at risk” of not meeting satisfactory course progress requirements.
- 5.20 Identification of students “at risk” will be accomplished by the Academic Manager reviewing a current transcript of student progress printed from the student database (RTOManager) and completing the relevant section of Training Masters (TM) course progress record for the course each student is enrolled in.
- 5.21 Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
- fails more than 50% of units in a study period; or
  - fails two or more units in a study period; or
  - fails a prerequisite unit in a study period; or
  - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Academic Manager in accordance with Training Masters (TM) Completion within the expected duration procedure.
- 5.22 All students identified at the end of a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the Academic Manager requiring them to attend a course counselling interview using the appropriate student course progress warning letter.
- 5.23 A copy of the warning letter and all other relevant documents will be placed in the student’s file.
- 5.24 The intervention meetings will be initiated by the Academic Manager, however appropriate personnel such as the Student Services & Administration Manager or a Trainer may be called on to assist with the process.
- 5.25 At the course counselling interview academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:
- Programs and counselling to address academic and non-academic issues
  - Student attendance timetable prepared
  - Student study timetable prepared
  - A fortnightly intervention meeting for the current study period with the Academic Manager or a delegated person will be scheduled

- A fortnightly academic involvement report requested from each subject trainer.
  - Resetting assessments
  - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
  - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
- 5.26 Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under Training Masters (TM) student behaviour requirements). The written notification will require the student to immediately contact the Academic Manager to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the academic manager. It will be at the discretion of the Academic Manager (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student about intention to implement Training Masters (TM) Student behaviour procedure.

#### **Reporting unsatisfactory course progress to the Department of Education and the Department of Department of Home Affairs.**

- 5.27 Within 10 working days of the completion of a study period the college will review the academic progress of all students and identify those students who have failed 50% or more units in two consecutive study periods.
- 5.28 If a student fails, more than 50% of units in one study periods or otherwise fails to meet course progress requirements then Training Masters (TM) must send 1<sup>st</sup> warning letter to notify the student in writing within 5 days of not achieving satisfactory academic progress using the appropriate student course progress warning letter. Students need to contact college immediately and follow intervention strategies to resolve the issues.
- 5.29 If a student fails, more than 50% of units in two consecutive study periods or otherwise fails to meet course progress requirements then Training Masters (TM) must send 2<sup>nd</sup> warning letter to notify the student in writing within 5 days of not achieving satisfactory academic progress using the appropriate student course progress warning letter.
- 5.30 Those students who receive a 2nd warning letter must contact college withing 5 working days of receiving the letter to explain and participate in intervention strategies and resolve the issues. If college does not receive any response from students within 5 working days after issue 2<sup>nd</sup> warning letter or student fail to provide reasonable evidence for failing to maintain course progress as required during intervention, will send a final intention to report letter to the student for not achieving satisfactory academic progress. The student must be informed they have 20 working days to appeal to Training Masters (TM) after receiving ITR.
- 5.31 If the appeal is not upheld or the student withdraws from the appeal process, then Training Masters (TM) will cancel their CoE & report the student to Department of Education and the Department of Home Affairs after 20 working days or as soon as practical following the appropriate PRISMS process which may impact or cancel their visa by the Department of Home Affairs.
- 5.32 Students who are not identified by this process will be deemed as having satisfactory course progress; however, they may still be identified as being “at risk” of not achieving satisfactory course progress and therefore be subject to an intervention strategy.

### **Complaints And Appeals Policy & Procedure**

#### **Purpose**

The purpose of this policy and procedure is to outline Training Masters approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and third-party providing services on behalf of the College. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

The College is required to address all the registered complaints and appeals as per:

1. Standard 10 of the National Code
2. SRT0 Standard 6 clause 6.1 to 6.6
  - The Training Masters acknowledges that a student, member of staff, or a member of the public, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimization.
  - The person making the complaint has the right to present the complaint or appeal formally and in writing.
  - Training Masters will manage all complaints and appeals fairly, equitably and efficiently as possible.
  - Training Masters will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, the Training Masters acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.
  - Confidentiality will be maintained throughout the process of making and resolving complaints. The Training Masters seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.
  - Where complaints or appeals have been received, TM must securely keep evidence of how the matter was dealt with and the outcome (including the timeframes). Training Masters will use this information received via any complaint to review TM's processes and practices to ensure the issue doesn't happen again.

### **Policy statement**

- 1.0 A complaint is defined as a dissatisfaction with a treatment or service made by:
  - 1.1 Training Masters, its trainers, assessors or other staff
  - 1.2 A third-party providing services on Training Masters's behalf (including, the third-party organization itself, their trainers, assessors or other staff)
  - 1.3 Another learner of Training Masters

Examples of complaints include, but are not limited to:

- a) Unfair treatment conducted by any party identified in point 1.0 of this policy
  - b) State of classroom facilities, equipment or resources of Training Masters or third-party organizations providing services on Training Masters's behalf
  - c) Time taken to receive feedback on academic results
  - d) Time taken to access any service provided by Training Masters or a third-party organization providing services on Training Masters's behalf
  - e) Any interaction conducted by a party identified in point 1.0 of this policy
- 2.0 An appeal is defined as a dissatisfaction with a decision made by Training Masters, or a third-party providing services on Training Masters's behalf. Examples of appeals include, but are not limited to, a review of:
    - a) A decision, including an assessment decision made by a Training Masters assessor or assessor of a third-party providing services on Training Masters's behalf
    - b) TM 's intention to report a student for non-compliance of a visa condition
    - c) TM 's decision to not provide a student refund
    - d) TM 's decision to not approve a transfer request
    - e) TM 's decision to not accept an enrolment
    - f) TM 's decision to not approve a suspension of studies, deferment or cancellation request

Note that grounds for internal appeals generally fall in to, but are not limited to, one of the following categories:

- a) New evidence being received by the Institute, which was not reasonably available at the time that Training Masters or a third-party providing services on Training Masters's behalf, made its decision
- b) Procedural irregularity by Training Masters or a third-party providing services on Training Masters's behalf
- c) Other (compassionate or compelling circumstances)

### **3.0 Internal Complaints/Appeals Guidelines**

- 3.1 There is no cost involved to students in accessing TM 's internal complaints and appeals process
- 3.2 All parties directly involved in the internal complaints and appeals process may be accompanied and assisted by a support person at any relevant meeting

- 3.3 Complaints and Appeals applications must be accompanied with relevant documentation e.g. written statements, names of witnesses and any other relevant documents to support the students' case. The evidence provided by the student will determine TM's investigative activities and will form the basis of TM's decision
- 3.4 Should a student not make an internal appeal within 5 working days of Training Masters or a third-party providing services on Training Masters's behalf's initial decision, the initial decision will be maintained and the Institute or third party acting on Training Masters's behalf will act on the decision
- 3.5 All students that access Training Masters's complaints and appeals process will be provided with acknowledgement of receipt within 5 working days of the complete complaint/appeal (including supporting evidence) being received
- 3.6 Training Masters will maintain the students' enrolment while the complaints and appeals process is ongoing, and will not act on its', or a third party acting on Training Masters's behalf, initial decision until the appeals process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed
- 3.7 All students that access Training Masters's complaints and appeals process will be provided with written notification of the outcome, including reasons for the outcome, within 10 working days of the complete complaints/appeal being received or as soon as practicable unless there is a significant reason for the matter to take longer.
- 3.8 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 that the matter is resolved.
- 3.9 Where the complaint or appeals process results in a decision that supports the student, Training Masters or a third party acting on Training Masters's behalf, will complete any corrective actions within 10 working days from the decision.
- 3.10 Where the complaint or appeals process results in a decision that is not in favour of the student, the student may choose to access Training Masters's external appeals process within 10 working days of the internal appeal outcome.
- 3.11 Training Masters will assist all students with the external appeals process and will provide the student with written acknowledgement that the external appeals process has been activated upon advice from the student.
- 3.12 All records of the complaints and appeals process will be filed in the student's file.

#### 4.0 External Complaints/Appeals Guidelines

- 4.1 Students that are dissatisfied with the outcome of Training Masters's internal complaints and appeals process, have the right to access Training Masters's external appeals process within 10 working days of the internal appeal outcome. Should a student not make an external appeal within 10 working days of the internal appeal outcome, Training Masters's initial decision will be maintained, and the Institute will act on the initial decision
- 4.2 Training Masters's external appeal reviewers are:
  - 4.2.1 Australian Council for Private Education and Training (Domestic Students)
  - 4.2.2 Overseas Students Ombudsmen (International Students)

More information can be found at:  
<https://www.ombudsman.gov.au/complaints/international-student-complaints>
- 4.3 Training Masters will maintain the students' enrolment while the complaints and appeals process is ongoing and will not act on the initial decision until the appeals process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed
- 4.4 In most cases, the purpose of the external appeals process is to consider whether Training Masters or a third-party providing services on Training Masters's behalf has followed its policies and procedures, not to make a decision in place of Training Masters
- 4.5 The outcome of the external appeal is final, however does not remove the right for the student to take further action under Australia's Consumer Protection Laws, pursue other legal action or make a complaint to:
  - **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:  
 Online: <https://www.dewr.gov.au/national-training-complaints-hotline>

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.  
Email: [NTCH@dewr.gov.au](mailto:NTCH@dewr.gov.au)

- **Australian Skills Quality Authority (ASQA)**

Complainants may also complain to the College's registering body, Australian Skills Quality Authority (ASQA). ASQA can investigate complaints about RTOs that have not met their obligations. ASQA may not be able to investigate the complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.

Please refer to the following webpage below before making a complaint to ASQA as it provides an online tool that will advise you about whether or not you can make a complaint to ASQA: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

- **Department of Fair Trading** (<http://www.fairtrading.nsw.gov.au>)

- **Administrative Appeals Tribunal** (<https://www.art.gov.au/>)

- 4.6 Where the external complaints or appeals process with ITECA or OSO, results in a decision that supports the student, Training Masters will provide written advice to the student and any other relevant party of the outcome and will complete all necessary corrective actions within 10 working days
- 4.7 Where the external complaints or appeals process with ITECA or OSO, maintains Training Masters' or a third-party providing services on Training Masters' behalf initial decision, the Institute will implement the actions as stated in the initial decision
- 4.8 All records of the complaints and appeals process will be filed in the relevant students' file
- 4.9 Students not satisfied with Training Masters' complaints and appeals process can contact the Department of Education by email on [esosmailbox@dewr.gov.au](mailto:esosmailbox@dewr.gov.au) or phone 13 33 97

## 5.0 Complaints/Appeals Process

- **Step1- Informal Stage (Complaint only):** Student advises Student Services Team and attempts to solve the problem with the relevant party identified in point 1.0 of this policy informally.
  - If the student is satisfied with the outcome, no further action is needed.
  - If the student is not satisfied with the outcome, progress to step 2.
- **Step 2 – Internal (Complaint):** Student completes the relevant form (TM Complaint Form) with relevant supporting documentation and lodges it with student service and the complaint goes to the appropriate department manager.
- The responsible department Manager:
  - a) Reviews the case and provides written advice of receiving the complaint within 5 working days of receiving the complete student submission
  - b) Schedules a meeting with the relevant parties involved
  - c) Provides student with outcome, including reasons for the outcome within 10 working days of receiving complete student submission or as soon as practicable unless there is a significant reason for the matter to take longer.
  - d) 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 that the matter is resolved.
  - If the student is satisfied with the outcome, no further action is needed.
  - If the student is not satisfied with the outcome, progress to step 3.
- **Step 3 – Internal (Appeals):** Student completes the relevant form (TM Internal Appeal Form) with relevant supporting documentation and lodges it with student service and the appeal goes to PEO. For appeals, this must be within 10 working days of Training Masters or third-party providing services on Training Masters' behalf's initial decision.
- The PEO:
  - e) Reviews the case and provides written advice of receiving the appeal within 5 working days of receiving the complete student submission
  - f) Schedules a meeting with the relevant parties involved
  - g) Provides student with outcome, including reasons for the outcome within 10 working days of receiving complete student submission or as soon as practicable unless there is a significant reason for the matter to take longer.

- h) 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 that the matter is resolved.
  - If the student is satisfied with the outcome, no further action is needed.
  - If the student is not satisfied with the outcome, progress to step 4
- **Step 4 – External (Complaints and Appeals):** Within 10 working days of receiving the outcome, the student makes an external appeal to the Australian Council for Private Education and Training (Domestic Students) or the Overseas Students Ombudsmen (International Students) and completes and submits the TM External Appeal Form to the Academic Manager.  
The Academic Manager:
  - a) Provides ongoing assistance to the student in accessing the Institute's external appeals process
  - b) Provides written advice acknowledging the students external complaint/appeal within 5 working days
  - c) Provides student and other relevant parties with the final outcome, including reasons for the outcome within 10 working days of receiving notification from ITECA or OSO
- ITECA and the OSO will review the appeal and inform Training Masters and the students of the outcome.
- Note that in most cases, the purpose of the external appeals process will be to consider whether Training Masters or a third-party providing services on Training Masters 's behalf has followed its policies and procedures, not to make a decision in place of Training Masters. ITECA and OSO decisions are final however this does not remove the right for the student to take further action under Australia's Consumer Protection Laws or pursue further legal action.
- Where the external complaints or appeals process with ITECA or OSO results in a decision that supports the student, Training Masters will provide written advice to the student and any other relevant party of the outcome and will complete all necessary corrective actions within 10 working days.
- Where the external complaints or appeals process with ITECA or OSO, maintains Training Masters 's or a third-party providing services on Training Masters 's behalf's initial decision, the Institute will implement the actions as stated in the initial decision
- Domestic students lodging an external appeal should contact ITECA on 1800 657 644.
- International students lodging an external appeal should contact the OSO on 1300 362 072.
- If student is not satisfied with the outcome of either the Training Masters internal appeals process or the following external appeals process, they can access multiple external appeals. However, Training Masters does not have to assist the overseas student with finding further appropriate appeals processes.

## 6.0 Records of complaints and appeals

- The College will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

## 7.0 Publication

- This policy and procedure will be published in the Student Handbook and on the College's website.
- A copy of this Policy is also available to all students and staff on the college Notice Board near the reception area.

## Refunds Policy And Procedure

- All refund requests must be made in writing using the Refund Request Form.
- Completed Refund Request Form along with all supporting documents should be sent to college for processing, the refund amount will be calculated from the date of receipt of this form and its supporting evidence(s).
- Course commencement date is defined as 'Proposed Course Start Date' as listed on the student Coe. If the student applies for course deferment to a future intake date, the refunds policy applies to the current course and its Proposed Course Start Date. If student applies for suspension to a future time, the refund policy applies to the current course and its Proposed Course Start Date.
- The college will attempt to return any refund back to the originating bank account or originating card or cardholder. Refunds will be paid:
  - To the person or entity from which the original payment was received.

- In Australian Dollars, unless external requirements prevent this.
- Where possible, to the account from which, and using the mechanism by which, the original payment was received.
- Where it is not possible for the college to make a payment to the account, person or entity from which the original payment was received, the college will consult with the student, the person or entity who made the original payment and the appropriate financial institutions to determine how the refund will be paid.
- If the college is unable to contact a former student to arrange for a refund, the funds will be held for a maximum period of six years, at which time the credit balance will be transferred to the Office of State Revenue.
- Refunds will be processed within 20 working days from the date of receipt of this form and its supporting evidence(s).
- A written statement will be provided to explain how the refund is calculated per request from student or an authorised third party.

If a student is not satisfied with the approved refund amount the student has a right to lodge an internal appeal with the college. If the student is not happy with internal appeal outcome the student can seek for further assistance under Australian Consumer Law. Student can visit Australian Consumer Law website at <http://consumerlaw.gov.au/> for more information.

**Below is a table listing examples of situations and how refunds will be processed:**

Situations	Refunds Procedure
Enrolment fees: \$200	Non-refundable
Material fees: as per student offer letter and agreement documents	Non-refundable
Coe amendment fees: \$50 per Coe	Non-refundable
Re-assessment fees: \$50 per unit	Non-refundable
Student Visa Cancellation/Refusal due to fraud/misleading information when applying/extending student visa and/or breach of student visa conditions, etc.	No refund
Students apply for external appeals such as AAT (Administrative Appeals Tribunal)	No refund
COE Cancellation due to non-commencement, non-attendance, non-payment, unsatisfactory course progress and/or breach of any college code and National Standards	No refund
Withdraw Application Requests: Before the course commencement date	<p>If a student applies to withdraw from the course and sends the refund form before the course commencement date, tuition fees are refunded in full, and an admin fee of \$300, an enrolment fee of \$200 and a material fee as per student offer letter and agreement documents will be deducted from the final refund amount.</p> <p><u>Documents that are required to process this type of refund:</u></p> <ol style="list-style-type: none"> <li>1. Refund Form with correct bank details.</li> <li>2. Withdrawal from</li> <li>3. Related support documents if required</li> </ol>
Withdraw Application Requests: On/After course commencement date	<p>If student applies to withdraw from the course and sends the refund form on/after course commencement date, refund is calculated based on the date of receipt of all documents that are required to process refunds request, refund amount will be calculated on a pro-rata basis based on the number of weeks remaining for the remainder of the course, and an admin fee of \$300, an enrolment fee of \$200 and a material fee as per student offer letter and agreement documents will be deducted from the final refund amount.</p> <p><u>Required documents to process refund:</u></p> <ol style="list-style-type: none"> <li>1. Refund Form with correct bank details.</li> </ol>

	2. Withdrawal from 3. Related support documents if required
Provider Default	If the college is unable to deliver the course, the college will offer students placement on an alternative registered course, or a refund for unused tuition fees.  In the situation where college is unable to provide alternative registered course, or a refund for unused tuition fees, TPS (Tuition Protection Service) for international students will attempt to place student into an alternative registered course provided by another provider (college).

## Plagiarism, Cheating & Academic Misconduct Policy & Procedures

### Purpose

The purpose of these policies and procedures is to address assessment requirements of the Standards for Registered Training Organisations (RTOs) 2015 and the National Code 2018.

The objectives are to encourage ethical conduct by students, and to inform staff and students about the Training Masters standards of academic behaviour.

The policy also aims to ensure that mechanisms are in place to minimise student plagiarism and cheating, and to outline the strategies and procedures in place to detect and respond to such incidents.

### Definitions

**Cheating** – seeking to obtain an unfair advantage in the assessment of any piece of work such as by copying, falsifying identity or employing another person to undertake assessments on own behalf

**Plagiarism** – to take and use the ideas and/or expressions and/or wording of another person or organization and pass them off as one's own by failing to give appropriate acknowledgement. This includes material from any sources such as staff, students, texts, resources and the internet, whether published or unpublished. It includes documents, designs, images, photographs and computer codes and may be in print and/or electronic media.

**Academic Misconduct** - falsifying or misrepresenting information, or forging or falsifying documents

### Policy

Training Masters is committed to ensuring a great learning experience for its students. It aims to provide a learning environment that fosters the qualities of independent learning and academic integrity.

This policy seeks to ensure that students are aware that they have a responsibility to maintain the highest standards of academic integrity in their work. Students must not cheat in assessment and must ensure that they do not plagiarize.

### Procedures

#### Academic integrity

One of the core functions of Training Masters is to develop student's ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the student's considerations of the task or workplace requirement.

Training Masters acknowledges that to develop this ability, the student will need to study the work of others via issued textbooks, learning material or through their own research. However, it is important that students in their learning acknowledge through appropriate referencing, the work from which they have drawn information.

### Referencing

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

The following are examples of plagiarism where a student intentionally does not acknowledge or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence.
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text.
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these.
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation.
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources.
- Presenting as independent, work done in collaboration with others.
- Copying or adapting another student's original work into a submitted assessment item.
- Copying or adapting a student's own work submitted in a previous essay or assessment.
- Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately.

Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assignment.

## How to reference

At Training Masters, students are to be encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the students' work. This information is:

- the name of the author or authors
- the year of publication
- the page number(s)

### Examples:

1. Write the name of the resource in brackets after you quote or paraphrase (summarise) information you have used. For example:

(Student Learning Guide, p6), OR

(Wikipedia: [https://en.wikipedia.org/wiki/Maslow%27s\\_hierarchy\\_of\\_needs](https://en.wikipedia.org/wiki/Maslow%27s_hierarchy_of_needs)) OR

(The Very Well Mind: <https://www.verywellmind.com/what-is-maslows-hierarchy-of-needs-4136760> P1)

OR

(Bloggs B. 2018, p50)

Where a student has sourced information from an internet site, it is sufficient to include the website link in brackets e.g.:

(<https://www.fwc.gov.au/disputes-at-work/how-the-commission-works>)

## Reference List

At the end of the students work, a List of References must be included. This should include all the books; journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication

- the edition of publication
- the publisher
- place of publication

Example:

- Dwyer, J and Hopwood, N, 2010, Management Strategies and Skills, Sydney, McGraw Hill Australia

For assessments in the form of Knowledge Questions or Short Answer Questions, where students have used the learning materials provided by their trainer, it is sufficient to state 'Course learning materials', or 'Course PowerPoint presentation'.

## **Common Knowledge**

In every field, there is a body of knowledge and material that has become part of the public domain, and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common sense information, accepted folklore and aphorisms that have been adopted as part of common English language.

As examples, it would not be necessary to reference the following:

- that John Howard was the Prime Minister of Australia (common fact of history)
- that humans need food and water for survival (common sense observation)
- that the "Bunyip" is a man-eating Australian animal that lives in waterholes, swamps and creeks (accepted folklore)

## **Cheating**

Cheating is a form of deceit with a view to gaining an advantage for the cheater. At Training Masters, cheating is usually related to taking unauthorized material into assessments. Training Masters trainers have a responsibility to explain clearly the expectations related to any assessment, what constitutes cheating, and to promote a climate of honesty in students.

## **Staff responsibilities**

Training Masters staff are responsible for:

- informing all students of expectations related to assessment.
- informing all students of referencing techniques and providing clear examples of what is acceptable.
- explaining to students what constitutes plagiarism.
- setting realistic assessment activities and varying assignments and questions.
- assisting students to understand and apply correct referencing techniques.
- Setting appropriate conditions for group activities and make clear the distinction between groupwork and individual work; and
- Cultivating a climate of mutual respect for original work.

## **Student responsibilities**

Students are responsible for:

- Submitting only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others.
- Avoiding lending original work to others for any reason.
- Being clear about assessment conditions and seeking clarification if in doubt.
- Being clear about what is appropriate referencing and the consequences of inappropriate referencing.
- Discouraging others from plagiarizing by observing the practices above.

## **Avoiding and detecting**

1. Upon the submission of all assessment tasks, students are required to sign an Assessment Cover Sheet that includes a declaration of the authenticity of the work.

2. Training Masters will take the necessary steps to detect plagiarism and cheating which may include:
  - a) monitoring students in closed book written assessments.
  - b) communication amongst other trainers.
  - c) comparison of work against various academic assessments.
  - d) use of plagiarism detection software where assessment is submitted electronically
3. All staff have an obligation to identify and investigate any possibility of plagiarism, cheating and/or academic misconduct.
4. A staff member who suspects that plagiarism, cheating or academic misconduct may have occurred should first source evidence (through identification of the source) to support their allegation.
5. If there is no source listed on assessments, then students will be given an opportunity to search for and cite their responses.

#### **Using plagiarism detection software**

1. Plagiarism detection software is to be installed on the Student Learning Management system in the college.
2. The plagiarism detection software license must include sufficient numbers of users to enable all trainers to use it.
3. When assessing electronic assessments, trainers are required to click on the plagiarism report tab to identify incidences of plagiarism.
4. Trainers are to respond as follows:
  - a) If responses to questions have been referenced - checks are to be made to ascertain that references are correct
  - b) If sources are not referenced, then plagiarism policy is to be applied.

#### **Responding to incidents of plagiarism, cheating or academic misconduct**

Any student found to have plagiarised, cheated or been involved in academic misconduct will be given an opportunity to respond to the allegations.

1. Where, following discussion with the student, the trainer forms the view that the student has plagiarised, the trainer will:
  - a) consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional).
  - b) identify if the student has been previously warned of plagiarism.
  - c) determine whether the student is new to adult vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its consequences)
2. If the above factors have been considered and it has been determined that plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment. The trainer will also be required to refer the student to the referencing guidelines.
3. If, after consideration of the above factors it is determined that the plagiarism was intentional, the student's work is not to be accepted, and the student is to be issued with an alternative assessment assignment to complete. The student is to be reported to the Academic Manager and given a formal warning (in writing) explaining the seriousness of the incident and the consequences if the student is found to plagiarise again.
4. Where, following discussion with the student, the trainer forms the view that the student has cheated or been engaged in academic misconduct, the trainer will take the following actions as appropriate, including:
  - a) explaining to the students that they would need to be reassessed.
  - b) issuing a non-satisfactory outcome in respect of the assessment in question.
  - c) issuing a non-competent result to the student for the relevant unit of study.
  - d) issuing a warning letter.
5. If the trainer finds that plagiarism, cheating or academic misconduct has occurred on more than one

occasion, the student will be referred to the Academic Manager or Principal Executive Officer, to discuss the matter.

6. Training Masters will cancel the student's enrolment if:
  - a) The student is directed to resubmit the assessment, and, on the second submission of the work, the work is determined to be deliberately plagiarized; or
  - b) The student has committed multiple incidences of plagiarism and has been formally warned
  - c) The student has committed another form of academic misconduct or falsified documentation in relation to his or her studies at Training Masters.

## **Record Keeping**

All incidents of plagiarism, cheating and academic misconduct must be recorded as follows:

1. Student's Administration File– student service is to upload:
  - Details of incident (date, unit of competency, nature of offence)
  - Details of interviews or counselling or coaching sessions (date, person who conducted it, outcomes of meeting, dates of warning letters, other correspondence)
  - Hard copies of warning letters, intervention strategies etc.
2. Submitted assessments – hard and/or soft copy – trainer/assessor to attach note which includes:
  - Details of incident (date, nature of offence, remedial action e.g. re-submission, coaching on referencing etc.)
  - Details of reporting to Course Coordinator.

## **Unique Student Identifier (USI) Policy**

Training Masters (TM) will ensure that it meets the requirements of clause 3.6 of the Standards for Registered Training Organisations (RTOs) 2015. Training Masters will ensure that it:

- Verifies with the Registrar, a Unique Student Identifier provided to it by an individual before using that Student Identifier for any purpose
- Will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014
- Where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET Transcript prepared by the Registrar
- Ensures security of Student Identifiers and all related documentation under the Institutes control, including information stored in its student management system

## **Guidelines**

### **1.0 Verifying with the Registrar, a Unique Student Identifier provided by an individual before using it for any purpose**

- 1.1 The Institute will inform all students of the need to provide their Unique Student Identifier to the Institute via its Enrolment Form, Letter of Offer and Student Acceptance Agreement and Student Handbook.
- 1.2 Students must register for their Unique Student Identifier (USI) and provide it to the Institute by their Orientation date
- 1.3 Information on how students are able to register for their Unique Student Identifier is provided in the Institute's Student Handbook and assistance is provided to Students if they require it by the Student Services Team.
- 1.4 The Student Services Officer is responsible for collecting each Students Unique Student Identifier (USI) at orientation
- 1.5 Following the collection of the students USI, the Student Services Officer is responsible for verifying each USI through the USI registry system within 5 working days of receipt by following the step-by-step guide provided in the USI Registry System User Guide for Training Organisations.

### **2.0 Unique Student Identifier and AQF Certification**

- 2.1 TM ensures that it will not issue students AQF certification to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014 through implementation of this policy and the Institute's Certificate and Statement of Attainment Issue Policy

- 2.2 Students are informed of this requirement via the Institute's Enrolment Form, Offer Letter and Student Acceptance Agreement and Student Handbook
- 2.3 Individual Student (USI's) are collected at orientation and verified in line with points 1.4 and 1.5 of this policy
- 3.0 Where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET Transcript prepared by the Registrar**
- 3.1 Students are informed of the requirements stated in point 3.0 of this policy via the Institute's Enrolment Form, Offer Letter and Student Acceptance Agreement.
- 4.0 Ensures security of Student Identifiers and all related documentation under the Institutes control, including information stored in its student management system
- 4.1 Unique Student Identifiers are stored within the Students Profile in the Institute's Student Management System (RTO Manager). Staff members who have access to the system must use their designated emails and secure passwords to access the system with specific permissions authorised only by the principal.
- 4.2 Hard copy records of Unique Student Identifiers are stored securely in the Marketing and Admissions Officer and are kept under lock and key

### **Student Disciplinary Policy**

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity, and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

#### **Procedure**

The TM seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.
2. If the behaviour continues to be unacceptable the trainer arranges a meeting with the PEO, or their delegate to discuss the issue.
  - a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.
  - b. The PEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.
3. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the PEO, or their delegate.
4. Further disciplinary problems will be addressed by the PEO, or their delegate, in consultation with the trainer.
5. An official warning letter will be issued by the PEO, or their delegate.

**NOTE:** The TM reserves the right to expel students immediately depending upon the seriousness of the misconduct.

### **Work Health and Safety Procedures**

The Organisation realises its responsibilities to Students to ensure a safe and healthy academic and working environment. The Organisation operates according to appropriate Work Health and Safety standards and procedures. First aid kits are located in the offices of the TM. These are accessible during training if required via your trainer or administration

### **Emergency Numbers**

AMBULANCE/FIRE/POLICE 000	NSW FAIR TRADING <a href="http://www.fairtrading.nsw.gov.au">http://www.fairtrading.nsw.gov.au</a>
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	133 220
Lifeline <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a> 1800 806 292	Overseas Student Ombudsman <a href="http://www.ombudsman.gov.au/about/overseas-students">http://www.ombudsman.gov.au/about/overseas-students</a> 1300 363 079
CHILDREN'S HELP LINE Web site <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a> 1800 55 1800	LEGAL ACCESS HOTLINE 1300 888 529
AIDSLINE 1800 133 392	FAIR WORK OMBUDSMAN <a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a> 1300 724 200

### Critical Incidents

In the event that a student is involved in a critical incident, Training Masters will follow the listed procedures on behalf of the student.

A critical incident is:

- An incident or accident of emergency and highly serious nature
- An incident that could include serious injury or death
- A serious accident leading to a critically ill student
- A serious incident that has led to a student being hospitalized, possibly in a coma or in a high-dependency ward care
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g. drug use, sexual assault
- Student infected with a serious illness like COVID-19

### Procedures

If such an incident occurs for a student:

#### On site:

- If the incident happens while you are on campus, the Academic Manager is called, and then the appropriate emergency services are called (ambulance etc.)
- The Academic Manager will contact the stated emergency contact person as on your new student arrival form.

#### Off site:

- If the critical incident occurs whilst you are outdoors or at home and which affects your training program, the Academic Manager once informed of the incident will:
  - ensure all relevant persons are informed of the incident and also.
  - make appropriate arrangements for deferral or discontinuation of the training program.

### First Point of Contact

If a critical incident whilst you are on the campus, the first point of contact for a student will be a Student Support Officer on the number below. Should the Student Support Officer not be available at the time, then you should immediately contact one of the other support team members located at Reception.

**Student Support Team:** Ph: (02) 8278 7722

Or by email [studentservices@tm.nsw.edu.au](mailto:studentservices@tm.nsw.edu.au)

or

Miss Xiao LIANG

Principal Executive Officer  
Email: [principal@tm.nsw.edu.au](mailto:principal@tm.nsw.edu.au)  
Phone: 02 80670831

### **Other Important Procedures In college Fees In Advance**

In the case where a student wishes to pay more than the tuition fees with their enrolment application, the amount will not exceed \$1,000.00 prior to the course commencement.

Following course commencement, the TM may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

The TM has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

### **Credit For Prior Studies**

Learners must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides suitable evidence that they have successfully completed a unit or module at any TM, the TM must provide credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process. e.g. CPR and First Aid.

Credit must be granted not only for studies completed at an TM, but at any authorised issuing organisation, such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s or module/s would need to be completed before any credit could be granted.

The TM is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another TM or TMs.

Before providing credit on the basis of a qualification, statement of attainment or record of results, you should authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming the content is valid).

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

If an applicant wishes to apply for recognition for the qualification that they have received from another TM, they must present the original for sighting or provide a certified copy of the certificate with their enrolment.

The TM must then verify the certificate to ensure its legitimacy and currency. The TM will write on the copy of the certificate the date and person they spoke to when verifying the qualification. The outcome of the application will then be communicated to the applicant.

Training Masters will approve Credit Transfer of maximum 5 unit of competency.

Students are required complete exemption form to apply for credit. This form can be downloaded from website ([www.tm.nsw.edu.au](http://www.tm.nsw.edu.au)) or available at student services reception.

### **Recognition Of Prior Learning**

The TM provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and / or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no individual / participant should be required to undertake a unit of study in a training session for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.

This policy therefore aims to maximise the recognition of an individual's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

Assessment will take place by a qualified assessor who has successfully completed Certificate IV in Training and Assessment (TAE40110) and who has the vocational competencies in the unit they are assessing the participant's competency against. To view the current procedure on the recognition of prior learning, refer to the College policy.

Training Masters will approve RPL in Certificate IV & Diploma level based on applicants submitted documents and maximum 5 unit of competency.

Students are required complete RPL application form to apply for RPL. This form can be downloaded from website ([www.tm.nsw.edu.au](http://www.tm.nsw.edu.au)) or available at student services reception.

### **Legislation In Relation To Your Study**

As a student at the TM, you are required to know about your rights and responsibility in relation to various Act and Regulations that may impact on your study.

Vocational education and training (VET), in Australia is regulated by a variety of Australian, state and territory laws. Employment, workplace and equity issues and safety issues are also covered by a range of Australian, state and territory legislation. Note: Where the state or territory and the Australian laws deal with the same situation differently, the Australian law has jurisdiction.

There are certain bits of legislation that you need to make yourself aware of during your course. These are (but not limited to):

#### **Commonwealth Legislation:**

- [The Standards for NVR Registered Training Organisations 2011](#)
- [Skills Australia Act 2008](#)
- [Skilling Australia's Workforce Act 2005 \(amended 11/3/2010\)](#)
- [The Skilling Australia's Workforce \(Repeal and Transitional Provisions\) Act 2005](#) .
- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and download copies from the internet at <https://www.legislation.gov.au/>

#### **VET Quality Framework**

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for Registered Training Organisations 2015
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

#### **Standards For Registered Training Organisations 2015**

The Standards for Registered Training Organisations 2015 are the standards ASQA uses to ensure nationally consistent, high-quality training and assessment across Australia's VET system. Compliance with the standards is a requirement for all ASQA registered training organisations.

The objectives of the Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The Standards form part of the VET Quality Framework. As defined in section 3 of the Act, the VET Quality Framework is comprised of the Standards for Registered Training Organisations 2015, the Australian Qualifications Framework, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements and the Data Provision Requirements.

Paragraph 191A(1)(a) of the Act enables the Standards to incorporate the following documents as they exist from time to time:

- Australian Qualifications Framework, as published on <http://www.aqf.edu.au>
- Training Packages, as published on <http://training.gov.au>
- Nationally Recognised Training (NRT) Logo Specifications, as published on <http://www.asqa.gov.au>

Compliance with the Standards is a condition for all ASQA Registered Training Organisations and for applicants seeking registration under the Act.

In accordance with subsections 15(b) and 15(c) of the Legislative Instruments Act 2003 the repeal of the Standards for NVR Registered Training Organisations 2011 (F2011L01356) does not affect the previous operation of the former instrument or provision, or anything duly done or suffered under the former instrument or provision, or any right, privilege, obligation or liability acquired, accrued or incurred under the instrument or provision.

### **Fit And Proper Person Requirements**

The Fit and Proper Person Requirements are designed to ensure that key registered training organisation (TM) personnel have the characteristics and principles necessary to ensure the delivery of high-quality services and outcomes for VET graduates.

These requirements are set to protect and inspire confidence in the VET system, and to safeguard Australia's reputation as a premier provider of VET (both locally and internationally).

The Fit and Proper Person Requirements determine standards of behaviour by individuals who are in a position to influence an TM's management.

Learn more: <https://www.asqa.gov.au/search?keys=FIT+AND+PROPER+PERSON>

### **Financial Viability Risk Assessment Requirements**

The Financial Viability Risk Assessment Requirements ensure that organisations can demonstrate their financial viability to deliver high-quality training to VET students.

More on meeting your <https://www.asqa.gov.au/search?keys=+financial+viability+requirements>

### **Data Provision Requirements**

The Data Provision Requirements 2012 ensure TMs provide ASQA with a range of accurate and complete data about their business and operations.

These requirements allow ASQA to identify trends and risks within the industry, and to further monitor and improve Australia's world-class VET system.

The Data Provision Requirements also ensure ASQA has a record of all student records, qualifications and statements of attainment.

### **Australian Qualifications Framework**

The [Australian Qualifications Framework \(AQF\)](#) establishes the quality of Australian qualifications.

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

Understand the requirements of the AQF: the AQF [Second Edition January 2013](#) provides the complete set of AQF policies and objectives and information about the governing and monitoring arrangements for the AQF. Implementation arrangements for the revised AQF are also included.

### **The ESOS Framework – Providing Quality Education And Protecting Your Rights**

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the *Education Services for Overseas Students Act 2000* and the ESOS National Code. The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at <https://cricos.education.gov.au/default.aspx>.

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to international students.

You can find out more about Australia's education system by visiting the Study in Australia website at <https://www.studyaustralia.gov.au/> and Australian Education International's website at <https://internationaleducation.gov.au/Pages/default.aspx>

The ESOS National Code is available at <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx#:~:text=The%20National%20Code%20is%20a,commenced%20on%201%20January%202018..>

### **What you need to know about being an international student in Australia**

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider's contact officer or officers for overseas students
- what your provider's requirements are for satisfactory attendance
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.

### **Your responsibilities as an international student in Australia**

As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.

Information about visa conditions for student visa holders is available on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/>.

### **Using an education agent**

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia's international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Home Affairs website for more information at <https://www.homeaffairs.gov.au/>.

International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.

### **Finding the right education provider for you**

You can find out more about Australia's education system through Austrade and their website at <https://www.austrade.gov.au/en/how-we-can-help-you/education-providers-and-students>

CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at <https://cricos.education.gov.au/>.

### **Written agreements or contracts between the student and provider**

When you have been accepted to enroll with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enroll with an education provider. You have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, modes of study, study location and other information from your provider and your provider's agent before you enrol.
- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement
- get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed.

### **Transferring between education providers**

Under the ESOS National Code, students must meet certain conditions before they can enroll with another education provider if they are not happy with their current course.

The National Code says you must have a release from your education provider before you can enroll with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider's permission.

However, if you wish to transfer, your education provider must assess or consider your request to transfer.

All education providers must have documented procedures on their transfer policy. You should ensure you understand that policy and what your written agreement says you must do before deciding to enroll with an education provider.

If you are considering changing your course, you must ensure that you continue to meet the conditions of your student visa. Further information about changing courses or education providers is available on the Department of <https://immi.homeaffairs.gov.au/home>.

For more details about transferring and the requirements under the ESOS National Code, you can visit <https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%207.pdf>.

### **Support For International Students**

Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- course progress requirements
- student attendance requirements
- any student visa condition that relates to the course you are studying.

### **Tuition Protection**

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available at: <https://tps.gov.au/Home/NotLoggedIn>

### **Making Complaints and Getting Help**

All education providers registered under CRICOS must have in place complaints and appeals processes to help students resolve their issues. These processes must be independent. They must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint should not affect your enrolment.

If you cannot resolve your complaint with a provider, and your provider is a private organisation, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>.

### **Living In Australia**

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands, and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many unique animals and plants. The continent's surface geology is typically old and flat, with a major mountain range stretching down the eastern coast and another mountain range in the northwest.

### **Sydney**

Sydney is the largest city in Australia, with a population of approximately four million. It is also the capital of New South Wales. Sydney is a multicultural city with people from different ethnic backgrounds. Australian Vocational Training Institute is located in the heart of the town, just a short walk from the train station or bus stop.

Up-to-date and more detailed information about overseas students studying and living in Australia is available at the following website: <https://www.studyaustralia.gov.au/>. The Australian government established and maintained this website.

### **A Good Choice for Study**

More than 700,000 overseas students are studying in Australia. They have chosen Australia for several reasons:

- Australia has a high-quality education system that is equal to any country in the world.
- Australia offers traditional education in reputable schools, institutes, colleges, and universities.
- Awards from Australian institutions of higher education are recognized internationally.

- Australian schools, institutes, colleges, and universities have established networks of welfare and support to help overseas students.
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials, and close supervision.
- Living and tuition costs compare well with those of other countries; most overseas students can work part-time.
- Australia is a safe, stable country with a pleasant climate.

### **Climate**

Sydney enjoys a temperate climate with four distinct seasons: spring, summer, winter, and autumn. Below is a guide to the average daily temperatures.

Spring                      September - November 12-22 degrees

Summer                    December to February 28-32 degrees

Autumn                    March to May 12 - 20 degrees

Winter                     June to August 10 - 15 degrees

Sports and other outdoor activities are possible at all times of the year.

### **Art**

Australian contemporary arts reflect the world's oldest continuous cultural traditions and a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality, and cutting-edge work in the arts, literature, stage and cinema, dance, classical music, and contemporary Australian rock music.

The National Museum of Australia opened in 2001 as part of Australia's Centenary of Federation celebrations. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in Canberra, the nation's capital, and joins more than 1,000 museums throughout Australia.

### **Multiculturalism**

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

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also benefit greatly from their education in Australia and make lifelong friendships.

### **Language**

Although English is the official language, many other languages are spoken in Australia. As one of the most culturally diverse countries in the world, many Australians are naturally fluent in different languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system, about 15 percent of working-age students with an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia, not only is there the opportunity to improve your English through specialist study in an English-speaking environment, but all sectors of Australian education and training also provide tuition in many other languages.

English, as it is spoken in Australia, is easily understood by nearly everyone from other English-speaking nations. While there are some minor differences in accent between the cities and country areas, the difference is much less than you will find in America, Britain, and Canada, where French is also spoken. As you improve your English in Australia, you will learn some of our slang and have a lot of fun explaining its meanings to your friends and relatives at home.

### **Religion**

Australia is predominantly a Christian country; however, all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples, and synagogues are located in most major cities. Some universities have their spiritual groups on campus.

### **Clean, Safe, Cosmopolitan**

Students worldwide come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws, providing a safe environment to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes, and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

### **Health Care**

Australia has a perfect healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals, and other healthcare services. People who pay extra into a private health insurance fund receive certain privileges when they use private healthcare services. International students studying in Australia must have Overseas Student Health Cover (OSHC) for the duration of their student visa.

### **Food**

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits, and vegetables are exported to markets all around the globe. There is an extensive range of fruits and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast-food chains are well-represented. The adventurous can try some of our 'bush tucker.'

### **Electricity**

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three-pin plug is highly safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

### **Transport**

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines, and a number of regional airlines. Metropolitan areas are divided into zones, and your ticket type and cost depend on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams, and at newsagencies.

Tourist students may drive in Australia on a valid overseas driver's license, but if the document is not in English, the visitor must carry a translation with the permit. An international driving license is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, leading hotels, or shopping centres, or you can hail taxis in the street. A light and a sign on the roof indicate if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

### **Telephones**

Australia has a modern telecommunications system with mobile and internet access that is generally available cheaply. Public telephones are available at all Post Offices and shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20, and \$A50. Credit phones take most major credit cards such as American Express, Visa, Master card, and Diners International. They can be found at international and domestic airports, central city locations, and hotels.

Mobile phones are very popular and can be purchased from several retailers.

### **Sports And Recreation**

Australians are very keen on sports and outdoor activities and have gained a worldwide reputation as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of states, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

### **Entertainment**

Campuses offer spacious surroundings suitable for social, sporting, and outdoor activities. They are also centrally located so that students can experience the sophistication of our cities and the excitement of our entertainment facilities. There are plenty of opportunities for students to have an enjoyable time with friends.

### **Travel**

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, the Great Barrier Reef, Kakadu, Uluru, and the Tasmanian Wilderness etc.

### **Study Methods**

In Australia, much emphasis is placed upon private (individual) study through assignments, research, and learning to analyze data, present arguments about the subject matter, and be willing to defend one's argument.

All these involve heavy use of libraries, intensive notetaking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these learning methods, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop practical study skills. Many lecturers/trainers in Australia have vast experience teaching overseas students; they understand the difficulties in getting used to different study methods, and they will be patient in helping you to develop new skills.

### **Cost of Living and Money Matters**

Up-to-date and more detailed information on money and banking in Australia is available at the following website: <https://www.studyaustralia.gov.au/>. The Australian government established and maintained this website.

### **Money And Banks**

The Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveller's cheques are easier to use if already in Australian dollars, however, banks will cash traveller's cheques in virtually any currency. Major hotels and some shops will cash traveller's cheques, depending on individual store policies. It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have branches in cities and regional centers. Most shopping centers have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets, and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open on Saturday mornings

### **Credit Cards**

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa, and their affiliates.

### **Currency**

Australia uses a dollars-and-cents decimal currency system, with 100 cents in a dollar. The banknotes are \$5, \$10, \$20, \$50, and \$100. The silver-coloured 5-cent, 10-cent, 20-cent, and 50-cent coins and the gold-coloured \$1 and \$2 coins are used.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. This leading-edge polymer technology offers immense security benefits, and its concepts of cleanliness, environmental responsibility, and recyclability set an example for the world to follow.

### **Tipping**

Tipping is not the general custom in Australia, and service charges are not added to hotels' and restaurants' accounts. In better-class restaurants, it is usual to tip food and drink waiters up to 10 percent of the bill for good service. However, tipping is a matter of individual choice at any time.

### **Budgeting**

You should work out a budget covering accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be considered.

The average international student in Australia spends about \$360 to \$400 per week on accommodation, food, clothing, entertainment, transport, telephone, and incidental costs. While this is a realistic guide, it is essential to remember that individual circumstances vary by location, course, and lifestyle.

### **Student Breaks**

Outside the College, there are many places to eat and relax.

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## Student Handbook Acknowledgement Declaration Sign

### **STUDENT HANDBOOK ACKNOWLEDGEMENT DECLARATION**

I \_\_\_\_\_,

confirm that I have received, read, understood and agree to the contents of this Student Handbook prior to enrolling in my course at Training Masters.

Name: \_\_\_\_\_  
(Please print name)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_