



**UNITED  
INTERNATIONAL  
COLLEGE**

**United International College (UIC)**

**RTO Code: 46043 | CRICOS Code: 04159M**

**International Student Handbook**

## Welcome to United International College Pty Ltd (UIC)

### *Congratulations on undertaking an educational journey with United International College (UIC)*

Dear Students,

On behalf of all the staff at United International College, we send you a warm welcome and thank you for choosing our Nationally Recognised Training Organisation for your education and academic development.

Your enrolment is an important step to further develop your skills and knowledge and to assist you in your career aspirations.

We will strive to provide you with a first-class learning experience that is based on up-to-date practices and skills used in the workplace.

Our vision is to enable our learners to achieve their chosen career goals by providing excellence in training and supporting you in your path to career satisfaction.

Our goals are to:

- Provide accessible training for all students.
- Allow learners to choose their learning pathway and method of assessment to prove competence.
- Make training enjoyable and ensure we encourage a continued search for knowledge and learning.

This Learner Handbook will provide you with information about our Nationally Recognised Training Organisation, as well as the services we provide and how to enrol.

If at any time you require additional information, please do not hesitate to contact us at [admissions@uic.nsw.edu.au](mailto:admissions@uic.nsw.edu.au).

We also welcome your comments. Tell us about things we have done well, or can better, so we can continue to improve our services to our learners.

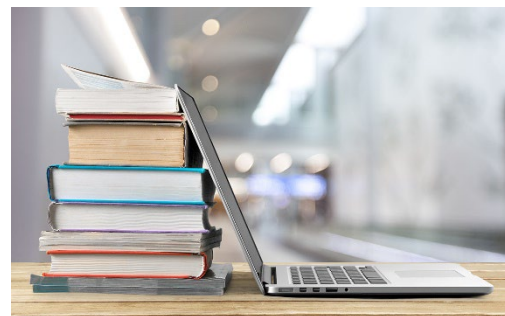
Feedback forms are available in each of our courses as well as via our website.

Once again, on behalf of our Nationally Recognised Training Organisation, we welcome you and look forward to working with you.

Kind regards,

Kanika Lamba

CEO



# Contents

Welcome to United International College Pty Ltd (UIC) .....	2
Registered Training Organisation (RTO) Details:.....	5
General Information about United International College .....	6
Introduction .....	6
About United International College .....	6
Mission Statement .....	6
Our values .....	6
Our Objectives .....	7
Information available before enrolment.....	7
Getting started at United International College.....	7
United International College provides Student-centric training .....	8
Education and Training Delivery by United International College.....	8
College Academic Calendar and Intake.....	10
Course Timetable and Results .....	10
Staff Contact Persons .....	10
Your Trainers and Assessors .....	11
Educational Standards.....	11
General Information – Student Support, Facilities, Resources, and Equipment provided to students .....	11
Student Support Services .....	12
How student needs are proactively identified .....	12
How student needs are systematically monitored and responded to.....	12
Support for positive learning outcomes.....	12
Staff available to students with learning needs.....	13
How assistance is available to students .....	13
LLN support.....	13
Student Welfare Services.....	14
Students at risk .....	14
Additional resources available to students .....	15
ESOS Framework.....	15
External Support Services.....	15
About our Area .....	17
General help for international students .....	18
Climate .....	18
Accommodation .....	18

General Information – Courses we deliver .....	29
Courses we deliver .....	29
Training support after training sessions .....	29
Individual learning and reflection.....	29
General Information – United International College Policies, Procedures, Legislative and Regulatory requirements and obligations .....	31
Quality Assurance and Improvement - Education and Training operations .....	31
Education and Training Guarantee .....	31
Legislative Requirements .....	31
Tuition Assurance .....	32
Allowed attempts to demonstrate competency/ Reassessment .....	33
Assessment Submission .....	34
Assessment Extensions .....	34
Course Monitoring and attendance .....	34
National Recognition - Recognition of Prior Learning (RPL) and Credit Transfers (CT).....	36
Transitioning to a New Qualifications .....	36
Access and Equity .....	36
Sexual Harassment .....	37
Racism .....	37
Privacy .....	38
Disability .....	38
Critical incident.....	38
Training Evaluation/ Feedback – Quality Indicators.....	38
Complaints & Appeals .....	40
General Information – Student Rights, Obligations and Responsibilities .....	54
Referencing .....	55
A guide to referencing .....	55
Plagiarism .....	56
Consequences of Plagiarism .....	56
Student Code of Conduct .....	56
Unacceptable and Inappropriate behaviours .....	57
Certificates and Statements of Attainment .....	58
Qualification Completion Timeframe .....	58
Student declaration .....	60

## Registered Training Organisation (RTO) Details:

**Head Office:** 33 Barina Downs Road, Norwest, NSW 2153, Australia

**Delivery address:** 33 Barina Downs Road, Norwest, NSW 2153, Australia

**Contact No:** 130 057 2521

**Email:** [admissions@uic.nsw.edu.au](mailto:admissions@uic.nsw.edu.au)

**Google Maps link:**

<https://goo.gl/maps/Nu7K24YjU6EKoDSRA>

# General Information about United International College

## Introduction

United International College is passionate about measuring successful learning outcomes for you. This means that we have developed robust processes to ensure the success of each student's education goals. Our approach is to provide you with a safe, fair, and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by United International College. This information is provided separately, on our website [www.uic.nsw.edu.au](http://www.uic.nsw.edu.au)

## About United International College

United International College has modern, up-to-date facilities, and boasts a team of qualified and dedicated Trainers and Assessors.

United International College is responsible for the quality of the nationally recognised training and assessment we deliver. This means that we will always comply with the regulations that govern RTOs, being the VET Quality Framework, including the Standards for RTOs 2015, and ESOS/National Code requirements.

To ensure our compliance with the framework and standards above, we implement rigorous internal policies, procedures and systems that ensure that our operations are compliant. In addition, we participate in audits with ASQA and other national and state regulatory bodies upon their request.

As an RTO, United International College is also responsible for issuing your AQF certification documents in line with the procedures outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

This handbook is designed to give you some relevant information about your studies and answer any queries you may have in relation to your training.

Please take some time to read this handbook and if you require any further information, check out our website or give us a call.

We look forward to celebrating your achievements with you. Good luck!

## Mission Statement

At United International College, our mission is to:

- Ensure that all our services are accessible and accommodate all teaching and learning needs.
- Provide access to reliable and current technology resources.
- Offer training that meets industry and regulatory compliance requirements.
- Provide high-quality teaching staff.
- Provide the skills and knowledge for our students to gain employment and advance their careers.

## Our values

- Deliver what we promise
- Celebrate achievement
- Promote a culture of continuous improvement
- Be remarkable
- Share ideas
- Work hard, have fun

At United International College, we live by these values, and we hope you will too.

## Our Objectives

In recognition of our mission, our objectives are:

- **Industry Engagement:** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services, which are founded on industry needs and expectations.
- **People:** We strive to attract, recruit, and retain talented, competent and committed trainers and assessors. We promote excellent performance through leadership and ongoing-targeted professional development.
- **Safety and Equality:** We are committed to providing an environment, which is safe, equitable, and promotes a confident and productive training and assessment environment.
- **Integrity and Ethics:** We conduct ourselves in accordance with shared and agreed standards of behaviour and hold ethical conduct and integrity as our highest priorities.
- **Quality Committed:** We aspire to deliver consistent, high-quality services, and apply quality systems that support training and assessment superiority; and
- **Student Focused:** We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.

## Information available before enrolment

The following information is available to all prospective students prior to enrolment via our website and marketing materials to ensure that the student can make a sound decision based on all the relevant aspects of the training they wish to undertake:

- Information about, amongst other things, all fees, and charges.
- Applicable qualifications/courses by the appropriate code and title.
- Outline the currency of the qualifications/courses in question.
- Outline the duration of training and the assessment requirements.
- Specify modes of delivery and delivery locations.
- Specify entry requirements into the course.
- Provide information specific to student contributions and responsibilities.
- Student support, facilities and resource

## Getting started at United International College

Once we process your enrolment, you will be provided with an outline of your training (known as a Timetable) which will include:

- the units/competencies to be obtained.
- the timeframe for achieving these units/competencies.
- the training to be undertaken.
- Information about your trainer and assessors; and
- the name of the qualification to be issued.

Unit dates may change over time – your trainer will keep you and your timetable updated.

You will also undertake a Language, literacy, and numeracy (LLN) assessment relevant to your course. This is to identify whether you need additional support to successfully complete your course. More details are provided later in this handbook.

## United International College provides Student-centric training

- We offer innovative, responsive and student-centric training that reflects the learning styles and needs of our students and industry.
- We consult with industry and incorporate feedback into our training and business operations.
- We create innovative methods of training delivery and skills development that improve people performance, productivity and employment opportunities and are responsive to the needs of our students.

United International College therefore provides:

- Learning that is professionally and workplace relevant and improves career opportunities.
- Flexible training options, recognising the needs of each individual student.
- Training Consultants/Trainers with recent and relevant industry expertise who are required to maintain currency in their industry experience.
- Innovative and responsive training delivery.
- Expertise to identify and clarify training needs and deliver training that meets those needs.
- Learning programs that make sense in the work environment.
- Students with the required skills for the present and future.
- Where appropriate, practical, hands-on skills linked to underpinning knowledge.
- Learning environments that adapt to change; and
- Learning that leads to career advancement.

## Education and Training Delivery by United International College

United International College incorporates adult learning principles into the training and assessment strategies of all its training programs. United International College will, prior to the training program commencement, give participants all relevant information about the program of study, availability of learning resources and appropriate support services.

United International College will ensure that training and assessment occur in accordance with the requirements of the training program and the endorsed Training Package and where appropriate, the Training Package guidelines for customising. United International College customises its education and training programs to meet the needs of the individual.

Participants are encouraged to take responsibility for their own learning and to actively participate in the learning and assessment process.

## Our courses

United International College Pty Ltd offers the following courses to students:

- BSB40520 Certificate IV in Leadership and Management [CRICOS Course Code: 113376F]
- BSB50420 Diploma of Leadership and Management [CRICOS Course Code: 113377E]
- BSB60420 Advanced Diploma of Leadership and Management [CRICOS Course Code: 113378D]
- BSB80120 Graduate Diploma of Management (Learning) [ CRICOS Course Code: 115133J]



### **BSB40520 Certificate IV in Leadership and Management (Total Duration 49 Weeks;40 Study Weeks and 9 Weeks Holiday)**

CRICOS Course Code: 113376F

This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

As well as assuming responsibility for their own performance, individuals at this level are likely to provide leadership, guidance and support to others. They may also have some responsibility for organising and monitoring the output of teams.

They apply solutions to a defined range of predictable and unpredictable problems, and analyse and evaluate information from a variety of sources.



### **BSB50420 Diploma of Leadership and Management (Total Duration 75 Weeks;60 Study Weeks and 15 Weeks Holiday)**

CRICOS Course Code: 113377E:

This qualification reflects the role of individuals who apply knowledge, practical skills, and experience in leadership and management across a range of enterprise and industry contexts. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

### **BSB60420 Advanced Diploma of Leadership and Management (Total Duration 62 Weeks;50 Study Weeks and 12 Weeks Holiday)**

CRICOS Course Code: 113378D:

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts. Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters. They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

### **BSB80120 Graduate Diploma of Management (Learning) (Total Duration 101 Weeks;80 Study Weeks and 21 Weeks Holiday)**

CRICOS Course Code: 113378D:

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.

This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability. The job roles that relate to this qualification may also include RTO Manager and RTO Director.

## College Academic Calendar and Intake

The academic year of United International College is 40 weeks divided into 4 terms of 10 weeks for every term. Students have to study a minimum of 20 hours per week. Students are only allowed to take breaks during public holidays and nominated College holidays.

Term 1 10 Weeks	Break 3 Weeks	Term 2 10 Weeks	Break 3 Weeks	Term 3 10 Weeks	Break 3 Weeks	Term 4 10 Weeks	Break 3 Weeks
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## Course Timetable and Results

Timetables and room allocations are set in advance but may change each term.

Timetables and results will be posted approximately 1 week prior to the commencement of the next term.

New students will receive their timetable during orientation day

## Staff Contact Persons

The Student Services is the designated official point of contact for overseas students. Additionally, staff undertake the following roles and responsibilities in relation to international students:

After hours Emergency contact Kanika Lamba 130 057 2521 or [admissions@uic.nsw.edu.au](mailto:admissions@uic.nsw.edu.au) .

Contact Person	Role of Responsibilities	Email
Kanika Lamba	CEO	<a href="mailto:admissions@uic.nsw.edu.au">admissions@uic.nsw.edu.au</a>
Dipesh KC	Admission / Marketing Officer	<a href="mailto:dipeshkc@hotmail.com">dipeshkc@hotmail.com</a>
Rijan Gautam	Student Support and Administration Officer	<a href="mailto:rijangautam@yahoo.com">rijangautam@yahoo.com</a>
Farhad Hossen	Trainer and Assessor (Certificate IV in Leadership and Management)	<a href="mailto:farhad.lopa@gmail.com">farhad.lopa@gmail.com</a>
Jahangir Alam	Trainer and Assessor (Diploma of Leadership and Management)	<a href="mailto:alamuws@gmail.com">alamuws@gmail.com</a>
Shirin Sultana	Trainer and Assessor (Advanced Diploma of Leadership and Management)	<a href="mailto:shirin0774@yahoo.com.au">shirin0774@yahoo.com.au</a>

## Your Trainers and Assessors

United International College will ensure that the responsibility for the management and coordination of training delivery and assessment (including the recognition of prior learning and recognition of current competencies), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

United International College will ensure that all Trainers and Assessors have:



- the necessary training and assessment competencies as determined by the National Quality Council (Currently, Australian Industry and Skills Committee) or its successors.
- have the relevant vocational competencies at least to the level being delivered or assessed
- can demonstrate current industry skills directly relevant to the training program being trained/assessed; and
- will continue to develop their VET knowledge and skills as well as their industry currency and trainer/assessor competence.

Your Trainer and Assessor can provide you with assistance on any aspect of the course content, resources, or assessment activities.

## Educational Standards

United International College strictly follows policies and management practices that maintain high professional standards in the delivery of education and training services, and which safeguard the interests and welfare of its students and, where relevant, their employers.

United International College maintains a learning environment that is conducive to the learning and professional development of students. United International College has the capacity to deliver the Education and Training programs on its scope of registration and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the needs of the student and outcomes to be achieved.

United International College maintains compliant systems for recording and archiving student enrolments, attendance, completion, assessment outcomes, and recognition of prior learning, complaints, qualifications and statements of attainment issued.

United International College will treat all personal records of students confidentially and will comply with national privacy standards.

## General Information – Student Support, Facilities, Resources, and Equipment provided to students

Students are required to invest 5 hours a week of self-directed learning to complete self-study and assessments.

You need to have the following resources to conduct self-study and assessments:

- Internet
- Computer/laptop

- MS Office
- All students will get Wi-Fi access within the campus.

## Student Support Services

United International College will comply with all laws relevant to the operation of the training premises, including workplace health, safety, and fire safety regulations.

United International College will ensure that training facilities, equipment and other resource materials are adequate for the Training Programs being delivered and are maintained in good order and repair.

United International College has clearly documented procedures for managing and monitoring all Education and Training operations and reviewing Student /employer satisfaction.

## How student needs are proactively identified

United International College will ensure that student needs are proactively identified, prior to enrolment, via:

- Pre-enrolment test/LLN

## How student needs are systematically monitored and responded to

If student needs are identified, United International College will create an individual learning plan that will include:

- Learning goals to be achieved.
- Contingency plans.
- Logistics of the learning relationship, e.g.: duration.
- Frequency of meetings and the length of meetings.
- Locations of meetings.
- The nature of contacts (i.e., what are they for?).
- The structure of the learning relationship, e.g.: the activities that we will do.
- How progress will be monitored.
- The equipment and/or resources that are needed; and
- WHS considerations.

All individual learning plans will be monitored by the Student Support Officer with respective trainers/ assessors and management

## Support for positive learning outcomes

United International College provides support to all students to ensure positive learning outcomes via a range of strategies:

- Students facing personal difficulties that may affect their learning should approach the CEO for personal/career advice and counsel.
- Assistance may include a deferment of study, help with a Special Consideration application, or

referral to further student support service or external counsellor.

- Students who specifically require assistance with study skills can obtain practical advice on assignment writing; course-specific language and learning skills; and assistance with any language, literacy or numeracy problems.
- Students will be given adequate time to work on assessments and projects.
- All assessments/projects will be assessed at the completion of each unit; and
- United International College can organise information and assistance regarding any disability related matters as per Commonwealth Disability Discrimination Act 1992.

## Staff available to students with learning needs

- Admission / Marketing Officer
- Student Support / Administration Officer
- External VET Consultant
- External IT Support
- External Accountant
- CEO
- Trainers and assessors

## How assistance is available to students

Assistance is available to all students via numerous modes:

- Telephone United International College 24/7 Emergency line 130 057 2521 to speak with student support / Administration officer.
- Discussion with trainer/assessor in class or after the class hours.
- Email a specific query to their trainer/assessor; or
- Telephone United International College desk at 130 057 2521 . Or email [admissions@uic.nsw.edu.au](mailto:admissions@uic.nsw.edu.au) for all other queries.

### *Student: Trainer Ratio*

The number of students will be depending on the class size and approvals.

## LLN support

Language, Literacy and Numeracy (LLN) support will be identified through pre-training review, LLN test, and orientation session and/or trainer/assessor recommendation.

The institute will analyse the information collected and prepare a strategy to support the students. The strategy may include providing one-on-one support after class hours and providing extra reading or tasks to complete related to the identified areas.

## Student Welfare Services

United International College offers you a range of welfare services to help with the mental, physical, social and spiritual well-being of students. These services may include, through direct provision or referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.



Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. The Institute does not charge for such referrals to the provider.

You can telephone the Office to make an appointment and ask to speak with the Student Support Officer OR email to [admissions@uic.nsw.edu.au](mailto:admissions@uic.nsw.edu.au) .

## Students at risk

- United International College has intervention strategies, including student support services available to enable students to complete qualifications in expected time frames.
- Students at risk of not completing within this time frame are identified as early as possible.
- Students failing to progress in line with United International College's course progression policy and procedure and/or any provisions implemented for any unit of competency assessment are automatically regarded as being "students at risk" and supported via an appropriate intervention strategy.
- Student resources, facilities, and equipment.
- Assessment pack (student).
- PowerPoint presentation.
- Student handbook.
- Class activities book.
- Self-study guide.
- Staff available to students to address their learning needs.
- All students will be provided with training resources and assessment materials for all units of competency and additional training documents as required.
- Administrative Support Required.
- Case studies (Real workplace-based scenarios).
- Role playing activities for interaction with others as a part of assessments.
- Templates and additional resources to complete the assessment tasks.



- Access to a number of free Student tutorials, tools and videos.

## Additional resources available to students

- <https://training.gov.au/> Government Website Updates
- Meeting Individual Student Needs Reference
- Learning and Assessment Resources
- Updates from the Industry skills councils/SSOs
- Updates from the VELG news
- Please refer to self-study guides (unit level) for more information

## ESOS Framework

Australia's laws promote quality education and consumer protection for international students. These laws are known as the ESOS Framework, and they include the Education Services for Overseas Students Act 2000 and the National Code 2018. You can find more information on the ESOS Framework here - <https://www.dese.gov.au/esos-framework>

## External Support Services

For students requiring additional support with their studies, work or life, United International College provides the following referrals to community organisations that may be able to assist you. Please note that some of these services may attract a fee which is payable by student:

### *Reading and Writing Hotline*

Telephone: 1300 655 506 Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### *Australian Human Rights Commission*

Telephone: (03) 9281 7100 Web : <https://www.humanrights.gov.au/>

The Commission can resolve individual complaints about discrimination, sexual harassment, and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

You can also discuss disability rights and direct you to a network of advocates. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

### *24-hour Counselling Hotlines*

### **Lifeline**

Telephone: 13 11 14

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



**Suicide Helpline** Telephone: 131 114

**Aids line** Telephone: 1800 133 392

**Beyond Blue (depression)** Telephone: 1300 224 636

**Quit Line (to stop smoking)** Telephone: 137 848



*Kids Help Line*

Telephone: 1800 55 1800 Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

*Other Counselling Services*

Elder abuse Helpline, NSW – 1300 651 192

Sexual Assault Helpline, NSW – 1800 010 120

Interpreting Service: 131 450

*Fair Work Australia*

Telephone: 1300 799 675 Website: [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

*Reach Out*

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

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

*Legal Aid*

NSW <https://www.legalaid.nsw.gov.au/Home>

*Australian Search and Rescue*

Aviation Search & Rescue: 1800 8150257 Coast Guard Search & Rescue: 9598 7003

Maritime Rescue: 1800 627 484



Centre Against Sexual Assault: 1800 806 292

### *Health Information Services*

Eating Disorders Foundation of Victoria: 1300 550 236

Women's Domestic Violence Crisis Service of Victoria: 1800 015 188 Alcohol & Drug Information: 1800 811 994

Poisons Information Centre: 131 126

Maternal & Children Health Line (24hrs): 132 229

Nurse-On-Call (24-hour health advice and information from a registered nurse): 1300 606 024

Family Drug Help: 1300 660 068

### *Medical Centres around United International College*

Myhealth Baulkham Hills

Address: Shop 92, Grove Square - The Hills, 375-383 Windsor Rd, Baulkham Hills NSW 2153

Phone: (02) 9686 9222

Merindah Medical Centre

Address: 40 Merindah Rd, Baulkham Hills NSW 2153

Phone: (02) 9624 9222

### **Police station**

Castle Hill Police Station

Address: Castle St & Pennant Street, Castle Hill NSW 2154

Phone: (02) 9680 5399

## About our Area

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Baulkham Hills is a lovely and friendly suburb located in the greater western of Sydney in the state of New South Wales.

It is 31 kilometres north-west of the Sydney central business district within the local government area of The Hills Shire,

with a small portion south of the M2 Motorway in the City of Parramatta. Baulkham Hills is the administrative seat of The Hills Shire, an outer metropolitan shire within Greater Sydney.

The suburb is also the most populous within the Hills Shire. It is known colloquially as "Baulko".

Baulkham Hills is well connected to bus and train networks and easily accessible to and from the Sydney CBD. We recommend you purchase an Opal card for travel between trains and buses. See <https://transportnsw.info/tickets-opal> for more information about purchasing, topping up and managing an Opal card.

## General help for international students

If you have a problem, the first place you should go for help is the reception at 33 Barina Downs Road, Norwest, NSW 2153, Australia. United International College staff will be able to assist you or refer you to a person who can help you. If you have money problems, personal problems, problems with school or anything else, the staff will be able to assist you with advice and put you in touch with the right people.

## Climate

Sydney enjoys a sunny climate with mild winters and warm summers, perfect for making the most of the outdoors. Plan ahead with this information on temperature and rainfall.

### Summer (December – February)

During summer, average temperatures range from 18.6 - 25.8°C (65.5 - 78.4°F), and average humidity spikes to 65%. This is a great time to enjoy Sydney's abundant beaches when water temperatures rise to 21.9 - 23.7°C (71.4 - 74.7°F).

### Autumn (March – May)

Autumn is the mildest time of year in Sydney when the humidity drops and average temperatures fall between 14.6 - 22.2°C (58.3 - 72°F). Crisp, fresh air makes autumn the season for enjoying Sydney's coastal walks. Keep your eyes peeled for humpback whales, which migrate north from May to August.

### Winter (June – August)

Sydney's winter months are June to August when average temperatures drop between 8.8 - 17°C (47.8 - 62.6°F). Sydney's rainfall is generally highest in June, with an average of 132 mm (5.2 inches), while July is the coolest month when average daytime temperatures reach about 17°C (62.6°F).

### Spring (September – November)

In spring, days are warmer but the humidity is not as high as summer. Average daily temperatures range from 11 - 23°C (51.8 - 73.4°F).

Source: <https://www.australia.com/en/facts-and-planning/weather-in-australia/sydney-weather.html>



## Accommodation

The first decision to consider is deciding what type of place you want to live in and where you want to live. You can rent your own apartment, flat or house; you can share a flat or house with other people (an arrangement called "shared accommodation").

When you make a decision about where to live, you need to balance the cost of higher rents in the city areas with the lower rents and higher transport costs of living in the suburbs.

There are some vacancies that you can check on the Domain website: <http://www.domain.com.au/>.

Please click on "property", then click on either "rent" or "share" for more information.

United International College will assist the international students for the accommodation, support and general welfare arrangements.



### *Renting your own apartment, flat or house*

Renting your own apartment, flat or house means you can choose who lives with you and may be a good choice for students who prefer their independence. It also means you may need to buy (or rent) all your furniture. The estate agent will ask you to sign a contract (tenancy agreement or lease) with the owner, agreeing that you will stay in the place for a minimum period of time (usually 6 or 12 months). Make certain that the accommodation is suitable for your needs and that you can afford it. Always check that there are smoke alarms installed. Contact real estate agents close to the area in which you want to live to check availability and prices.

The average apartment, house or flat ranges from \$200 - \$300 per week (one bedroom) or \$250 - \$400 per week (two bedrooms). You will also pay a bond or security deposit equal to one month's rent. A bond is a security deposit that is held until the end of your tenancy by the landlord or real estate agent in case you don't fulfil your responsibilities. It is refundable after you move out of the flat or house, provided you leave the property in reasonable condition and fulfil your obligations under the lease.

Renting through a real estate agent may appear more expensive but this will offer you the security and civil rights that cannot be guaranteed when renting privately.

### *Student apartment complexes*

These are fully furnished and allow students to live independently in a secure and supportive residential environment. As these complexes are very popular there is a high demand when vacancies are advertised. Some places will provide meals for an additional cost. Utility costs are not usually included in the rental price. Rental can vary from AU\$150–AU\$300 per week.

### *Sharing an apartment, flat or house*

This type of rental accommodation is usually only arranged after you arrive in Sydney. In a shared apartment, flat or house each person usually has his or her own bedroom and shares the bathroom, kitchen and living areas with other people.

Costs depend on the size of the residence and the number of people sharing. Your budget should allow for food, electricity and other bills, plus transport and other personal costs. Food costs can be shared, with everyone paying an agreed amount per week, or each person buying his or her own food (approximately \$85 to \$130 per week). In most households, the cost of electricity, telephone rental, and other bills are shared equally (approximately \$70 per week). You will normally record and pay for your own telephone calls. Long-distance and international calls are itemised on the telephone bill that is they are listed individually with the number called and the cost of the call.

The average price of a room ranges from \$140 to \$220 per week. You will also be asked to pay a bond or security deposit.

### *Hostel accommodation*

Hostels usually have bathroom, living and leisure areas that are shared with other residents. Some hostels include meals in their fees, while at others kitchen facilities are provided and you cook for yourself. You can have your own room at most hostels, but this is more expensive than if you are sharing a room with another student. There may be other charges, such as a bond (security deposit) and appliance charges.

There are many private hostels in Sydney, offering a furnished bedroom, shared bathroom, living and leisure areas. Computer facilities may also be available weekly prices range from AU\$220– AU\$350. Extra costs may include payment of a bond.

### *Rental Information*

You may be responsible for paying for the cost of the reconnection of the utilities that is to have gas, electricity,

water and telephone connected. When you leave a rental property, it is your responsibility to notify the electricity, telephone, water and gas companies that you have left and are no longer responsible for the bills.

When you move into a place you need to make sure that, you understand all of the papers you sign.

Do not sign anything unless you are fully aware of all terms and conditions, and you are sure you understand them clearly. If you would like clarification of any documents you have to sign, ask the Welfare Officer for help.

### *Living costs*

When calculating your budget, you must remember to include your:

- Annual tuition fees
- Textbooks, study excursions and study equipment
- Expenses for any dependents that accompany you (e.g. full school fees for any children, child care etc.)
- Overseas Student Health Cover (OSHC)
- Accommodation costs
- Living expenses including food, gas, electricity, telephone and transport
- Entertainment
- Airfares
- Emergency expenses

Note: The following information has been compiled based on a single student with no dependents. Should a husband/wife and/or child accompany you to Australia you must be realistic about the additional expenses they will incur.

### *Typical living costs for an individual student*

Students should be aware that the costs of studying in Australia will depend on your education provider, the level of study you choose, and your study location in Australia.

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

The costs below are an approximate guide only and don't take into account your budget and spending habits.

## Accommodation

Hostels and Guesthouses - \$90 to \$150 per week  
 Shared Rental - \$95 to \$215 per week  
 On-campus - \$110 to \$280 per week  
 Homestay - \$235 to \$325 per week  
 Rental - \$185 to \$440 per week  
 Boarding schools - \$11,000 to \$22,000 a year

## Other living expenses

Groceries and eating out - \$140 to \$280 per week  
 Gas, electricity - \$10 to \$20 per week  
 Phone and Internet - \$15 to \$30 per week  
 Public transport - \$30 to \$60 per week  
 Car (after purchase) - \$150 to \$260 per week  
 Entertainment - \$80 to \$150 per week



## Cost of living

For students or guardians - AUD\$21,041  
 For partners coming with you - AUD\$7,362  
 For a child coming with you - AUD\$3,152

<https://www.studyaustralia.gov.au/english/live/living-costs>

## Part-time work

If you are holding a student visa and thinking of looking for part-time work, helpful websites are:  
[www.seek.com.au](http://www.seek.com.au)

[www.mycareer.com.au](http://www.mycareer.com.au)

[www.careerone.com.au](http://www.careerone.com.au)

Your visa allows you to work for up to 40 hours fortnightly during study periods (1 term) and full-time during semester breaks. You should not rely on income earned in Australia during your studies as sometimes jobs may be difficult to find.

There is a range of external agencies you can ask for assistance with employment related issues. Here is a listing of agencies where you can get help:

### 1) Workplace Health and Safety NSW

*Workplace Health and Safety NSW improve work health and safety and reduce the risk of work-related fatalities, injuries, and diseases. Workplace Health and Safety NSW work with industry and assist businesses to create a safe and healthy culture in NSW places of work. For more information, please visit the website:*

<https://www.safework.nsw.gov.au/>

### 2) Equal Opportunity Commission

Receives complaints from people who feel they have been treated unfairly, have been discriminated against, or are experiencing sexual harassment. For more information, please visit:

<https://humanrights.gov.au/>

### **3) Australian Taxation Office**

Provides information on taxation and superannuation issues. For more details, please visit: <http://www.ato.gov.au/> or contact these NSW Taxation Offices: Phone 13 28 65 for an appointment

### **4) Wage line**

Provides information on rates of pay and conditions of employment, award information, and employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues. For more information, please visit:

<https://www.fairwork.gov.au/pay-and-wages/minimum-wages#:~:text=As%20of%201%20July%202021,in%20their%20award%20or%20agreement>.

### **5) Job Watch**

Investigates exploitation in employment and training. It also handles complaints and inquiries from the general public regarding annual leave, notice pay, sick leave, redundancy pay and related issues. For further detail information, please visit:

<http://www.job-watch.org.au/> or contact Job Watch: Telephone Advice: (03) 9662 1933 Email: [jobwatch@job-watch.org.au](mailto:jobwatch@job-watch.org.au) .

### **6) Legal Aid Commission**

Offers free telephone advice service and can assist with applications for legal assistance. Please visit <https://www.legalaid.nsw.gov.au/>

### **7) Australian Industrial Relations Commission**

AIRC functions broadly, to facilitate agreement making between employers and employees or Organisations of employees about wages and conditions of employment and to ensure that a safety net of fair minimum wages and conditions is established and maintained. For more information, please visit: <http://www.airc.gov.au/>

### **Opening a bank account**

In Australia, there are two types of banking organizations: banks and credit unions. Credit unions are co-operative banks. Each person who has an account with a credit union also has shares in the credit union.

When you open a bank or credit union account in Australia you need to provide identification. You will need to bring your passport and some other forms of identification (for example your student identification card, birth certificate or driver's license or identity card from your home country).

If you apply for a bank account within six weeks of arriving in the country, you only need to supply your passport.

There are two basic types of accounts:

- An everyday account which provides you with a cash card for use with 24-hour automatic cash dispensers (ATM Machines) and "EFTPOS" (Electronic Funds Transfer at Point of Sale) facilities at stores. Some everyday accounts also have cheque book facilities. Accounts with cheque books are subject to a special government tax.



- Investment accounts -these are designed for people who have a large amount of money to deposit in the bank. Investment accounts pay interest at higher rates than everyday accounts and do not usually have cash card access. Investment accounts are a good place to put your tuition fees.

It is best to shop around for a bank that suits you. Find a bank that has offices near your home and United International College for convenience. Almost all banks charge fees on their accounts. You should make sure you know what the fees are and when they will be charged. Banks operating in Sydney include:

- Westpac



- Bendigo Bank



- CitiBank



- Colonial State Bank



- Commonwealth Bank



- National Australia Bank



When you open your bank account, the bank will ask you for your Tax File Number.

Australian banks such as ANZ, Commonwealth, National Australia Bank and Westpac Bank and others have services located in both the city and suburban centres.

### *Applying for a tax file number*

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number if you do not want one. However, if you do not give your bank or employer your Tax File Number, any income you earn (including interest on your bank account) will be taxed at a higher rate than if you had given your Tax File Number to your bank or employer.

You can apply for a Tax File Number by going to the local post office and asking for an application form.

Follow the instructions on the form and you will be issued with a Tax File Number. Remember to keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank.

In Australia, you will be required to submit a taxation return showing the amount you have earned each year. Tax file numbers (TFNs) are issued to each taxpayer, and this must show on your taxation return. To find out more about the Australian taxation system, employment, payment, and tax file numbers see the section for individuals, including families, on the Australian Taxation Office website.

### *Top NSW experiences for the adventure of a lifetime*

New South Wales (NSW) is the oldest state in Australia and one of its most diverse. Sydney shines as the state capital, with famous tourist attractions like the Sydney Opera House and the Sydney Harbour Bridge, as well as top-notch restaurants, galleries, and museums. Venture beyond this beautiful harbor city, and you'll find a state full of surprises, with six of Australia's World Heritage Areas.

Topographically, New South Wales reflects the diverse landscapes of the country as a whole. The Great Dividing Range cuts through the center of the state, carving it into an eastern coastal strip, rimmed by dazzling beaches, while the stark desert beauty of the Outback sprawls to the west.

Exploring New South Wales is easy, and you'll find plenty of rewarding things to do. Climb or ski the rugged peaks of the Snowy Mountains, hunt for opals in red-earthed Outback towns, hike through World Heritage-listed rainforests, dive the coral reefs of Lord Howe Island, and step back in time at Norfolk Island's World Heritage historic sites.

## Sydney

Sydney, the capital of NSW, is one of the world's most alluring cities. Graced by the iconic Sydney Opera House and Harbor Bridge, the sparkling blue harbor is the city's crown jewel. Hop aboard a ferry or harbor cruise to really appreciate these top Sydney attractions and the city's stunning waterfront location.

In addition to world-class restaurants, festivals, galleries, and museums, there are plenty of things to do in Sydney. Stroll along the cobblestone streets of the historic Rocks area; wander through the **Royal Botanic Gardens**; or climb the Sydney Harbour Bridge.

Sydney is known for its excellent beaches. You can bask on famous Bondi Beach, learn to surf at Manly, or paddle the calm waters at Balmoral.

## The Blue Mountains

The Blue Mountains are one of the most scenic places to visit in New South Wales. For more than a hundred years, this region has been a favorite getaway for nature lovers.

About 65 kilometers west of the city, the mountains rise steeply out of the coastal plain, combining magnificent gorges, waterfalls, rock formations, and sacred Aboriginal sites with excellent tourist facilities. Named for the blue haze created by the many eucalyptus trees, the region forms one of the state's magnificent World Heritage Sites.

## Lord Howe Island

World Heritage-listed Lord Howe Island is a haven for serenity-seekers and nature lovers. Surrounded by the world's most southerly coral reef, this spectacular island, about 660 kilometers off the New South Wales north coast, only allows a maximum of 400 guests at a time.

Lord Howe encompasses a number of islets, which are part of a former volcano. Dramatic cliffs rise along the rugged coast, and other island highlights include white-sand beaches, pristine native forests of pandanus and kentia palms, and spectacular views from atop 875-meter-high Mt. Gower.

Almost two-thirds of Lord Howe is protected, and the island is home to a diversity of flora and fauna. Birding is excellent, with more than 130 permanent and migratory species. Offshore, the Lord Howe Island Marine Park protects coral reefs, and offers superb diving and snorkeling.

Other popular things to do on Lord Howe Island include fishing, surfing, kayaking, and hiking along the many walking trails. Bikes are the best way to explore the island – they are also the island's main mode of transport.



## Byron Bay

On the north coast, Byron Bay is a hot spot for surfers and New Age nature buffs. A wide stretch of golden beach fronts the ocean here, and a lovely hike along the Cape Byron Track leads to the most easterly point on the Australian continent and its famous lighthouse. Dolphins and whales frolic in the waters, and water sports abound.

## The South Coast's Beaches

Strung along the coast are a series of small holiday resorts. Many offers fantastic opportunities for water sports from their beaches, including swimming, fishing, snorkeling, and surfing. Kiama is home to the world's largest blowhole, and Jervis Bay is a standout with its radiant powder-soft sands. Nearby, the dazzling Hyams Beach, reputedly with the world's whitest sand, is one of Australia's best beaches. Batemans Bay is also home to alluring shores, as well as the Batemans Bay Snorkelling Trail.

## The Hunter Valley

The picturesque Hunter Valley, about a two-hour drive north of Sydney, is one of Australia's most famous grape-growing regions. It's also a popular weekend escape from Sydney – especially for foodies, who come here for the delicious farm-fresh produce, cooking schools, and gourmet restaurants with chef's tasting menus.

Highlights of the Hunter Valley region include the beautiful Hunter Valley Gardens, several excellent art galleries, and vast stretches of unspoiled bushland.

## Coffs Harbour

Blessed with beautiful beaches and a mild, subtropical climate, Coffs Harbour is a favorite holiday destination for families. The town is famous for its Big Banana, an homage to the local banana-growing industry, with interesting displays, sweet banana-inspired treats, and kid-friendly attractions.

## Transport

Sydney has an extensive public transport system and United International College is ideally located. The campus is close to major bus and tram routes. Before you use any public transport, whether it is a train, tram or bus, you are required to purchase a go card (stored value travel card). These can be purchased at all train stations and at some newsagents.

Unfortunately, at this stage, international students are not eligible for concessions. On trains, it is important to validate your ticket before you board the train. If you are found without a valid ticket, you may be required to pay a transport infringement fine.

As Sydney is a well-planned city it is easy to travel in by car. Cars travel on the left side of the road. Drivers can use their home country license for three months from the date of entry to Australia. An international license can be used providing the license from the country of origin is also valid.

## Food

Markets and supermarkets sell a variety of fresh meat, fruit, and vegetables as well as rice, bread, spices, and other ingredients. Sydney's restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Ethiopian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, Lebanese, French, and Indonesian.

## *Clothing*

Australian students dress casually. Australians are generally relaxed when it comes to clothes, but they do tend to dress up at night. If you are planning to buy warm clothing, shopping in Sydney will provide you with a large range at a very competitive price.

## *Computers & Laptops*

If you intend to bring your laptop or PC to Sydney, you need to ensure that it is compatible with Australia's power supply (240W, 220W, 50HZ). Your modem will also need to be compatible with Australia's telephone system (Austell certified).

## *Mobile Phones*

If you intend to use your existing handset and service provider in Australia ('international roaming'), you will need to contact your home provider to determine the necessary steps in making this arrangement. Alternatively, you may wish to use your current handset whilst in Australia but connect to a local service provider. There are a variety of mobile phone services operating in Australia which offer short-term (pre-paid) or long-term (contract) plans.

You should be aware, however, that because different countries operate under different cellular systems it is possible that your existing handset may not be compatible locally. In this instance, you may be required to purchase a local handset.

## *Adjusting to Your New Campus & City*

1. Plan to arrive early before the Orientation and Enrolment period. This will allow you to explore the campus location and new city or town.
2. Choose a good housing option that suits your budget, needs and lifestyle.
3. Consider physical aspects like location and travel time to your campus and household amenities.
4. Talk to United International College if you have questions or concerns.

## *Student Safety*

Sydney is a multicultural and tolerant society and although a relatively safe city it is not immune to crime. However, there are some common-sense steps you can take to ensure a safe and enjoyable stay. United International College Welfare Officer is available to give advice and address any concerns you may have.

Be aware of what is happening around you. Should you feel alarmed or suspicious head to a well-lit area or an area where there are other people.

Do not use ATM's alone in isolated areas.

Choose to walk in well-lit areas and be especially vigilant at night, where possible stick to main roads, and avoid parks and dark laneways.

Do not wear headphones when walking alone at night as this will restrict your awareness. At train stations stay in well-lit areas and stand near security cameras.

Call 000 for police, fire brigade or ambulance.



## *Cultural Adjustment*

International students and their families may experience a wide range of feelings and moods when studying or living in Australia. Some may feel excited to see and learn new things or meet new people. Some may feel lonely, stressed, frustrated and homesick. These are all very normal feelings. However, it is very important that you seek help if you find that the process of cultural adjustment is adversely affecting you. United International College staff including the Welfare Officer are available to assist and discuss any concerns.

## *Culture*

Learning more about Australian culture can help you feel more settled.

It is common in Australia to call a person by their first name when meeting and addressing new people. Depending on the situation, you do not need to preface it with Mr., Miss, Dr or Professor (i.e. John instead of Mr. John's Surname);

Being on time is very important in Australia. If you are delayed for your appointment, for example, 10- 15 minutes, apologies for being late at the first convenience. However, if you feel that you will be significantly late, 30 minutes or more, it is recommended that you get in touch to apologise and let the other person know as soon as possible. However, punctuality is more relaxed when it comes to social occasions including parties and dinners.

Australians believe in equality and that all people deserve respect regardless of their gender, ethnic and racial background, occupation or economic circumstances. A casual "thank you" to a shop assistant, ticket seller and the like when you are served, is all that is required.

## *Miscellaneous Social Customs*

If an Australian is invited to a meal, he or she may take a small gift, chocolates or a bottle of wine, to the host. As a student you are not expected to do this. If Australians tell you to "bring your own plate", they mean bring a plate with some food to share.

Do not push ahead of others who are waiting in a queue and always wait for people to exit lifts or trains before entering.

It is not polite to ask a person who you have recently met about his or her income, marital status or religion, however after you have formed a friendship this may be acceptable as part of the friendship building process.

Australians generally stand about an arm's length from each other when in conversation. In general people will feel uncomfortable if you invade this "personal space"

You are not generally expected to tip for services. If the service has been very good, especially in a restaurant, you may wish to do so .

Goods in retail shops are sold at a fixed price, though it is becoming common to ask if a discount is available on large and expensive items, like electrical goods. A little bargaining is commonly used in the open-air markets.

Clearing your throat or blowing your nose noisily in front of others, and not using a handkerchief or a tissue paper are not considered acceptable public behavior.

## *Appropriate and Inappropriate Behaviour*

Unacceptable behaviour – in many places there are laws against unacceptable behaviour including spitting in public, swearing, talking indecently, behaving in a sexually indecent way, sexual harassment, urinating in public and drinking excessively.

Alcohol – alcohol can be legally served to any person aged 18 or over. It is also a common part of Australian students' parties. Do not feel pressured to drink if you do not want to. Driving under the influence of alcohol in Australia is a crime and drinking excessively is considered socially unacceptable.

Gifts – Gifts are not usually given to trainers/teachers or others in official positions. Offering gifts in these

situations can be interpreted as an effort to gain favourable consideration.

Humour – Australians value a person's ability to laugh at him or herself. Comments that might seem disrespectful or inappropriate are usually intended to be humorous icebreakers. These are signs that the person feels comfortable with you, rather than intended to hurt you.

### *Developing Independent Living Skills*

Manage your time effectively. Plan ahead what you have to do and what you want to do in a week or a month.

Balance your study and social life. Studying and living overseas generally happens only once in a lifetime. Learn how to achieve your academic goals and enjoy your experience in Sydney at the same time.

Do not be afraid to ask questions.

Discuss your concerns within your peer support network. Keep records of your expenses to manage your budget.

Think about your future. Work out what you want to achieve (both professionally and personally), and how you are going to achieve this.

Consider developing additional skills that you do not have or want to further develop (i.e. joining a cooking class, a time management workshop etc.).

Be familiar with as many support services and facilities as possible.

Come and talk to us, you do not need to come with a problem. We are happy to simply listen to your experience or share our experience with you.

### *Support*

Student Administration – provides support with settling into RTO and provides advice and assistance on meeting people in the community, cross-cultural adjustment, study progress, visa concerns and social activities, personal issues, your rights and responsibilities, accommodation needs, issues related to sexual harassment and equal opportunity, and is generally there to listen when you need to talk to someone.

## General Information – Courses we deliver

### Courses we deliver

We deliver different types of qualifications according to industry and Student requirements.

Please visit [www.uic.nsw.edu.au](http://www.uic.nsw.edu.au) for the list of courses, duration, entry requirements, Admission requirements, and other information and training Sessions.

### Training support after training sessions

- A trainer will be available to assist students with training support immediately following the session or students may make individual appointments.
- Training support can also be provided to Individual students via telephone and email after the training sessions or on request from the students.
- Generic Student support such as study skills, employability skills, etc. will be provided during support workshops upon request.
- Students will be provided training support after the training sessions for the course or on their request.

### Individual learning and reflection

- Students are required to process what they have learnt during their reading and research, contemplate on their future professional career and apply the learning to their own life and work experience.
- All students will be provided self-study guides and list of recommended books and resources to complete their individual learning and reflection.
- Individual student reflection is designed to fulfil two purposes:
  - Personal growth
  - Personal application

Individual learning and reflection may or may not include:

- Study undertaken by the student in their own time
- Completing supplementary activities
- Additional resources
- Web links/ references
- Real life case scenarios and decision-making processes

- Additional resources
- Journals, newsletters and magazines

### Self-directed study in student's own time:

As the units are completed within five weeks, it is expected that students will do further study in their own time to understand the topics and prepare for the assessment tasks.

## General Information – United International College Policies, Procedures, Legislative and Regulatory requirements and obligations

### Quality Assurance and Improvement - Education and Training operations

United International College will comply with all laws relevant to the operation of the training premises, including workplace health and safety, fire safety regulations, ensure that the training premises are of adequate size, and have adequate heating, cooling, lighting and ventilation.

United International College will ensure that training facilities, equipment and other resource materials are adequate for the Training Programs being delivered and are maintained in good order and repair.

United International College has clearly documented procedures for managing and monitoring all Education and Training operations and reviewing Student /employer satisfaction.

### Education and Training Guarantee

United International College guarantees that it will deliver education, training and assessment and support services to each enrolled student in order to complete the course or qualification into which they are enrolled and for which the appropriate fee has been paid.

In the unlikely event that unforeseen circumstances prevent United International College from honouring this commitment, United International College will take all necessary steps to ensure that training is completed in accordance with its contractual obligations to the enrolled Student.

Should United International College cease delivery of any training and assessment, a refund for the unassessed work of the course will be provided to the student or student will be transferred to other training provider.

### Legislative Requirements

United International College will comply with all relevant Commonwealth and State legislation and legislative requirements relevant to its operation and its Scope of Registration and will ensure that staff and clients are informed of any changes that may affect the services delivered.

Key legislation with which United International College must comply:

• National Vocational Education and Training Regulator Act 2011
• Equal Opportunity Act 1995 and Racial and Religious Tolerance Act 2001
• The Disability Act 2006, Disability Discrimination Act 1992, Racial Discrimination Act 1975 and the Disability Regulations 2007 (the Act)
• The Working with Children Act 2005 (the Act)
• The Privacy Act 1988 (Cth) and National Privacy Principles
• Workplace Health and Safety Act 2011
• Work, Health and Safety Regulation 2011
• Public Records Act 1973
• Commonwealth Safe Work Australia Act 2008
• Commonwealth Taxation and Superannuation Legislation
• Fairwork Act 2009 and Fairwork Regulations 2009
• Children, Youth and Families Act 2005
• Community Services Act 1970
• Health Records Act 2001
• Commonwealth Anti-Money Laundering and Counter-Terrorism Act 2006 and associated legislation

• Commonwealth Corporations Act 2001 and associated legislation
• Commonwealth Competition and Consumer Act 2010
• Competition Policy Reform (Victoria) Act 1995
• Fundraising Act 1998
• Health Professions Registration Act 2005
• Health Services Act 1988
• Mental Health Act 1986 and regulations
• Guardianship and Administration Act 1986
• Gambling Regulation Act 2003
• Alcoholics and Drug-dependent Persons Act 1968
• Alcoholics and Drug-Dependent Persons Regulations 2002
• Drugs, Poisons and Controlled Substances Act 1981 and regulations
• Food Act 1984
• Liquor Control Reform Act 1998
• Do Not Call Register Act 2006
• Independent Contractors Act 2006
• The Copyright Act 1968
• Age Discrimination Act 2004
• The Victorian Equal Opportunity Act 2010 and the relevant Acts relating to discrimination in the various States in which RTO delivers training.
• Victorian Qualifications Authority Act 2000
• Anti-discrimination Act 1991
• Human Rights and Equal Opportunity Commission Act 1986
• Disability Discrimination Act 1992
• Racial Discrimination Act 1992
• Racial Discrimination Act 1975
• Freedom of Information Act 1982
• Student Identifiers Act 2014
• Australian Privacy Principles (APP) – Schedule 1 of the Privacy Amendments (Enhancing Privacy Protection Act 2012)

All staff and Students at United International College must also meet the following regulatory requirements:

- ASQA (Australian Skills Quality Authority);
- VET Quality Framework (VQF);
- The Australian Qualifications Framework (AQF requirements); and
- Other applicable legislation and regulation as relevant to the courses being delivered.

In addition, staff and Students at United International College must also meet various particular legislative requirements, mentioned in the training packages and legislation register.

## Tuition Assurance

United International College protects the fees that are paid in advance by international students. For international student fee protection is ensured as follows:



- United International College pays all pre-paid fees collected by the student in advance into the Tuition Protection Scheme (TPS) provided by the Australian Government.
- Where United International College requires a prospective or current student, either directly to United International College or through an Education Agent, to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), United International College will meet the requirements set out in the Requirements for Fee Protection in Schedule 6 of the Standards for Registered Training Organisations 2015. United International College will take action to protect the prepaid fees by utilising its Tuition Protection Scheme as its protection measures for these students. The requirements for protection of prepaid fees will apply no matter how the fees are collected; and
- Any fees collected by a third party on behalf of United International College (including its education agent) will be subject to the same conditions. These requirements will apply to fees prepaid by students, regardless of when United International College actually receives the payment.

Regardless of the method/s used for protection of student prepaid fees, United International College will retain evidence of how students have been advised of:

- all payment terms; and
- the circumstances under which refunds may be issued.

All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made according to the refund policy and procedure and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.

United International College does not require international students to pay more than 50% of course fees prior to course commencement. Students and their sponsors can now choose to pay more than 50% of tuition fees up front if they wish to do so. Note, however, that where a course is less than 24 weeks and is delivered over more than one study period United International College will require students to pay the full cost of the course prior to course commencement.

United International College will show evidence that students have exercised their choice in how much of their tuition fees are paid up front if they choose to pay more than 50% of the course fees. This is evidenced by United International College through the student acceptance on the Enrolment application form and Student Agreement.

United International College will offer a flexible payment plan for the student where the student wishes to choose when to start paying their remaining fees.

Payment plan will be prepared based on the discussion with the student based on student's affordability.

## Allowed attempts to demonstrate competency/ Reassessment

United International College allows students two opportunities to be assessed as competent. Should students not achieve competence after two attempts, then they have to repeat the unit of study and \$100 will be charged for re-assessment after two attempts. For details, please refer to Assessment Policy & Procedure on United International College website.

### *Evidence of competence*

Evidence may include:

- Knowledge Assessment
- Practical Assignment
- Workplace Assessment

## Assessment Submission

You are permitted to resubmit twice, but if you are still not deemed competent you will be charged an admin fee of \$100 for the 3rd resubmission. You must ensure that you complete all details on the Assessment Cover Sheet including your Name, Student ID, Course Code and Course Name, and sign and date at the bottom of the cover sheet.

You must always keep a copy of your completed assessments.

## Assessment Extensions

It is expected that students will submit assessments by the due date however we understand that where special circumstances exist, an extension of time may be required. If you do require an extension of time for an assessment, you will need to complete an Assessment Extension Form and send to [admissions@uic.nsw.edu.au](mailto:admissions@uic.nsw.edu.au) together with appropriate supporting documentation, at least 48 hours before the due date. The form will be available to contact with United International College student support department.

The following factors will not be regarded as suitable grounds for granting of an assessment extension:

- Normal/routine demands of employment and employment-related travel.
- Scheduled anticipated changes of address, moving to a new house, etc.
- Demands of sport or extra-curricular activity (other than to represent in state, national or international sporting or cultural events);
- Recreational travel (domestic or international); and
- Planned events, such as a wedding.

For any personal/academic issues that may be impacting on your ability to study effectively, contact your Trainer/Assessor for support.

## Course Monitoring and attendance

All the students are required to achieve minimum 80% attendance requirements, if students are unable to achieve the minimum attendance requirements, then they will receive a warning letter. Please refer to the attendance monitoring policy for further information.

### Satisfactory Course Progress

Every effort will be made to proactively assist students to achieve satisfactory course progress and complete the course within expected duration. All students are expected to adhere to the requirements of course progress. The satisfactory course progress is deemed to be 50% or more competence in the number of units of study attempted within a study period of 1 term.

### Monitoring Course Progress

Requirements for monitoring and progress:

- Formal monitoring, recording and assessment of student performance
- Develop an intervention strategy
- Determining the points at which the student has failed to meet satisfactory course progress

The Institute must monitor the progress of each international student to ensure the international student is in a position to complete the course within the expected duration specified on the student's CoE.

Student performance and course progress will be monitored by trainers, assessors and student support officer. Trainers are required to keep appropriate records and to undertake assessments in a timely fashion to enable effective monitoring of student academic performance and the implementation of all procedures.

The Institute must identify, notify and assist an international student at risk of not meeting course progress or attendance requirements where there is evidence from the student's assessment tasks, participation in tuition activities or other indicators of academic progress that the student is at risk of not meeting those requirements.

All students are expected to study at least one unit (not by distance or online learning) during each study period (1 term). International students may not study more than one third of their course online or by distance learning.

The Institute may only extend the duration of the student's study as a result of compassionate and compelling circumstances, where an intervention strategy is being implemented or where an approved deferment has been granted. For International Students, except in these circumstances, the student's course duration will not exceed the CRICOS registered duration. Any variations are recorded on the student file and reported correctly in PRISMS.

The Institute must ensure that in each compulsory study period (1 term) for a course, the international student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.

Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:

- notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
- informs the overseas student of the reasons for the intention to report
- advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

If you do not meet the course progress requirements then your enrolment will be cancelled according to the Student Progress and Course Progress Policy & Procedure and Deferral, Suspension or Cancellation of Student, Policy and Procedure. The policies are available on the institute website.

If the registered provider extends the duration of the student's enrolment, the provider must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

All students are appointed a Trainer/Assessor, who is responsible for the delivery and monitoring of their nationally recognised qualification.

Students who feel that they may require additional support in the learning environment as a result of disability,

language, culture, gender, age or other perceived barriers should discuss this with their Trainer/Assessor.

Should you experience any difficulty that may be affecting your progress please discuss this with your Trainer/Assessor.

## National Recognition - Recognition of Prior Learning (RPL) and Credit Transfers (CT)

All students will be offered the opportunity to apply for Recognition of Prior Learning (RPL) and Credit Transfer. Students can apply for RPL or Credit Transfer prior to commencement of the course and delivery of the relevant unit(s). RPL and Credit Transfer will be offered and processed according to United International College's Assessment Policy & Procedure.

### **Recognition of Prior Learning (RPL)**

Prospective Students will be made aware of the RPL policy and process prior to enrolment into the program, via discussions, orientation, Pre-Enrolment and Post Enrolment student information through student handbooks and United International College's website.

Students can demonstrate competency through formal, non-formal and informal learning:

1. formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
2. non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
3. informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Students are encouraged to apply for RPL immediately after formal enrolment but prior to the facilitated delivery of units to ensure that they do not miss any learning opportunities offered should they be unsuccessful in the RPL process.

### **Credit Transfer**

United International College recognises the AQF Qualifications and Statement of Attainments issued by any other Registered Training Organisation.

United International College Recognition of Prior Learning Policy outlines in detail the specific United International College process to be followed for granting Recognition of Prior Learning and Credit Transfer. RPL tools, applications and documentation are available for all units of competency.

## Transitioning to a New Qualifications

Where a qualification or unit of competency has undergone changes, according to the transition arrangements from the industry you may be transferred to the new replacement qualification as soon as practicable. United International College will inform you of any potential changes to ensure you are not in any way disadvantaged.

## Access and Equity

United International College is an equal opportunity employer and is committed to developing policies and practices that eliminate discrimination and harassment in the workplace and also its education and training programs, and in the provision of its services. United International College has a legal responsibility to ensure that all reasonable steps have been taken to prevent discrimination and harassment from occurring in the

workplace and training environment.

We are committed to providing a fair and equitable learning and working environments for all students and staff. In offering education program as part of our Registered Training Organisation (United International College) status, we aim to provide learning programs and pathways where program design, course content and all aspects of the training and assessment process are available in a way that allow equality of educational opportunity to all students.

We promote fair and equal access, for all students and potential students, regardless of characteristics such as their gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy, political convictions, physical disability or intellectual impairment.

We seek to create a training and education environment free from all forms of discrimination and harassment, including sexual harassment, and which enables all students to understand the education program in which they are enrolled/wishing to enrol and to achieve their potential.

Access and equity cover three broad areas: Discrimination, Harassment and Affirmative Action. Each of these areas is supported by legislation at State or Federal level, and includes but is not limited to the following:

#### **Federal Legislation:**

- Age Discrimination Act 2004 (Cth);
- Australian Human Rights Commission Act 1986) (Cth);
- Disability Discrimination Act 1992 (Cth);
- Racial Discrimination Act 1975 (Cth);
- Sex Discrimination Act 1984 (Cth);
- Work Place Gender Equality Act 2012 (Cth); and
- Fair Work Act 2009 (Cth).

#### **State Legislation:**

- Australian Capital Territory Discrimination Act 1991 (ACT);
- New South Wales Anti-Discrimination Act 1977 (NSW);
- Northern Territory Anti-Discrimination Act 1996 (NT);
- Queensland Anti-Discrimination Act 1991 (QLD);
- South Australia Equal Opportunity Act 1984 (SA);
- Tasmania Anti-Discrimination Act 1998 (TAS);
- Victoria Equal Opportunity Act 1995 (VIC); and
- Western Australia Equal Opportunity Act 1984 (WA).

## **Sexual Harassment**

United International College is firmly committed to providing equal employment opportunities and educational outcomes for all staff and students. We recognise that these achievements are dependent on the elimination of sexual harassment from the working and learning environment.

United International College recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and students are not subject to sexual harassment.

## **Racism**

United International College is firmly committed to providing a working, teaching and learning environment that is free from racism. Racism not only denies a person's fundamental human right to respect, it reduces their opportunity to gain a fair share of society's valued resources, such as education and employment.

United International College recognises that the achievement of equal employment opportunities and equal educational outcomes is dependent on the provision of a discrimination and harassment free environment.

United International College understands the community's racial and ethnic diversity and acknowledges that

people from a non-English speaking background and indigenous people, in particular, have experienced and continue to experience institutional disadvantage, racial prejudice and discrimination.

United International College expresses unconditional rejection of racist behaviour and its commitment to eliminate racism in its organisational structure through the provision of training programs that are equitable, accessible and culturally inclusive.

## Privacy

United International College staff and contractors collect, store, use, and disclose personal information in accordance with the thirteen (13) Australian Privacy Principles of the Privacy Act 1988, thereby safeguarding confidential information in accordance with the Standards for Registered Training Organisations (2015). UNITED INTERNATIONAL COLLEGE will

## Disability

United International College Staff and students should be mindful of the following principles:

- Persons with a disability have the same rights and responsibilities as other members of the community and should be empowered to exercise those rights and responsibilities.
- Persons with a disability have the same right as other members of the community to:
  - expect respect for their human worth and dignity as individuals;
  - live free from abuse, neglect or exploitation;
  - realise their individual capacity for physical, social, emotional and intellectual development;
  - exercise control over their own lives;
  - participate actively in the decisions that affect their lives and have information and be supported where necessary, to enable this to occur;
  - access information and communicate in a manner appropriate to their communication and cultural needs; and
  - services that support their quality of life.

## Critical incident

Any incident happens during or after the institute hours, you need to contact student support officer via face to face or phone call. You also need to report if any incident happens during the class time to any other student or trainer.

## Training Evaluation/ Feedback – Quality Indicators

United International College surveys its students and employers using the Quality Indicators.

Three Quality Indicators have been endorsed by the National Quality Council (NQC):





### **Student engagement**

The 'Student Questionnaire' form is completed by all students upon completion of their course of study. Student Administration will issue a copy of the survey to each student when issuing a Statement of Attainment or Qualification.

All completed and returned surveys will be reviewed by the Compliance and Quality Assurance Department. The results of these surveys will be collated into reports with a summary of all responses. These reports are to be reviewed during Management Meetings and recommendations arising from discussions regarding the survey will be acted upon as required.

At the completion of each calendar year the Compliance and Quality Assurance Department is required to collate all data for the year using the '[ASQA Quality Indicator Annual Summary](#)' form.

A copy of all completed Student Engagement surveys will be maintained for a period of 24 months as evidence of the data collection process.

### **Employer Satisfaction**

**United International College** must gain feedback from employers using the '[Employer Questionnaire](#)' available from the Department of Industry (<http://industry.gov.au/skills/NationalStandards/Documents/AQTFEmployerQuestionnaire.pdf>).

The 'Employer Questionnaire' form is completed by all employers once per year. At a set date each year (currently the 1<sup>st</sup> September) all employers currently engaged with United International College shall be sent the Employer Satisfaction Survey. These surveys will be collected and collated by the Compliance and Quality Assurance Department.

All completed and returned surveys will be reviewed by the management. The results of these surveys will be collated into reports with a summary of all responses. These reports are to be reviewed during Management Meetings and recommendations arising from discussions regarding the surveys will be acted upon as required.

At the completion of each calendar year the Compliance and Quality Assurance Department is required to collate all data for the year using the '[ASQA Quality Indicator Annual Summary](#)' form.

A copy of all completed Employer Engagement surveys will be maintained for a period of 12 months as evidence of the data collection process.

## Complaints & Appeals

Despite all efforts of United International College to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution or students may appeal against a complaint outcome or educational determination (e.g. assessment result).

Staff also has the right to avail themselves of this process.

United International College will approach all complaints and appeals with an open view and attempt to resolve issues through discussion and conciliation. Where a complaint cannot be resolved through discussion and mediation, United International College acknowledges the need for an appropriate external and independent agent to mediate between the parties.

United International College understands individuals' concerns regarding confidentiality and is totally committed to fair treatment respecting and upholding individuals' rights to privacy protection under the Australian Privacy Principles (APPs) contained in The Privacy Act amended 1988 (Cth). United International College respects the privacy rights of all individuals in the workplace. United International College has implemented a program to ensure compliance with the APPs.

United International College understands that despite all its efforts to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. Students have the opportunity to have any complaint or appeal resolved and resolutions reached that attempt to satisfy all parties. There is no cost to the student unless the referral is made to a third party.

Complaints and appeals may be made in relation to any of the following:

- United International College, its trainers, assessors or other staff .
- Education agent .
- Any third-party providing services on United International College 's behalf, its trainers, assessors or other staff.
- Assessment/RPL outcome.
- Fees and refunds/re-crediting; or
- A student of United International College.

Complaints may be made in relation to any of United International College 's services and activities such as:

- The application and enrolment process.
- Marketing information.
- Education agent.
- The quality of training and assessment provided.
- Training and assessment matters, including student progress, student support and assessment requirements;
- The way someone has been treated; or
- The actions of another student.

Appeals should be made to request that a decision made by United International College is reviewed. Decisions may have been about:

- Course admissions.
- Refund assessments.
- Response to a complaint.
- Assessment outcomes / results. or
- Other general decisions made by United International College.



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

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

The complaints and appeals policy and complaints and appeals form are made available to all students and potential students by directly contacting United International College, through United International College's website and student handbooks.

Where possible, all informal attempts shall be made to resolve the issue (Informal Complaint) this may include advice, discussions, meeting with the student, emails and general mediation in relation to the issue and the student's issue. Any staff member can be involved in this informal process to resolve issues, but once a student has placed a formal complaint / appeal, the following procedures must be followed.

If a student is uncomfortable with speaking directly to the person involved or the informal process does not resolve the issue to the student's satisfaction, the formal process should be followed as described below. Where a student is unhappy with the outcome of an assessment decision, this will be dealt with under assessment appeals.

### *Informal complaints*

Students or potential students or stakeholders are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter, the complainant should talk honestly to the trainer about his/her concerns, issues about fees should be discussed in the first instance with the CEO.

If the student or potential student or stakeholder has attempted to resolve the issue directly but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then he/she may discuss the issue with CEO. He/she may be accompanied or assisted by a support person during this process.

The CEO will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned.

Within ten (10) days of receiving the grievance, United International College will provide the complainant and any other person(s) directly concerned with a written report summarizing the actions that were taken, or will be taken, to resolve the issue.

If the complainant is not satisfied with the outcome, a formal complaint can be lodged.

### *Formal Complaints*

Students or any other stakeholders who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. There is no cost for the complaints process unless it is referred to a third party. Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorized by the CEO.

Any person wishing to submit a formal complaint can do so by completing the Complaints and Appeals Form and state their case, providing as many details as possible. This form can be obtained by contacting Administration staff at United International College, or through United International College website.

All formally submitted complaints are submitted to the CEO.

Once a formal complaint is received it will be entered the Complaints and Appeals Register and written acknowledgment will be sent to the complainant which is monitored by United International College Manager regularly. The information to be contained and updated within the register is as follows:

- The name of the complainant
- Date of the complaint
- Type of complaint
- Name of investigating officer/business unit assigned to deal with the complaint
- Response from those involved in the allegations
- Analysis of the matter
- Outcome of complaint
- Action recommended addressing systemic issues (if any)
- Time taken to investigate complaint
- Complainant satisfaction with the outcome.

A student may be assisted or accompanied by a support person at any face to face meetings regardless of the nature of the issue or complaint throughout the process at all times.

The CEO will then refer the matter to the appropriate staff members to resolve or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Where a decision is expected to take longer than 60 days, United International College will advise the student in writing of the delay and including the reasons for the delay. Thereafter the student will be provided with weekly updates in writing of the progress of the complaint or appeal. Weekly updates to both complainant and appellant will be provided by the CEO. If decision is taking more than 60 days, the matter can be forwarded to an external complaints' resolution organisation as well for resolution.

Once a decision has been reached, the CEO will inform all parties involved in writing. Where the complaint process does not find in favour of the complainant, s/he will be notified that they have the right of appeal. To appeal a decision, United International College must receive, in writing, grounds of the appeal within 20 days of the date of the notice of the decision.

The CEO ensures that United International College will act immediately on any complaint where the complaints process results in a decision that supports the complainant. United International College will immediately implement any decision and/or corrective and preventative action that are required and advise the student of the outcome.

Copies of all documentation, outcomes, and further action required will be placed on the Complaints and Appeals Register by the CEO or representative and in the student's file, in case of the student as complainant.

Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:

- Contact a solicitor; or
- Contact the NSW Law Society <https://services.com.au/Web/FindLegalServices/Solicitor.aspx>

### *Appealing*

All students and stakeholders have the right to appeal decisions made by United International College where reasonable grounds can be established. The areas in which a student or stakeholder may appeal a decision made by United International College may include:

- Any other conclusion/decision that is made after a complaint has been dealt with United

International College in the first instance as described in the complaints process above. This is referred to as a general appeals)

- Assessments decisions as set out below (assessment appeals).

To activate the appeals process, the complainant must complete a Complaints and Appeals Form that must include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from United International College staff.

About general appeals, CEO of the United International College determines the validity of the appeal and organizes a meeting with all parties involved in the matter and attempts to seek resolution where appropriate.

The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

CEO ensures United International College acts on any substantiated appeal.

### *General Appeals*

Where a student has appealed a decision or outcome of a formal complaint, they are required to notify United International College in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal

The appeal shall be lodged through the CEO, or a nominee appointed by the CEO. The United International College representative must record the details in the Complaints and Appeals Register.

CEO or a nominee appointed by the CEO will be notified and will seek details regarding the initial documentation of the complaint and decide based on the grounds of the appeal.

The appellant will be notified in writing of the outcome with reasons for the decisions, and the Complaints and Appeals Register will be updated. The student will also be provided with the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify United International College within 20 working days if they wish to proceed with the external appeals process.

### *Assessment Appeals*

Where a student wishes to appeal an assessment, they are required to notify their Trainer in the first instance. Where appropriate their Trainer may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer shall complete a written report regarding the re- assessment outlining the reasons why assessment was - or was not - granted.

If this is still not to the student's satisfaction, the student may formally lodge an appeal within **10** working days. They will lodge this with CEO, or a nominee appointed by CEO and the appeal will be entered in the Complaints and Appeals Register.

CEO will be notified and will seek details from the Trainer involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another Trainer/Assessor appointed by United International College.

The student will be notified in writing of the outcome with reasons for the decision, and the Complaints and Appeals Register will be updated. The student will also be provided with the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify United International College if they wish to proceed with the external appeals process.

### *External Appeals*

If not satisfied with the decision in stage 2, the complainant may request that the matter be further reviewed by an external dispute resolution process, by the body appointed by United International College for that purpose.

The details of these external bodies are as follows:

Resolution Institute, previously as LEADR and IAMA, has been accrediting mediators since the mid- 1990s.  
<https://www.resolution.institute/>

Or

Overseas Students Ombudsman (For International students only) at Website: <http://www.oso.gov.au>

The division of the expenses associated with the mediation e.g. mediator's fee, room hire and possibly travel expenses are to be shared equally between United International College and the complainant.

United International College will immediately implement recommendations arising from the external review within at least 10 working days of the receipt of the recommendations.

#### *Further information*

If a client (student or other client) is still dissatisfied with the decision of United International College, they may wish to seek advice or make a complaint about United International College to ASQA directly. If, after United International College's internal complaints and appeals processes have been completed, you still believe United International College is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the "The Complaint about a training organisation operating under ASQA's jurisdiction" form. While ASQA will not be able to act as your advocate, the lodgement of your complaint will inform ASQA's risk assessment of United International College, and a complaint audit may be conducted.

Contact details for ASQA are:

Level 9, 260 Elizabeth Street, Surry Hills, NSW 2010

Email: [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au) Website: [www.asqa.gov.au](http://www.asqa.gov.au)

United International College Staff may also use this complaints and appeals process. United International College will use all complaints as an opportunity for continuous improvement.

This policy and procedure is compliant with VQF and National Code Standards in providing a process for complaints and appeals to be heard and actioned where necessary.

#### *United International College Complaints and Appeals policy - principles of natural justice and procedural fairness*

- All parties to a complaint or appeal have the opportunity to put their case and have this properly considered.
- Any allegation against a United International College staff member or member of a subcontractor party is made known to that person Investigations and decisions are made by persons who do not exercise bias.
- A complainant should feel confident that they will not suffer any discrimination as a result of using the complaint or appeal process
- Confidentiality shall be maintained to the extent of the CEO that need to be directly involved in the complaint or appeal process.
- All the information regarding this policy can be found:

On the United International College website, in the Student Handbook, in the Staff Handbook, In the Letter of Offer and Acceptance Agreement.

#### *During Orientation:*

- The student can be supported or accompanied by an independent person during the complaints and appeals process.
- It is normal United International College policy that whilst a student is going through any formal complaint or appeals process that the student remains enrolled and continues their studies and

assessments in the normal way. It should be noted that if the complaint or appeal has resulted in the student being suspended or excluded due to a breach of the Student Code of Conduct, then the suspension or exclusion shall continue until either it has expired, or the result of the complaint or appeal is decided in the student's favour.

- United International College has a fair and transparent informal and formal complaints and appeals process, but should the student require it, access is available to an independent mediator who can review the complaint and/or appeals process.

Important: see notes at beginning of section on External Appeals Procedure.

NOTE: If the outcome is in the appellant's favour, then United International College will implement any changes recommended by the adjudicator immediately and advise the appellant of the outcome and actions taken.

### *General Process to lodge a complaint or internal appeal*

The process to be followed for an external appeal is documented by Compliance Executive for Students.

The following actions must be completed for a complaint or internal appeal:

Topic	Process
Availability of Complaints and appeals policy and Complaints and appeals form	The complaints and appeals policy and Complaints and appeals form are made available to all students and other stakeholders by directly contacting United International College, through United International College's website and Student handbook.
Informal Complaints	<p>Where possible all informal attempts shall be made to resolve the issue (Informal Complaint).</p> <p>This may include advice, discussions, meeting with the student or stakeholder, emails and general mediation in relation to the issue and the student/stakeholder issue.</p> <p>Any staff member can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.</p>

Receive and acknowledge the Formal complaint	<p><b>Complaints</b></p> <p>Any student, potential student, employee or third party may submit a formal complaint to United International College with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.</p> <p>Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorized by the Chief Executive Officer (CEO).</p> <p>Any person wishing to submit a formal complaint or appeal can do so by completing the Complaints and Appeals Form and state their case providing as many details as possible. This form can be obtained by contacting Administration staff at United International College, or through United International College website.</p> <ol style="list-style-type: none"> <li>As per policy, complaints are to be made in writing by the complainant.</li> <li>United International College should review all complaints upon receipt.</li> <li>Acknowledge receipt of complaint in writing by sending a letter to complainant or email.</li> <li>Record details of the complaint on the Complaints and Appeals Register.</li> </ol>
Review of Complaint or Appeal	Once a complaint or appeal is received and checked for it should be forwarded to the appropriate person for review.
Cost	There will be no charge to the complainant or appellant for the lodgement or presentation of their case. Incidental expenses for attending United International College offices to lodge the document or attend a meeting or any charges incurred (e.g. telephone) will Not be reimbursed.
Presentation of case	All complainants and appellants must be given the opportunity to Formally present their case and to be accompanied by a friend or third party to support them (and if language is an issue to help them present their case). The cost to accompany that friend/third party will be at their own cost.
Determination	<p>The Review Person may gather evidence and constitute a review committee as they see fit.</p> <p>This process must be commenced within 10 working days of the lodgement of the complaint or appeal (and receipt of all supporting evidence) and complete the process within a reasonable time period usually 10- 15 working days.</p> <p>If further evidence is requested, then the Review Person must communicate with the complainant or appellant as soon as possible and within 5 working days asking for evidence.</p> <p>The process will be put on hold until the evidence is received. How a decision is reached will be advised in the written response to the complainant or appellant.</p>



Timescale	The complaint or appeal should normally be commenced within 10 working days of the receipt of the completed form and associated supporting material. See "Determination" above in relation to request of supplementary information.
Appeal following a complaint	If the complainant is not satisfied with the decision, they may appeal. That appeal is on the fairness and objectivity of the decision.
Formal response to a complaint	A template for a formal written response has been developed for when the complaint is accepted or rejected. This included the complainant's right to access the Internal Appeals Process.
Formal response to an appeal	A template for a formal written response has been developed for when the appeal is accepted or rejected. This includes the complainant's right to access the External Appeal process.
Documentation	ALL documentation relating to a formal complaint or appeal MUST be recorded on the student file.  This must include the initial form, supporting evidence, meeting minutes, copy of correspondence with all concerned parties. This information will be kept confidently and stored securely for 7 years.  Documentation of all complaints and appeals and their outcomes is securely maintained. Potential causes of complaints and appeals are identified, and United International College takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
Complaints and Appeals Register	All formal complaints or appeals must be logged in the Complaints and Appeals Register
Learning	A complaint or appeal is a learning opportunity for United International College. The outcome will be seen as an input to the continuous improvement process. Any decisions that support students will be immediately implemented.
Standards for Registered Training Organisations 2015	Subject to Clause 6.6, to be compliant with Standard 6 United International College has the following procedures in place: 1. United International College has a complaints policy to manage and respond to allegations involving the conduct of: a) United International College , its trainers, assessors or other staff;



	<ul style="list-style-type: none"> <li>b) a third-party providing services on United International College 's behalf, its trainers, assessors or other staff; or</li> <li>c) a student of United International College.</li> </ul> <p>2. United International College has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by United International College or a third-party providing services on United International College 's behalf.</p> <p>3. United International College 's complaints policy and appeals policy ensure:</p> <ul style="list-style-type: none"> <li>a) the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.</li> <li>b) are publicly available.</li> <li>c) set out the procedure for making a complaint or requesting an appeal.</li> <li>d) complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and</li> <li>e) provide for review by an appropriate party independent of United International College and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.</li> </ul> <p>4. Where United International College considers more than 60 calendar days are required to process and finalise the complaint or appeal, United International College:</p> <ul style="list-style-type: none"> <li>a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and</li> <li>b) Regularly updates the complainant or appellant on the progress of the matter.</li> </ul>
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## Categorisation of complaint or appeal

The nature of the complaint or appeal will be categorised as follows:	Matter referred to the following:
<i>Administrative Complaint.</i> Complaints against the delivery of administrative and support services and facilities	CEO
<i>Academic Complaint.</i> Complaints against teachers/trainers, training delivery and assessment and the like.	CEO
<i>Student Conduct Complaint.</i> Complaints against misconduct/ misbehaviour of students.	CEO
<i>Appeal</i>	CEO of United International College

### Financial hardship

If you are experiencing severe financial hardship, contact United International College to make an appointment to further discuss your tuition fee options.

### Fee for Service

All qualifications and courses offered by United International College are available on a Fee for Service (FFS) basis. Details of the cost of each course are available on United International College 's website. [www.uic.nsw.edu.au](http://www.uic.nsw.edu.au)

FFS qualifications must be paid for in accordance with the payment plan arranged, if any, prior to commencement of the qualification. Payment can be made by Cheque, Credit Card or EFT. Enrolments will not be processed without payment of an enrolment fee or notification of an agreed payment plan. Please note that Students are not officially enrolled until they have paid their fees or received written documentation stating they are exempt from payment, or a payment plan has been entered into.

### Payment by Instalments

Where a student enrolls in a Fee for Service course or qualification, an initial payment for tuition fees should not exceed 50% of the total payment. The balance of the fee will be paid in accordance with a payment plan negotiated and agreed upon between United International College and the Student.

The amount and frequency of payments will depend on the amount payable for the course and the length of the course and shall reflect the value of training delivered within a specified period. At no time shall the student be required to make any payment more than statutory guidelines which regulate the amount United International College is permitted to require a student to pay, at any time.

Where a student faces financial hardship, United International College shall make every effort to propose a payment plan, acceptable to the student that reflects the individual student's circumstances.

As with all relationships between United International College and its students, all discussions and arrangements entered remain strictly confidential.

Paying by instalments must be arranged with United International College office within two weeks of being notified of acceptance into the qualification.

### Re-Issue of Statement of Attainments and or Certificates

If a student requests that a qualification Testamur or Statement of Attainment be re-issued, then United International College may charge a re-issue fee of \$50.00. This charge may be waived at the discretion of the

CEO. If levied, the fee must be paid prior to the re-issue.

### **Material Fee**

The material fees and charges are subject to change from time to time. For the most recent information, please refer to United International College's website [www.uic.nsw.edu.au](http://www.uic.nsw.edu.au) or contact United International College's office.

### **Refunds**

Refunds will be paid directly to the student. To claim a refund, the student must complete a refund application form available from United International College administration.

The refund amount in the table below is based on fees collected from a student:

<b>No.</b>	<b>Situation</b>	<b>United International College Refund fee</b>
1	United International College does not deliver the program for which the student has paid for the following reasons: The course does not begin on the agreed commencement date The offer is withdrawn by the Institute and incomplete information is provided by the student The course ceases to be provided, before any training and/or assessment The course is not provided in full to the student because a sanction has been imposed on the registered provider Visa refused (before commencement)	Full Refund on tuition fees
2	Withdrawal notified in writing and received by the Institute 28 days or more prior to course commencement	70% refund of tuition fees
3	Withdrawal notified in writing and received by the Institute after the course commencement	No refund
4	Visa Refused (After Commencement)	Charged according to the study period (1 term)

## Payment of refund

Application rejected by United International College	Full refund of tuition fee NOT including application fee (\$200)
Visa refused prior to course commencement OR withdraw at least 10 weeks prior to agreed start date	<p>Full refund of tuition fee NOT including application fee (\$200)</p> <p>The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E (2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student /less the following amount:</p> <p>the lesser of:</p> <p>(a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or</p> <p>(b) the sum of \$500</p>
Withdrawal more than 4 weeks and up to 10 weeks prior to agreed start date	70% refund of tuition fees NOT including application fee (\$200)
Withdrawal less than 4 weeks prior to agreed start date	25% refund of tuition fees NOT including application fee (\$200)
Withdrawal after the agreed start date	No refund
Enrolment is cancelled due to student's misconduct or non-compliance with the rules and regulations set by the Australian Government	No refund
Courses withdrawal by United International College (Before the agreed start date)	Full refund including application fee
Course withdrawal by United International College (United International College is unable to deliver the course after the agreed start date)	<p>Refund of unused tuition fees.</p> <p>Pre-paid fees may be transferred to an alternative enrolment where the student agrees</p>
The course is not provided fully to the student because United International College has a sanction imposed by a government regulator	Return of unused tuition fees
Recognition of Prior Learning (RPL) fees	No refund if Statement of Attainment provided
Abandons the course during the study period (1 term)	No refund and the balance of all outstanding fees for the course to be invoiced to the student
Visa extension is refused	<p>Once the term starts, fee is not refundable</p> <p>Students have their own responsibilities to ensure they have valid visa(s).</p>

Withdrawal from study - current students (not including English Language Studies' students) with confirmed extenuating circumstances) *	Refund of unused tuition fees (of the following term/s) ( <i>Notification of Withdrawal from Studies</i> ) Form must be received 2 weeks prior to term commencement by the Administration Officer*)
Compulsory Health Insurance (Student visa holders only)	Refer to Overseas Student Health Cover provider
Home stay Fees and accommodation booking fee (if applicable)	Full Refund of unused fees if two (2) weeks' notice is given (it also subjects to the service providers' terms and conditions)
Airport Pick-up (if applicable)	Full Refund if service cancelled prior to flight arrival
EFTPOS and/or credit card payment surcharge and any transaction fees	No refund
Visa cancelled due to actions of the student	No refund
Where a student applies and is granted approval by United International College to transfer to another registered provider prior to completion of six months study of the principal course.	No refund

**Notes:**

- Students are required to complete the Application for Refund of Fees Form with relevant documents.
- Refunds identified above are for the Tuition Fees ONLY (Tuition Fees are those identified in the marketing brochure/website or on the agreement as course fees).
- Incidental fees are all other fees apart from Tuition Fees and Enrolment Fees E.g. Material Fees. ONLY the "unspent" amount will be returned. If the cost of the service or material has already been incurred this will NOT be refunded.
- Fee refunds for special circumstances (illness, family circumstances) may be agreed upon, on an individual basis, at the discretion of the accounts department of United International College.
- Where the student has paid for other fees, including material fees, then only the "unspent" portion will be returned.
- For RPL, the fee is \$150 each unit
- All date calculations are based on the date the form is received by United International College, not the date the student completed the form (if different).
- An LLN assessment will be conducted prior to the enrolment or commencement at no charges to the prospective student.
- All approved refund request will be paid within 14 working days and CEO is responsible for refund approval.

\* The fees and charges are subject to change from time to time. For the most recent information, please visit United International College's website [www.uic.nsw.edu.au](http://www.uic.nsw.edu.au) or contact United International College's office.

### *Unique Student Identifier (USI)*

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, United International College cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

By having a USI, you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips. For further information about the USI can be found at:

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

Should a USI exemption apply, the student is made aware prior to enrolment or training that their training results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar

USI Exemptions apply according to the following criteria:

Exemption categories are:

- International students who complete all requirements for their VET qualification or VET statement of attainment outside Australia.
- An individual who has completed all the requirements for the VET qualification or VET statement of attainment before 1 January 2015.
- Students who demonstrate a genuine personal objection to being assigned a USI. This exemption can only be granted by the Student Identifiers Registrar.

## General Information – Student Rights, Obligations and Responsibilities

United International College Students have the following responsibilities:

- To become familiar with relevant Policies and the Student Handbook and comply with any student requirements contained therein including relevant legislative requirements.
- To respect the working environment of others at the organisation and to follow all related Policies and Procedures.
- To conduct themselves in a responsible, polite and safe manner and refrain from abuse towards United International College employees or other students.
- To follow all reasonable instructions provided by United International College Employees.
- To respect the right of United International College to express the opinions of their Trainer/Assessor.
- To conduct themselves in a courteous, polite and ethical manner and in a manner, which demonstrates tolerance and respect for others and supports the principles of equal opportunity, anti-discrimination and occupational health safety and environment.
- To undertake their studies to the best of their abilities.
- To meet deadlines for work to be submitted.
- To submit authentic documentation (NOTE: where the authenticity of the evidence submitted is in question United International College reserves the right to conduct further investigation by way of interview and other appropriate means as required);
- To submit work without plagiarising or cheating.
- To consult with United International College in a timely manner if problems/issues arise.
- To accept joint responsibility for their own learning.
- To provide feedback to United International College on its courses and services.
- To undertake all study in the manner and formats required and in the specified course timeframes.
- To adhere to United International College 's code of conduct.
- To seek approval from authorised United International College Employees for the use of United International College IT equipment, assets, stationery, etc.;
- To encourage equal opportunity.
- To promote an effective learning environment through good personal behaviour.
- To respect the rights of others; and
- To cooperate with United International College with requests for further evidence including reasonable adjustments made to assessment process, confirmation of authenticity of documentation submitted for assessment and overall confirmation of competency.



## Referencing

Assessments must be your own original work. If you use another person's ideas, writing or work and do not acknowledge the original source, you are committing plagiarism. Referencing is a way of showing that you are engaging with the literature in your subject area without plagiarising.

Referencing serves several important purposes:

- Acknowledges sources of information so you are not accused of plagiarism
- Demonstrates the depth and quality of the research you have done
- Allows others to locate sources you have used if they wish to know more

## A guide to referencing

SOURCE OF INFORMATION	SHOULD YOU PROVIDE A REFERENCE?
Books, newspapers, journals, magazines, theses, conference papers, reports, pamphlets (published or online)	Yes
Case law, legislation, parliamentary debates, treaties	Yes
The internet	Yes. It is a common misunderstanding that information on the internet does not need acknowledgement. You should use material found on the internet with caution, as it may be unreliable or out of date.
TV, radio, scripts	Yes. While you are listening, you should note the program name and the date of broadcast. Sometimes it is possible to obtain a transcript to check that you have heard correctly.
Videos, films, DVDs	Yes. There are specific conventions for referencing visual media.
Lectures	It depends. There are three possibilities: <ol style="list-style-type: none"> <li>1. If the lecturer mentions something which is general knowledge, there is no need for the lecturer, or you, to provide a reference.</li> <li>2. If the lecturer presents her/his own idea, you should reference this as the lecturer's idea.</li> <li>3. If the lecturer presents another author's idea, you should refer to both sources: the original author, and the lecturer who presents the idea. <i>However, in most cases, instead of relying upon your lecturer's reference, it would be more valuable for you to read the original author yourself.</i></li> </ol>

Illustrations, images, artwork, tables, graphs, programming codes	Yes. You need to acknowledge the source of drawings, photographs, graphs, designs, tables, programming codes and all other examples of non-verbal information that you use in your work.
Quotations	Yes. In referencing quotes, be careful to use quotation marks, and be careful not to change any words.
Paraphrases, summaries	Yes. When expressing the information or ideas of someone else in different words or in a briefer form, you must still acknowledge the source of the information or ideas.
Common knowledge	<p>You don't need to provide a reference for common knowledge - that is, information shared by many people. It is sometimes difficult to know what is and what is not common knowledge in your field of study. If you read or hear the same information many times from different sources, it is probably common knowledge. Common knowledge usually includes major historical events, famous people and geographic areas that are known about by educated people throughout the world, not just in the country in which they occurred.</p> <p>If the information is not common knowledge, you should provide a reference. This shows your reader that the idea is held by an expert in the field. It also demonstrates to your lecturer that you have been reading academic texts.</p>

## Plagiarism

Plagiarism is taking the words, theories, creations or ideas of another person and passing them off as your own.

Plagiarism can be deliberate – copying a passage from a book or journal or pasting something from the internet into an assignment without referencing the original source.

You can also commit inadvertent (accidental) plagiarism which is where you unintentionally repeat some of the information you have read in the course of your research. You must ensure you reference ALL material that comes from another source so question yourself as to whether you have read the information elsewhere and go back to your sources to locate the reference.

Plagiarism can also result from not referencing correctly. You must ensure you know how to reference your work using the style advised by your trainer/assessor.

## Consequences of Plagiarism

All forms of plagiarism will be taken seriously - deliberate or not!

Plagiarism is a serious issue that can result in failing an assignment, or even having to leave the course.

For more details, please contact your trainer, student administration, or access United International College 's website.

## Student Code of Conduct

The Student Code of Conduct outlines the rights and responsibilities of all Students. The Code of Conduct is in place to ensure an atmosphere of respect, understanding, and professionalism for all students. United International College celebrates diversity and embraces equal opportunity and promotes a supportive adult learning environment.

## *Student Rights*

All students have the right to:

- Feel safe and welcome at United International College.
- Be treated with respect and dignity.
- Privacy (as per the Privacy Act and Australian Privacy Principles): only information necessary to the core functions of United International College can be shared without the student's prior consent.
- Be free from bullying and harassment (including sexual harassment) online or during any United International College training activity.
- Receive fair and equitable training and assessment.
- Receive services without discrimination.
- Complain without fear or recrimination.
- Be provided with, and have access to, United International College policies, procedures and Student rights.

## *Responsibilities*

In general, it is expected that as a student you will:

- Be responsible for your own study program.
- Treat staff and fellow Students respectfully, courteously and with consideration at all times, whilst respecting their privacy and safety.
- Respect United International College 's equipment, resources and facilities.
- Actively participate in the learning process.
- Respect the rights of other Students and staff to have their own opinions.
- Be open to, and welcoming of, the diversity of Students in your course.

Sanctions, such as suspension or expulsion from the Institute, may be applied where Students fail to conduct themselves in an appropriate manner.

For more information, please access United International College 's website or via email to [admissions@uic.nsw.edu.au](mailto:admissions@uic.nsw.edu.au)

## **Unacceptable and Inappropriate behaviours**

United International College is committed to promoting an atmosphere of respect, understanding, professionalism, equity, and access for all Students.

### *Harassment*

Is any form of behaviour that:

- Is not asked for
- Is not wanted
- Is not returned and is likely to create a hostile or uncomfortable place to be
- Is humiliating, intimidating or offending.

### *Sexual harassment*

Is illegal and will not be tolerated by United International College.

## ***Bullying***

Includes:

- Intimidation
- Physical harm, emotional distress
- Threats/name calling/derogatory comments regarding age, gender, race, religion or sexual orientation
- Failure to acknowledge good work
- Deliberate isolation from groups/information/opportunities
- Undue pressure and impossible deadlines
- Emotional hurt to another person through electronic devices such as email, phone, and text message.

## ***General Information – Qualifications***

### **Certificates and Statements of Attainment**

Students who successfully complete all the requirements of their training program will receive a Nationally Accredited Certificate or Student who does not complete the full requirements of the training program will be issued a Statement of Attainment according to the requirements specified in;

[https://www.aqf.edu.au/sites/aqf/files/aqf\\_issuance\\_jan2013.pdf](https://www.aqf.edu.au/sites/aqf/files/aqf_issuance_jan2013.pdf)

United International College will issue Certificates and Statements of Attainment that are within its scope of registration, and that certify achievement of:

- Qualifications or industry / enterprise competency standards from nationally Endorsed Training Packages; or
- Qualifications, competency standards or modules specified in accredited courses.

Moreover, that:

- Meet the requirements in the current AQF Implementation Handbook, including the national codes.
- Identify the units of competency from Training Packages, or competencies or modules from accredited courses, that the student has attained.
- Identify United International College by its national provider number.

United International College will issue all AQF certifications within 30 calendar days of a student being assessed as competent in the qualification, skill set or unit of competency in which they are enrolled and providing all agreed fees have been paid to United International College.

## **Qualification Completion Timeframe**

United International College has provided the following timeframes for course completion:

### ***Qualification Timeframe***

Please note:

- a. United International College reserves the right to cancel an enrolment without notice (withdraw the student), if after allocated timeframe a student has not completed and achieved their Qualification of Individual Unit of Competency.
- b. If the Qualification has partially successfully been completed, a Statement of Attainment will be issued for those units.

- c. Your Student File and Student Management System records will be updated to reflect changes with your qualification timeframe and completion.

### *Exit Point*

- Unit by unit delivery allows students to exit at any point with full credit for all successfully completed units.
- At any point before the completion of the program, a participant may request a Statement of Attainment for an individual unit or units where he/she has been assessed competent.
- At the successful completion of the program, a certificate and record of results for the qualification will be issued.

## Student declaration

I, the under named, declare that I have received, read, and understood the contents of this Student Handbook, which also outlines the following conditions as a student of United International College.

Student Name:	
Student Signature:	
Date:	

### *Student obligations*

- I understand my obligations and responsibilities as a student

### *Student support*

- I have been offered the opportunity to access learning support
- I have been provided with a course outline for the course in which I have been accepted

### *National recognition*

- I understand the options for national recognition and recognition of prior learning
- I have been advised of the nationally recognised qualification to be issued on successful completion of the course.

### *Fees and Refunds*

- I have been advised of all applicable fees and charges
- I have been advised of all refund and reimbursement guidelines

### *Complaints and appeals*

- I have been advised about the Complaints and Appeals processes and procedures

### *Work Health and Safety*

- I have read and understand my rights and responsibilities as a student. This includes my rights and responsibilities regarding Workplace Health and Safety. I agree to abide by the rules of this organisation and to report any WHS issues to ensure a safe learning environment.