

# International College of Advanced Education

CRICOS Provider: 02864B

## International Student Policy and Procedure Handbook

Version 1.2

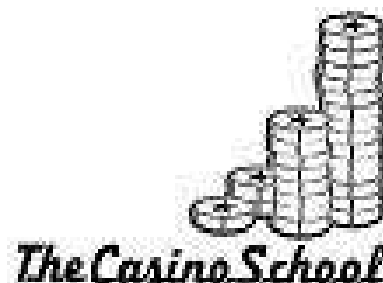
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# International College of Advanced Education

International Student Policy and Procedure Document

CRICOS Provider: 02864B



## International Student Policy and Procedure Handbook

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## International Student Policy and Procedure Handbook

### ACADEMIC AND PROFESSIONAL CODE OF CONDUCT

#### 1. PURPOSE

- 1.1. The purpose of this document is to detail the policies and procedures and identify the rights, roles and responsibilities of students regarding:
  - i) Coursework and assessments;
  - ii) Academic behaviour; and
  - iii) Professional behaviour.

#### 2. DEFINITIONS

- 2.1. **International Student; Student; Students:** Person/s enrolled or commencing in a CRICOS registered course, either at ICAE or another registered provider.
- 2.2. **ICAE; The School; The College:** The International College of Advanced Education Pty Ltd.
- 2.3. **DEEWR:** Department of Education Employment and Workplace Relations – previously known as DEST.
- 2.4. **DIAC:** Department of Immigration and Citizenship.
- 2.5. **eCOE:** Electronic Confirmation of Enrolment – issued through PRISMS.
- 2.6. **PRISMS:** Provider Registration and International Students Management System. The management information system used by DEEWR and DIAC to record International student program enrolment details.
- 2.7. **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students.
- 2.8. **Coursework:** Any work that must be submitted as an assessed component of a course. This will usually include but is not limited to written assessments, industry placement progress reports and industry placement observation reports.
- 2.9. **Compassionate or compelling circumstances:** These are generally circumstances beyond the control of the student and that have an impact on the student's study. These could include:
  - i) Illness or injury, where a medical certificate states that the student was unable to attend classes.
  - ii) Inability to begin study on the commencement date due to delays in receiving a student visa.
  - iii) Religious or cultural holidays not observed in Australia.
  - iv) Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
  - v) Major political upheaval or natural disaster in the student's home country requiring their emergency travel and this has impacted on their studies.
  - vi) A traumatic experience which could include but is not limited to:
    - a) Involvement in or witnessing of an accident;

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- b) A crime committed against the student;
- c) Witnessing a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

### 3. SCOPE

- 3.1. This policy applies to all international students who are commencing or currently enrolled at ICAE in any CRICOS Registered course.

### 4. PROCESSING OF COURSEWORK POLICY

#### 4.1. Coursework Submission

4.1.1. ICAE will not accept coursework under the following circumstances:

- i) The coursework is submitted after 5pm on the due date without an extension approval notice attached.
- ii) The lecturer believes that the student has not made a valid attempt at completing the coursework to the best of their ability in order to avoid late submission penalties.

4.1.2. Students must keep a copy of all their coursework. In the event of coursework being misplaced, students are required to submit another copy.

4.1.3. All coursework must be submitted into the Coursework Submission Box located in the reception area of ICAE's offices. Coursework can be submitted up until 5pm on the due date.

4.1.4. Students who believe that their coursework does not meet the requirements of clause 4.1.1. should not submit the coursework. Any coursework that is submitted but does not meet the requirements of clause 4.1.1. will be returned to the student.

4.1.5. A student whose coursework has not been accepted may have an intervention strategy implemented in accordance with ICAE's Course Progress Policy.

4.1.6. Students who fail to submit coursework will be dealt with in accordance with ICAE's Course Progress Policy.

#### 4.2. Coursework Reassessment

4.2.1. If a lecturer finds that a student has not achieved competency in submitted coursework, the lecturer will contact the student, arrange the coursework to be returned to the student for amendment and set a date for resubmission. In some cases an Intervention Strategy may be implemented in accordance with ICAE's Course Progress Policy.

4.2.2. Unless documented as part of the student's intervention strategy, the resubmission date should be no later than the last day of the student's current semester.

4.2.3. Amended coursework should be submitted in accordance with section 4.1. of this policy.

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### 4.3. **Coursework Extension**

- 4.3.1. Extensions to coursework submission dates will only be approved where compassionate or compelling circumstances prevent the submission of coursework by the prescribed deadline.
- 4.3.2. The following will not be seen as compassionate and compelling circumstance:
  - i) The student forgot to hand in the coursework.
  - ii) The student couldn't complete the coursework due to work commitments.
  - iii) The student was on vacation.
- 4.3.3. To apply for an extension for coursework due dates, the student should complete the Coursework Extension Request Form and return it to their lecturer. This form can be found online <http://www.thecasinoschool.com/index.php?page=policies-2> or requested from the Student Liaison Officer.
- 4.3.4. The Coursework Extension Request Form should be given to the lecturer at least three (3) business days before the coursework due date. All requests must be accompanied by written supporting evidence,
- 4.3.5. When the request is received, the Lecturer will assess the request in accordance with this policy and make a fair decision based on the evidence supplied by the student.
- 4.3.6. If the extension is not approved, the student will be required to submit the coursework on the original due date. If the original due date has already passed, the student will be subject to the procedure outlined in section 4.1.
- 4.3.7. If the extension is approved, the student will have until the new due date to submit the coursework in accordance with section 4.1.
- 4.3.8. Coursework extension approval is at the sole discretion of the Lecturer responsible for assessing the coursework.

### 4.4. **Coursework Results and Transcripts**

- 4.4.1. If a student has not achieved competency in any coursework, the lecturer will initiate section 4.2.
- 4.4.2. At the end of each study year, students will receive a full transcript of their results for the year.
- 4.4.3. If a student wants a copy of their transcript at any time throughout the course, they should complete the Academic Transcript Request Form available online at <http://www.thecasinoschool.com/index.php?page=policies-2> or requested from the Student Liaison Officer.

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### 5. CODE OF CONDUCT

#### Assessment Principles

In entering vocational education, students commit themselves to a process of becoming recognised by society as having achieved a certain level of learning. A student who misleads society as to the authenticity of this achievement is academically dishonest not only to those on whom the deception is practised, but also to themselves. The dishonesty relates to the process of education, in that the evidence on which society's recognition is based has been obtained in an unethical manner, and to the outcome of education, in that the level of achievement is based on a false claim.

The maintenance of fair and honest conduct is therefore an essential requirement of the system for assessing students' learning and it is in their interests and those of the School that this should be the guiding principle at all times. Academic dishonesty is a serious offence and it is important that the duties and rights of all those involved with the assessment process be clearly defined and effectively publicised.

#### Assessment

Assessment plays an important role in all the programs of study offered at ICAE. The purpose of assessment is:

- i) to ensure that the course and subject objectives have been realised;
- ii) to measure the quality of a student's performance;
- iii) to provide students with feedback and motivation;
- iv) to use as an indicator of a student's development;
- v) to provide the subject lecturer with a quality control mechanism and an indicator of the effectiveness of the teaching and learning process;
- vi) to gauge the aptitude of students' progress on a particular course;
- vii) to provide an effective learning vehicle which progresses knowledge and understanding.

#### Assessment Guidelines

The type and style of assessments will vary by unit but could include:

- i) individual assignments
- ii) group assignments
- iii) project reports
- iv) presentations
- v) workplace reports
- vi) seminar papers
- vii) time constrained assessments
- viii) examinations

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### **Coursework Presentation**

The presentation and length of each piece of coursework will be determined by the requirements of the subject and lecturer. All assignments should be submitted in the format determined by the assessment task, and as detailed by the lecturer.

### **Citing References**

When writing up a piece of work you will need to cite (quote) the bibliographical references of all documents which you have used or referred to, as this provides evidence of your research and justification for your statements. It also means the reader is able to follow up and continue your work by going back to the original sources.

It is important to be consistent and accurate when citing references because the references may need to be traced at a later date by someone else who reads your work. The same set of rules should therefore be followed every time you cite a reference. All students are expected to supply a list of references and a Bibliography at the end of their written assignments.

### **Appeals**

In the event of a concern over the grading of a piece of coursework the student should discuss the matter with the subject lecturer concerned. Should this not resolve the issue the student may lodge an appeal in accordance with ICAE's Grievance and Appeals Policy.

### **Academic Dishonesty**

Academic dishonesty may be defined as any attempt by a student, or any attempt by an individual to aid a student, to gain an unfair advantage in any assessment by deception or fraudulent means. Acts of academic dishonesty are regarded very seriously by ICAE, as it devalues the work of all other students studying for the same qualification; potentially robs another person of revenue and/or credit for their own work; and advances the cause of the perpetrator on false premises. ICAE will not tolerate academic dishonesty. ICAE will investigate thoroughly all cases of suspected dishonesty, and take immediate action that may include any or all of the following:

- i) Failure of the subject;
- ii) Immediate dismissal from the course.

Academic dishonesty may be exhibited in a number of ways, of which the following are examples:

- i) Aiding and abetting a student in any form of dishonest practice.
- ii) Bribery: paying or offering inducements to another person to obtain or to attempt to obtain an unfair advantage.
- iii) Calculator fraud: the use of unauthorised material stored in the memory of a programmable calculator with storage facilities.
- iv) Collusion: the representation of a piece of unauthorised group work as the work of a

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single candidate.

- v) Commissioning another person to complete an assignment which is then submitted as the student's own work.
- vi) Computer Fraud: the use of a computer or electronic device to aid in the commissioning of any academic honesty, including using the material stored in an electronic format which belongs to another person, without acknowledgement and/or without the written permission of the owner.
- vii) Duplication: the inclusion in coursework of any material which is identical or substantially similar to material which has already been submitted for any other assessment within the School or elsewhere (for example, the use of essay banks, or submitting the same assignment in different subjects).
- viii) False declarations made in order to receive special consideration by an Examination Board or to obtain extensions to deadlines or exemption from work.
- ix) Falsification of data: the presentation of data, eg projects, and/or assessment portfolios, based on work purported to have been carried out by the student, but which have been invented by the student or altered, copied or obtained by unfair means.
- x) Forgery: the falsification of signature(s) or documents related to assessment.
- xi) Misconduct in examinations or tests: behaviour aimed at gaining an unfair advantage, e.g.
  - Taking unauthorised materials into an examination or test;
  - Obtaining an advance copy of an "unseen" written examination or test paper;
  - Communicating, or trying to communicate, in any way with another student during an examination or test;
  - Copying from another student;
  - Leaving the examination or test venue to consult pre-hidden notes;
  - Removing any items of stationery or other materials from the examination or test venue without permission or contrary to instructions.
- xii) Impersonation: arranging or attempting to arrange for another person to take one's place in an examination or test; or being a party to an impersonation.
- xiii) Plagiarism can be: the representation of another person's work as one's own or the use of another person's work without acknowledgment; the direct importation into one's work of more than a single phrase from another person's work without the use of quotation marks and identification of the source; making a copy of all or part of another person's work and presenting it as one's own by failing to disclose the source; making an extensive use of another person's work, either by summarising or paraphrasing it merely by changing a few words or altering the order of presentation, without acknowledgment; the use of the ideas of another person without acknowledgment of the source, or the submission or presentation of work as one's own which is substantially the ideas or intellectual data of another.

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### Plagiarism

Good scholarship necessarily requires building on and incorporating the work of others. This use must be appropriately acknowledged. Whenever you employ the thoughts, words, drawings, designs, statistical data, computer programs, performances or other creative works of others, either by direct quotation, by paraphrasing or by the use of another's ideas, you must clearly identify the author and the source through the use of proper referencing. Your acknowledgement of the contributions of others is not solely a matter of honesty. It also shows the extent to which you have consulted appropriate references and source materials during preparation of their work for submission. It thus plays a very positive role in academic assessment, by demonstrating how well you have taken into account work already done in the relevant field.

**You are plagiarising if you give the impression that the ideas, words or work of another person are your ideas, words or work. Failure to acknowledge sources appropriately constitutes plagiarism, and may attract significant penalties such as failure in the unit or exclusion from the School.**

Plagiarism, cheating, and falsification of data are dishonest practices that contravene academic values of respect for knowledge, scholarship and scholars. These practices devalue the quality of learning, both for the individual and for others enrolled in the unit. ICAE views with the greatest concern the action of students who act dishonestly or improperly in connection with their academic work and imposes strict penalties on those students who are found to contravene ICAE's plagiarism policy. To avoid plagiarism, it is important for students to understand how to attribute the work and ideas they use to their proper source.

Plagiarism is the intentional or unintentional use of the work of other persons, copying (in whole or in part) the work or data of other persons, or presenting substantial extracts from written, printed, electronic or other media in a student's written, oral, electronic/on-line or group assignment work without due acknowledgment. Plagiarism involves giving the impression that a student has thought, written or produced something that has, in fact, been taken from another. Any act of plagiarism constitutes a breach of this policy.

Plagiarism includes:

- i) copying any material from books, journals study notes or tapes, the internet, CD-ROMs, the work of other students, or any other source without indicating this by quotation marks or by indentation, italics or spacing and without acknowledging that source by footnote or citation;
- ii) rephrasing ideas from books, journals, study notes or tapes, the internet, CD-ROMs, the work of other students, or any other source without acknowledging the source of those ideas by footnotes or citations; or
- iii) unauthorised collaboration with other students in producing an assessment task.

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### Plagiarism Definitions

- i) Intentional plagiarism is an act that arises from an intention to deceive.
- ii) Unintentional plagiarism is an act that arises from lack of knowledge or understanding of the concept of plagiarism, or lack of preparation, skill or care.
- iii) Improper conduct is consciously acting in a manner that would assist another student to commit plagiarism or acting in an inappropriate manner to obtain information with the intent to plagiarise.
- iv) Group work means a formally established assessment task to be conducted by a number of students working together, resulting in a single piece of assessment or a number of associated pieces of assessment.
- v) Legitimate collaboration means any constructive educational and intellectual practice that aims to facilitate optimal learning outcomes through interaction between students.
- vi) Collusion (unauthorised collaboration) involves working with others, without permission of the Unit Coordinator, to produce work that is then presented as work completed independently by the student. Collusion is a form of plagiarism. Students should not knowingly allow their work to be copied

### How to Avoid Plagiarism

- i) Be familiar with the referencing techniques required for information sourced from the internet;
- ii) Write the source on any notes or copies you make from any document or electronic sources such as the internet. Keep details of the sources you have relied upon for each assignment throughout the unit. Plagiarism is often the result of lack of care, poor study and/or poor referencing methods;
- iii) Acknowledge all sources containing the concepts, experiments, performances or results from which you have extracted or developed your ideas, even if you put those ideas into your own words;
- iv) Always use quotation marks or some other acceptable indicator of quotation when quoting directly from a work. It is not enough merely to acknowledge the source;
- v) Avoid excessive paraphrasing and quoting, even where you acknowledge the source;
- vi) Keep a printed (hard) copy of all of your submitted work to assist you in case you ever need to answer an allegation of plagiarism. This is important for your own protection against possible misuse of your submitted assignment by another student and against possible suspicion of plagiarism if you ever have to resubmit an assignment that has 'gone astray'. If your original assignment has been lost, stolen or damaged, you must be able to reproduce it again as needed, without undue delay.

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### Student Responsibilities

It is your responsibility as a student to:

- i) Read, understand and respect the Academic and Professional Code of Conduct;
- ii) Familiarise yourself with the conventions of referencing;
- iii) Avoid all acts which could be considered plagiarism;
- iv) Seek assistance from appropriate sources with any academic writing areas where you are aware you need more knowledge and skills;

### Student Rights

It is your right as a student to:

- i) Be informed of the policies of the School with respect to academic honesty including plagiarism, co-operation and group work;
- ii) Be provided with clear guidelines on academic styles required in each unit;
- iii) Receive practical comments which assist you to review your work;
- iv) Expect clear guidelines relating to all aspects of group work;
- v) Expect early notification or fair warning in the case where an academic believes you or your fellow students may be at risk of breaching guidelines relating to plagiarism, collusion and collaboration;
- vi) Participate in appropriate learning experiences designed to improve your competence in writing and study skills; understand the requirements of group work; and develop personal attributes, in particular, ethical behaviour.
- vii) Expect a consistent interpretation of plagiarism and consistent application of procedures for dealing with suspected plagiarism across the School;
- viii) If your original assignment has been lost, stolen or damaged, you must be able to reproduce it again as needed, without undue delay.
- ix) If an allegation of plagiarism is made against you, you will be advised in writing of:
  - a. the nature of the allegation;
  - b. your right to present your case in writing or orally to the lecturer;
  - c. the fact that your signed declaration, submitted with the alleged plagiarised work, has been retained as evidence for the investigation;
  - d. the Student Support available to you;
  - e. any decision made by an officer or committee of the School after having considered both the allegation against you and the case you have presented in response to it;
  - f. your right of appeal against this decision.

### Advice on Use of Internet Sites

Many websites do not name the author of the textual material included. This means that the text carries little authority. As with a book or journal article, we need to know "Who wrote this?" and "Where did they get that piece of information from?"

Questions to ask about any site on the internet:

- Is the author named?
- If so, does the site tell you about the author's credential and experience?

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- Can you confirm the information from books, journals or other websites?
- Be aware that the website may be as biased as any other source. Who owns/runs the website and what are they promoting?
- Has the website been updated recently? Is it out of date?

You should be aware that, in general, research essays must be based on data that is the work of acknowledged authors, and on data with verifiable origins. Sometimes, information of a high quality is posted on websites before publication or instead of publication through regular channels. You should always closely examine the explicit requirements for an assessment task and/or consult your lecturer before incorporating web-based references in an assignment.

### **Punctuality**

In the Hospitality Industry, there is no room for tardiness. Students should arrive for classes and activities as least five minutes before classes are scheduled to begin.

Attendance will be recorded at all scheduled classes and students who are late or do not attend classes will be subject to ICAE's Attendance Policy.

### **Bringing the School into disrepute**

The School will take disciplinary action against any student who brings ICAE into disrepute while on campus, while acting as a student of ICAE off campus, or during Industry Placement. This disciplinary action may result in the student's enrolment being cancelled.

### **Professional conduct**

ICAE promotes an environment that is based on industry standards and professionalism. Your conduct should be exemplary, reflecting the professional requirements of your employer (if on IP), and the broader hospitality and tourism industry. ICAE will act in response to unprofessional behaviour, including counselling of the student, and disciplinary action.

### **Physical/verbal abuse**

There is no place in a professional environment for either physical or verbal abuse. Students are responsible for their own standards of behaviour, and are expected and required to maintain a supportive, harmonious environment while attending the School. Any kind of abuse by a student directed towards any other student, staff member of ICAE or your employer, guest lecturer or their client/s, will be treated as a matter of the greatest importance by ICAE, and the responsible student subjected to disciplinary action including possible removal from the course and appropriate legal action.

### **Inappropriate language**

Your conversations in public areas may be overheard by other students, staff or guests. Assume that your conversations in public areas are being overheard by others, and ensure that your conversations are of a professional nature.



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### **Usage of mobiles in classroom**

All mobile phones should be turned off whilst you are in any School lecture, practical class or restaurant.

### **Personal Presentation**

The hospitality industry demands a high standard of personal presentation and students studying at ICAE should uphold the industry standards for personal presentation. Students on work experience or industry placement will usually have a uniform to wear and should adhere to the organisation's standards for uniform and personal presentation.

### **Damage to property**

Ensure you treat School and your employer's property with respect. Wilful or reckless misuse of School or your employer's property will result in immediate disciplinary action, which may include compensatory damages, removal from the course, and appropriate legal action.

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### ATTENDANCE POLICY AND PROCEDURE

#### 1. PURPOSE

- 1.1. Under Standard 11 of the National Code 2007, ICAE is required to systematically monitor student's compliance with student visa conditions relating to attendance. ICAE is committed to being proactive in notifying and counseling students who are at risk of failing to meet attendance requirements and will report students to DIAC under Section 19 of the ESOS Act, in accordance with this policy.
- 1.2. This policy is in place to clearly outline ICAE's attendance expectation of international students, the procedure for recording and monitoring international student attendance and the procedure for notifying students who fail to maintain satisfactory attendance.

#### 2. DEFINITIONS

- 2.1. **International Student; Student; Students:** A person/s enrolled or commencing at ICAE in a CRICOS registered course.
- 2.2. **ICAE:** International College of Advanced Education Pty Ltd.
- 2.3. **DEEWR:** Department of Education Employment and Workplace Relations – previously known as DEST.
- 2.4. **DIAC:** Department of Immigration and Citizenship.
- 2.5. **PRISMS:** Provider Registration and International Students Management System. The management information system used by DEEWR and DIAC to record International student program enrolment details.
- 2.6. **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students.
- 2.7. **Contact Hour:** Any hour for which a student is scheduled to attend face-to-face classes.
- 2.8. **Wise.NET:** Web based software used by ICAE to manage student information.
- 2.9. **Scheduled Class; Class; Classes:** Lectures, tutorials, work experience or practical lessons that a student is required to attend as part of their course. These are defined in the timetable for the semester.

#### 3. SCOPE

- 3.1. This policy applies to all students enrolled in a CRICOS registered course at ICAE.

#### 4. POLICY

- 4.1. Students are required to attend all scheduled classes and tutorials.
- 4.2. To maintain their course enrolment at ICAE, students must achieve satisfactory attendance by attending 80% or more of their scheduled contact hours during any given semester.
- 4.3. If a student's total attendance for a semester is below 80% but above 70%, and the student has approved leave due to compassionate and compelling circumstances, ICAE may choose not to report the student.

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- 4.4. If a student arrives to any class late, leaves any class early or has an extended break during any class, they will only be considered in attendance for the actual time they are present in the class. Students who miss 15 minutes or more of any session will be considered absent for the entire session.
- 4.5. If a student misses eight (8) consecutive classes and does not have leave approved, the student will be considered as having abandoned the course. In this case, ICAE may initiate the cancellation of the student's enrolment in accordance with ICAE's Deferral, Suspension and Cancellation Policy.
- 4.6. Leave will only be approved if compassionate or compelling circumstances exist. Leave approval is at the sole discretion of the Registrar and all requests for leave will be administered in accordance with this policy.
- 4.7. Compassionate or compelling circumstances are generally those beyond the control of the student and that have an impact on the student's capacity and/or ability to attend classes. These could include:
- i) Illness or injury, where a medical certificate states that the student was unable to attend classes.
  - ii) Inability to begin study on the commencement date due to delays in receiving a student visa.
  - iii) Religious or cultural holidays not observed in Australia.
  - iv) Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
  - v) Major political upheaval or natural disaster in the student's home country requiring their emergency travel and this has impacted on their studies.
  - vi) A traumatic experience which could include but is not limited to:
    - a) Involvement in or witnessing of an accident;
    - b) A crime committed against the student;
    - c) Witnessing a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).
- 4.8. ICAE will not approve leave:
- i) For vacations or holidays;
  - ii) Where the amount of leave requested puts the student at risk of not achieving at least 70% attendance for the semester. In this case, the student should apply for a suspension of studies in accordance with ICAE's Deferral, Suspension or Cancellation of Enrolment Policy.

## 5. PROCEDURES

### 5.1. Request for Leave Procedure

#### Persons Responsible – Student; Registrar

- 5.1.1 Students who wish to apply for leave must fill in a Leave Request form. This form can be found online at:

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<http://www.thecasinoschool.com/index.php?page=policies-2>, or requested from the Student Liaison Officer.

- 5.1.2 Students should submit the completed Leave Request Form and supporting evidence to the Registrar at least five (5) business days before they intend to commence leave.
- 5.1.3 The Registrar will process the Request for Leave and provide the student with an email response within three (3) business days.
- 5.1.4 If the leave is approved, a note will be made in the student's Wise.NET journal and all classes missed during the approved leave period will be marked as approved absences.
- 5.1.5 If the student commences leave before approval is granted, the student will be marked as absent without approval for any classes missed before the leave was granted.
- 5.1.6 If the student's leave is not approved and the student takes leave anyway, or the student takes more leave than was approved, the student will be marked as absent without approval for any classes missed.

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### GRIEVANCE AND APPEALS POLICY

#### 1. PURPOSE

- 1.1. International students have additional requirements set out by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students regarding appeals. To facilitate these requirements and to make the process easier for International students, this policy has been developed to manage all International student grievances and appeals.
- 1.2. The procedures set out in this policy do not replace or modify procedures or any other responsibilities which may arise under other ICAE policies or under statute or any other law. The following outlines available options when a problem or issue arises, and the stages for proceeding with a complaint.

#### 2. DEFINITIONS

- 2.1. **Complaint/grievance:** a clear statement expressing dissatisfaction with an act, decision or omission which the grievant considers to be unjust, wrongful or discriminatory and which is within the control of ICAE;
- 2.2. **Complainant/grievant:** the person making a complaint;
- 2.3. **Respondent:** the person against whom the complaint is brought;
- 2.4. **Staff:** any person currently employed by ICAE, or employed by an Industry Placement enterprise in the capacity of a student supervisor;
- 2.5. **Student; International Student; Students:** any person currently enrolled at ICAE in a CRICOS registered course;
- 2.6. **Mediator:** a person who acts as a negotiator between the parties concerned in the grievance or appeal. This is usually the ICAE Chief Executive, the head of department or an impartial designate;
- 2.7. **Harassment:** any action that is uninvited or unwelcome and interfered with an individual's right to work in a non-threatening environment;
- 2.8. **Discrimination:** a discriminatory action is one which results in less favourable treatment of an individual or group in comparison with another individual or group in the same or similar circumstance;
- 2.9. **Duty of care:** an obligation of ICAE to ensure students are not exposed to risks to their health or safety. If a complaint/grievance is of a serious nature, eg unlawful behaviour, ICAE will take formal action to protect individuals in its care;
- 2.10. **Natural Justice:** The following principles have been identified by the Human Rights and Equal Opportunity Commission: The person who is the subject of concern must know all the allegations in relation to their behaviour:
  - i) They must have a full opportunity to put their case;
  - ii) All parties to the complaint have the right to be heard;
  - iii) All relevant submissions and evidence must be considered;

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- iv) Matters which are not relevant must not be taken into account;
- v) The person who lays the charge must not determine the charge;
- vi) The decision maker must be disinterested and unbiased;
- vii) A decision must be based on evidence.

### 3. SCOPE

- 3.1. This policy applies to all ICAE staff members involved in the appeals process and all students who make an appeal or have a grievance against ICAE.

### 4. POLICY

- 4.1. ICAE is committed to the continuous improvement of its services for staff and students, and aims to provide adequate and easily activated procedures to deal with complaints. ICAE will treat complaints seriously and ensure that all processes are clear, confidential and fair to all parties.
- 4.2. If a student lodges a formal complaint or appeal, the process for resolving the matter will commence within ten (10) business days.
- 4.3. Students are entitled to access the grievance procedures set out in this policy. The complainant and respondent will not be victimised or discriminated against at any stage of the grievance process. When making a complaint, students have the right to:
  - i) Be present or make a written presentation to any committee convened to hear the complaint;
  - ii) Be accompanied and assisted by a third party (such as a family member, friend, counsellor or other professional support person) at any or each stage of the process;
  - iii) Receive and respond to any documentation, as appropriate, that is submitted in connection with a complaint;
  - iv) Have a complaint treated confidentially with details only disclosed with the staff's permission, unless ICAE has reasonable grounds for believing the use of the information will be a threat to the life or health of any person, or the use is authorised by law;
  - v) At all stages of the process, reasons and a full explanation in writing for decisions and actions taken as part of the procedures must be given if so requested by the complainant and/or respondent;
  - vi) Have records of grievances and their outcomes be kept strictly confidential. Parties to the complaint will be allowed supervised access to these records.
- 4.4. Possible outcomes from making a complaint
  - i) A written undertaking or apology;
  - ii) Written agreements in regard to future behaviours or actions;
  - iii) Remedial action;
  - iv) The issuing of new or updated internal procedures or guidelines;

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- v) Conciliation/mediation between two parties under the guidance of a mutually accepted impartial third party;
  - vi) Independent external mediation.
- 4.5. The person who is the subject of concern must know all the allegations in relation to their behaviour.
- i) They must have a full opportunity to put their case;
  - ii) All parties to the complaint have the right to be heard;
  - iii) All relevant submissions and evidence must be considered;
  - iv) Matters which are not relevant must not be taken into account;
  - v) The person who lays the charge must not determine the charge;
  - vi) The decision maker must be disinterested and unbiased;
  - vii) A decision must be based on evidence.

### 5. PROCEDURE

#### 5.1. Stage One (Internal)

In the first instance, complaints should be discussed with the person/people involved. If this is impractical, complainants should communicate with one of the staff listed below. This arrangement is free of charge and every effort will be made to make and communicate a decision within ten (10) business days.

Students should communicate with:

- i) The Student Liaison Officer
- ii) The Deputy Chief Executive Officer
- iii) The Chief Executive Officer

Students then have three options for proceeding:

- i) Take no further action;
- ii) Make comments or suggestions;
- iii) Make a written complaint or appeal in accordance with Stage Two.

#### 5.2. Stage Two (Internal)

If unsatisfied with the response to the complaint or the time taken to resolve the matter in Stage One, the complainant may submit the complaint in writing to one of the staff listed below. The written complaint will be dealt with in a reasonable time, normally within ten (10) business days of receipt of the complaint.

Students making a complaint should communicate with:

- i) The Registrar
- ii) The Deputy Chief Executive Officer
- iii) The Chief Executive Officer

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Staff handling the complaint will make sure they:

- i) Listen and understand the nature of the complaint;
- ii) Explore all the options and possible implications for resolving the issue with the complainant;
- iii) Avoid any behaviour which might reasonably be interpreted as interrogative or judgemental.
- iv) Endeavour to find a resolution.

### 5.3. Stage Three (External)

If unsatisfied with the response to the written complaint or the time taken to resolve the matter, the complainant may request that the matter be dealt with through an external dispute resolution process.

The complainant may appoint an external agency of their choice for which they will bear the cost, or use ICAE's appointed impartial conflict resolution service, available at no cost to the complainant. This service is delivered by Employee Assistance Services Australia.

The service provided by EASA includes the provision to students of the following support and independent grievance handling/dispute resolution services at no cost to the student:

- i) Individual counselling including:
  - Short-term counselling of students (and their family members where involved);
  - Referral to appropriate facility or helping agency where appropriate; and
  - Monitoring of students' progress to ensure that they are receiving assistance/treatment that most effectively meets their needs.
- ii) Operation of a toll free 1800 telephone line for individual counselling of students and family members.
- iii) Liaison between ICAE and all counselling and helping agencies that serve ICAE's students and their families in matters related to the program.
- iv) Assistance in providing information about the Program to the ICAE's students through pamphlets, posters and other appropriate means.
- v) Alternate Dispute Resolution. ADR techniques include meeting facilitation, conciliation, arbitration and mediation. The most common of these is mediation. Mediation brings together the parties in a dispute, identifies the issues, negotiates a resolution process, initiates that process and facilitates the resolution of the dispute. Mediation acknowledges that, just like the parties involved, every dispute is different. Mediation therefore provides a more flexible approach to resolving disputes than the legal system is able to offer. Mediation encourages co-operative and creative problem solving which puts control of the resolution process in the hands of those best equipped to find the most appropriate solution—the parties involved.

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### COURSE PROGRESS POLICY

#### 1. PURPOSE

- 1.1. Under Standard 9 and 10 of the National Code of Practice 2007, the International College of Advanced Education (ICAE) must monitor the course progress and workload of students to ensure they complete the course within the duration specified in their eCOE, and do not exceed the allowable portion of online or distance learning.
- 1.2. The purpose of this policy is to maintain compliance with Standard 9 and 10 of the National Code of Practice 2007, and to provide a clear and transparent policy and procedure in relation to monitoring a student's course progress and workload to ensure they complete the course within the expected duration, and maintain satisfactory course progress throughout their course of study.

#### 2. SCOPE

- 2.1. This policy applies to all international students who are commencing or currently enrolled at ICAE in any CRICOS Registered programme and any ICAE staff members who are responsible for monitoring student's course progress.

#### 3. DEFINITIONS

- 3.1. **International Student; Student; Students:** A person/s enrolled or commencing at ICAE in a CRICOS registered course.
- 3.2. **ICAE:** The International College of Advanced Education Pty Ltd.
- 3.3. **DEEWR:** Department of Education Employment and Workplace Relations – previously known as DEST.
- 3.4. **DIAC:** Department of Immigration and Citizenship.
- 3.5. **PRISMS:** Provider Registration and International Students Management System. The management information system used by DEEWR and DIAC to record International student program enrolment details.
- 3.6. **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students.
- 3.7. **At Risk:** An at risk student is a student who for any reason, may potentially not meet the programme or course progression requirements.
- 3.8. **Expected Course Duration:** The duration that the course is registered for on CRICOS.
- 3.9. **Wise.NET:** Web based software used by ICAE to manage student information.
- 3.10. **MyWise.NET:** The student portal in Wise.NET. Students can use their unique MyWise.NET login to check results, attendance, timetables and fee payments.
- 3.11. **Compassionate or compelling circumstances:** These are generally circumstances beyond the control of the student and that have an impact on the student's capacity and/or ability to attend classes and complete assessments. These could include:
  - i) Illness or injury, where a medical certificate states that the student was unable to attend classes.

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- ii) Inability to begin study on the commencement date due to delays in receiving a student visa.
- iii) Religious or cultural holidays not observed in Australia.
- iv) Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- v) Major political upheaval or natural disaster in the student's home country requiring their emergency travel and this has impacted on their studies.
- vi) A traumatic experience which could include but is not limited to:
  - a) Involvement in or witnessing of an accident;
  - b) A crime committed against the student;
  - c) Witnessing a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

### 4. POLICIES

#### 4.1. **Completion Within Expected Duration Policy**

- 4.1.1. ICAE does not require students to study any part of their course online or by distance. Any online or distance learning given to students will be optional self improvement study and will not affect the student's grade or course progress.
- 4.1.2. Unless it is part of a student's intervention strategy or compassionate or compelling circumstances exist, ICAE does not allow a student to enrol in any less than the full number of prescribed units for any given study period or semester.
- 4.1.3. ICAE will review each student's ability to complete their course within the expected duration at the end of each semester.
- 4.1.4. A student will be considered at risk of not completing their course within the expected duration if they have failed 3 or more of the prescribed units for the semester.
- 4.1.5. If the student is considered at risk of not completing their course within the expected duration, ICAE will implement an intervention strategy.
- 4.1.6. ICAE will only extend the student's duration of study if one of more of the following circumstances apply:
  - i) Compassionate or compelling circumstances exist;
  - ii) ICAE has approved a deferral or suspension of study;
  - iii) The student has met all the requirements of their intervention strategy and an extension is part of the student's intervention strategy.
- 4.1.7. Students will not have their course duration extended to complete or be re-assessed for industry placement .

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4.1.8. Students who are granted an extension of their course duration may be subject to additional fees.

### 4.2. **Course Progress Policy**

4.2.1. To achieve satisfactory course progress, a student must show competency in 50% or more of the prescribed assessments over a semester.

4.2.2. Where a student is identified as not making satisfactory progress for two consecutive semesters, ICAE will cancel the student's enrolment in accordance with ICAE's Deferral, Suspension and Cancellation Policy.

4.2.3. ICAE will monitor each student's course progress at the end of each semester. If a student has not made course progress for the semester ICAE will implement an intervention strategy.

4.2.4. If at any point during a semester a student is considered at risk of not making satisfactory course progress, ICAE may choose to implement an intervention strategy.

## 5. PROCEDURES

### 5.1. **Intervention Strategy Procedure**

5.1.1. An Intervention Strategy is an individual plan developed by ICAE's training and management staff in consultation with a student. The primary purpose of an Intervention Strategy is to provide specific assistance and/or advice to address the issues preventing the student from achieving satisfactory course progress and/or completing their course within the expected duration.

5.1.2. To notify the student of intent to implement an intervention strategy, the Registrar will issue the student with a letter of advice, notifying the student that an intervention strategy will be implemented and requesting an intervention strategy meeting to be scheduled within five (5) business days. The student will also be advised that if their unsatisfactory course progress continues through two consecutive semesters, their enrolment may be cancelled in accordance with ICAE's Deferral, Suspension and Cancellation Policy.

5.1.3. The intervention strategy meeting will provide the student with the opportunity to discuss any issues or problems with the appropriate ICAE staff members and the ICAE staff members involved will try to seek clarity on these issues and address any concerns. During the meeting the relevant ICAE staff members, in association with the student, will create an action plan with appropriate intervention measures and the dates for these measures to be actioned. This action plan will be signed by both the student and the appropriate ICAE staff members and a copy will be filed in the student's administration file.

5.1.4. Some examples of intervention measures include:

- i) setting compulsory tutorial or re-assessment catch-up classes;
- ii) arranging counselling for assistance with personal or other issues;

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- iii) providing advice regarding study habits (e.g. maintaining required class attendance);
- iv) reducing the student's load and extending the student's course duration;
- v) where appropriate, advising students on the suitability of the course in which they are enrolled; and/or
- vi) assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency.

5.1.5. Following the implementation of an Intervention Strategy, ICAE staff will continue to monitor the academic progression of the student in accordance with this policy.

5.1.6. Students who do not meet the requirements of their Intervention Strategy will be considered in breach of ICAE's Course Progress Policy and may be subject to further disciplinary action in accordance with ICAE's Deferral, Suspension or Cancellation of Enrolment Policy.

### 5.2. **Unsatisfactory Course Progress Procedure**

Persons Responsible: Registrar

5.2.1. If a student is identified as having not made satisfactory course progress for two consecutive study periods, or the student has not met the requirements of their intervention strategy, the Registrar will initiate the cancellation process in accordance with ICAE's Deferral, Suspension and Cancellation of Enrolment Policy.

5.2.2. In accordance with ICAE's Deferral, Suspension and Cancellation of Enrolment Policy, a student will have the right to appeal the decision to cancel through ICAE's Grievance and Appeals Policy within twenty (20) business days of receiving a notice of intention to report. Grounds for appeal could include:

- i) ICAE has not recorded or calculated the student's marks correctly;
- ii) There are compassionate or compelling reasons which have contributed to the student's unsatisfactory progress;
- iii) ICAE's Intervention Strategy has not been implemented in accordance with documented policies and procedures;
- iv) ICAE has not implemented other policies or procedures which may impact upon the student's results;
- v) ICAE has not made the Course Progress Policy or other relevant policies available to the student.

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### FEE POLICY AND PROCEDURE

#### 1. PURPOSE

- 1.1. This policy has been formulated to provide a clear statement of the policies and procedures relating to fees and fee payments for international students studying at the International College of Advanced Education.

#### 2. DEFINITIONS

- 2.1. **International Student; Student; Students:** Person/s enrolled or commencing in a CRICOS registered course at ICAE.
- 2.2. **ICAE:** The International College of Advanced Education Pty Ltd.
- 2.3. **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students.
- 2.4. **Commencement Date:** The first day of a student's commencing study period. This is usually the first day of orientation week in the first semester or the first day of classes in a continuing semester.
- 2.5. **eCOE:** Electronic confirmation of enrolment.
- 2.6. **OSHC:** Overseas student health cover.
- 2.7. **Compassionate or compelling circumstances:** These are generally circumstances beyond the control of the student and that have an impact on the student's capacity and/or ability to attend classes and complete assessments. These could include:
  - i) Illness or injury, where a medical certificate states that the student was unable to attend classes.
  - ii) Inability to begin study on the commencement date due to delays in receiving a student visa.
  - iii) Religious or cultural holidays not observed in Australia.
  - iv) Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
  - v) Major political upheaval or natural disaster in the student's home country requiring their emergency travel and this has impacted on their studies.
  - vi) A traumatic experience which could include but is not limited to:
    - a) Involvement in or witnessing of an accident;
    - b) A crime committed against the student;
    - c) Witnessing a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

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### 3. SCOPE

- 3.1. This policy applies to all international students who are commencing, have commenced or are continuing study in a CRICOS registered course at ICAE.

### 4. POLICY

- 4.1. Students must pay their course fees by the payment due date agreed upon in order to remain enrolled in their course of study.
- 4.2. All fee payments must be made in Australian dollars.
- 4.3. The student will be responsible for paying all bank charges and fees incurred during payment.
- 4.4. Students with overdue accounts will not be eligible to receive results, transcripts or certificates for any training they have completed.
- 4.5. If a student's account remains overdue for 40 or more business days, ICAE may initiate the cancellation of the student's enrolment in accordance with ICAE's Deferral, Suspension or Cancellation of Enrolment Policy.
- 4.6. Suspensions, transfers, course duration extensions or deferrals will not be granted unless the student is up to date with all fee payments, or the student has been granted a payment extension.
- 4.7. If a student cancels their course enrolment and leaves their account unpaid, ICAE may send the student's account to a debt recovery agency. Any expenses incurred during the debt recovery process will be charged to the student.

### 5. FEES AND CHARGES

- 5.1. Fees and charges payable to the International College of Advanced Education (ICAE) will be set and charged in accordance with this Fee Policy.
- 5.2. Fees and charges may be subject to change without notice.
- 5.3. The course fees payable to ICAE by an individual student, and the dates due will be specified in the student's Written Agreement which will be reviewed and signed by the student before their enrolment is confirmed.
- 5.4. Students who are granted an extension of their course duration may be subject to additional fees.

### 6. OVERSEAS STUDENT HEALTH COVER

- 6.1. The Australian Government requires that people studying in Australia on a student visa must be covered by medical insurance (Overseas Student Health Cover, OSHC) for the duration of their study in Australia.

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- 6.2. ICAE is able to arrange OSHC for students through ICAE's preferred OSHC provider AHM. ICAE will list the OSHC fees payable on the student's offer letter. These charges are regularly reviewed and those quoted on the offer letter are subject to change.
- 6.3. The student is free to arrange OSHC themselves, however if they decide to do so, ICAE is required to note this on the student's eCOE and the student will not be able to obtain a student visa without proof that they have arranged OSHC for themselves and any dependants the intend to bring to Australia.

### 7. PAYMENT METHODS

- 7.1. ICAE will accept the following methods of payment:
  - 7.1.1. Telegraphic transfer directly into ICAE's bank account.
  - 7.1.2. Bank deposit made directly into ICAE's bank account.
  - 7.1.3. Credit card payment made in person at ICAE's Darwin city offices.
  - 7.1.4. Cash payment made in person at ICAE's Darwin city offices.
  - 7.1.5. Credit card payment made from outside Australia by the student completing and returning ICAE's Credit Card Payment Form.

### 8. PAYMENT EXTENSION

- 8.1. Students who have encountered compassionate or compelling circumstances which impact on the student's ability to pay fees by the due date, may request a payment extension.
- 8.2. To apply for a payment extension the student should complete ICAE's Payment Extension Request Form available online at: <http://www.thecasinoschool.com/index.php?page=policies-2>, or requested from the Student Liaison Officer. This form should be returned to [info@thecasinoschool.com](mailto:info@thecasinoschool.com) at least five (5) business days before the payment due date.
- 8.3. Payment extension approval will be at the sole discretion of the Accounts Manager and will only be granted in the event of compassionate or compelling circumstances.
- 8.4. A decision regarding an extension will be advised within three (3) business days of the Accounts Manager receiving the application.
- 8.5. If the extension is not approved, the student will be required to pay their fees on the previously agreed due date.
- 8.6. If an extension is approved, a revised due date for payment will be determined and advised by the Accounts Manager.
- 8.7. If payment is not received by the revised due date, the student will be subject to the late payment procedure outlined in this policy.



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- 8.8. Unless otherwise indicated, an extension that is granted will be granted for one payment only and the extension will not affect the due dates of any other payments due.



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### 9. LATE PAYMENT PROCEDURE

- 9.1. If the student does not pay the required fees by the agreed due date, and has not been granted a payment extension, ICAE will take the following action to further pursue the payment of fees:
  - 9.1.1. On the day following the payment due date, ICAE will send the student an Overdue Fees Notice to inform the student that their payment is overdue, and if their account remains unpaid, ICAE will cancel their course enrolment in accordance with ICAE's Deferral, Suspension and Cancellation Policy.
  - 9.1.2. Twenty (20) business days after the payment due date, ICAE will issue a Final Overdue Fees Notice to inform the student that their payment is overdue, and if their account remains unpaid, ICAE will cancel their course enrolment in accordance with ICAE's Deferral, Suspension and Cancellation Policy.
  - 9.1.3. Forty (40) business days after the payment due date, ICAE will initiate the Cancellation of Enrolment procedure outlined in ICAE's Deferral, Suspension or Cancellation of Enrolment Policy.



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- 4.3. Should ICAE become liable for any agent's fees for recruitment of the student at any time during the recruitment process, ICAE will withhold these fees from the student's total refund.
- 4.4. Under no circumstances will a student receive a refund for any fees paid for a study period that has concluded.
- 4.5. **Full Refund of Course Fees**
- i) Where a course is cancelled by ICAE, the student will receive a full refund of all course fees paid to ICAE.
  - ii) Where a student is not accepted by ICAE, the student will receive a full refund of any course fees paid to ICAE.
  - iii) Where a student is accepted by ICAE but is not granted a visa to study in Australia, the student will receive a full refund of any course fees paid. In this case, ICAE will retain an administration and application charge of A\$200.
- 4.6. **Partial Refund of Course Fees**
- i) Where a student who has been accepted by ICAE and has been granted a student visa withdraws more than 4 weeks prior to commencement date, the student will receive a full refund of any course fees paid to ICAE for the upcoming semester, less an amount of A\$500 and any applicable agent's fees.
  - ii) Where a student who has been accepted by ICAE and has been granted a student visa withdraws less than 4 weeks prior to the commencement date, the student will receive a full refund of any course fees paid to ICAE for the upcoming semester, less an amount of A\$1000 and any applicable agent's fees.
  - iii) Where a student has commenced study and withdraws within two weeks of the commencement date, ICAE will refund all course fees paid for the semester, less an amount of A\$3000 and any applicable agent's fees.
  - iv) Where a student has commenced study and withdraws within four weeks, but after two weeks of the commencement date, ICAE will refund all course fees paid for the study period, less an amount of A\$5000 and any applicable agent's fees.
- 4.7. **No Refund of Course Fees**
- i) Where a student has commenced study and withdraws more than four weeks after the commencement date, the student will not receive any refund.
  - ii) Any student who is suspended, dismissed or who abandons the course will not receive any refund for the portion of the course missed..
  - iii) Any student who does not start a course on the agreed date (i.e. starts the course late) is not entitled to any refund for the portion of the course missed.
  - iv) Any student who breaches their student visa conditions or ICAE's Policies and Procedures, and is terminated from the course will not receive any refund.

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### 5. REFUND PROCEDURE

- 5.1. A student requesting a refund should fill in a Refund Request Form. This form can be downloaded from <http://www.thecasinoschool.com/index.php?page=policies-2> or requested from ICAE's Student Liaison Officer.
- 5.2. The student should complete the Refund Request Form in full and send the completed form to [info@thecasinoschool.com](mailto:info@thecasinoschool.com). Any documents supporting the application should be attached to the email. Incomplete forms will not be accepted.
- 5.3. The Registrar will notify the student of the decision within 5 business days of receiving the request and send this notification to the email address specified on the submitted Request for Refund Form.
- 5.4. If the refund is not approved, the Registrar will notify the student of the decision and state that the student has the right to appeal the decision in accordance with ICAE's Grievance and Appeals Policy. This notification will be sent to the email address specified in the submitted Refund Request Form.
- 5.5. If the refund is approved, the Registrar will notify the Accounts Manager who will schedule a date for the payment to be made. This date will be specified on the notification sent to the student.
- 5.6. ICAE will not be responsible for bank delays in processing any transfers and a student applying for a refund should be aware that international transfers may not be received for 7-10 business days after ICAE has made the transfer.
- 5.7. If the refund payment has not been received after 10 business days of the date specified, the student should contact ICAE. In this case, ICAE will follow up with the appropriate persons or organisations to make sure the refund is being processed.

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### 6. SUMMARISED REFUND TABLE

Action	Refund Payable by ICAE
The course is cancelled by ICAE.	All course fees paid.
A student is not accepted by ICAE.	All course fees paid.
A student is accepted but is not granted a student visa.	All course fees paid, less an administration charge of A\$200.
A student who has been accepted by ICAE and has been granted a visa withdraws more than 4 weeks prior to course commencement.	All course fees paid, less an acceptance fee of A\$500 and any applicable agent fees.
A student who has been accepted by ICAE and has been granted a visa withdraws less than 4 weeks prior to course commencement.	All course fees paid, less an amount of A\$1000 and any applicable agent fees.
A student has commenced study and withdraws within two weeks of the commencement date.	All course fees paid, less an amount of A\$3000 and any applicable agent fees.
A student has commenced study and withdraws within four weeks, but after two weeks of the commencement date.	All course fees paid, less an amount of A\$5000 and any applicable agent fees.
A student has commenced study and withdraws more than 4 weeks after of the commencement date.	No refund.
A student who is suspended, dismissed or who abandons the course the course.	No refund.
A student who does not start a course on the agreed date (i.e. who starts the course late).	No refund for the portion of the course missed.
A student who breaches international visa conditions or the rules of ICAE and is terminated from the course.	No refund.

## International Student Policy and Procedure Handbook

### **CRITICAL INCIDENT POLICY AND PROCEDURE**

#### **1. PURPOSE**

- 1.1. This document outlines procedures to be followed in the event of a critical incident involving an international student and is in accordance with the Education Services for Overseas Students Act 2000 as amended (ESOS Act) and Standard 6 of the National Code 2007.
- 1.2. This procedure aims to assist all staff deal with critical incidents that involve international students studying at ICAE.

#### **2. DEFINITIONS**

- 2.1. **Critical Incident:** a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. This could include, but is not limited to:
  - i) missing students;
  - ii) severe verbal or psychological aggression;
  - iii) death, serious injury or any threat of these;
  - iv) natural disaster; and/or
  - v) issues such as domestic violence, sexual assault, drug or alcohol abuse.
- 2.2. **International Student; Student; Students:** A person/s enrolled or commencing at ICAE in a CRICOS registered course.
- 2.3. **ICAE:** The International College of Advanced Education Pty Ltd.
- 2.4. **DEEWR:** Department of Education Employment and Workplace Relations – previously known as DEST.
- 2.5. **DIAC:** Department of Immigration and Citizenship.
- 2.6. **PRISMS:** Provider Registration and International Students Management System. The management information system used by DEEWR and DIAC to record International student program enrolment details.
- 2.7. **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students.

#### **3. SCOPE**

- 3.1. This procedure applies to all staff that are dealing with or providing services to international students at ICAE, either directly or indirectly.

#### **4. CRITICAL INCIDENT TEAM**

- 4.1. In the event of a critical incident, a Critical Incident Team will be assembled by the Critical Incident Team Leader to assist in the management of critical incidents involving international students.
- 4.2. The appointed Critical Incident Team Leader is ICAE's Deputy Chief Executive Officer.

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- 4.3. The Critical Incident Team Leader may utilize other ICAE staff members or external professionals if necessary. This may include:
- i) ICAE training staff;
  - ii) ICAE administration staff;
  - iii) Emergency services personnel;
  - iv) Legal representatives;
  - v) Embassy or consulate staff;
  - vi) Friends or classmate of the student involved; and/or
  - vii) Counselors.
- 4.4. The responsibilities of the Critical Incident Team include:
- i) development of an action plan for each critical incident identified;
  - ii) implementing action plans;
  - iii) communicating with emergency services;
  - iv) contacting necessary external parties, for example, parents, families, counselling services, foreign embassies; and
  - v) documenting the incident and keeping all records in a confidential file, specific to the incident.

### 5. INITIAL RESPONSE

- 5.1. The first staff member to be involved with the critical incident is to:
- i) Ensure the physical safety of students and staff as a matter of urgency (i.e. lockdown or evacuation of premises);
  - ii) Call emergency services as appropriate;
  - iii) Contact the Critical Incident Team Leader; and
  - iv) Refer directly to this Critical Incident Procedure.
- 5.2. The Critical Incident Team Leader will make a brief assessment of the situation and then assemble a Critical Incident Team.
- 5.3. The Critical Incident Team will then create and implement an action plan to manage the various aspects that may arise from the incident. This action plan will include provisions for making sure that:
- i) staff are aware of their roles and responsibilities and the ongoing strategies for managing the incident, and the response to it;
  - ii) contact is made with the appropriate external agencies;
  - iii) communication is established and maintained with appropriate emergency services;

## International Student Policy and Procedure Handbook

- iv) staff are aware of the agencies, organisations and other individuals involved in responding to the incident and their relative roles and responsibilities, including liaison with police, doctors, hospital staff and other relevant professionals;
- v) legal assistance is provided, if required; and
- vi) family members (identified emergency contact person, next of kin, authorised guardian, parents, siblings) are advised of the incident, what is being done in response, who is involved, and what support is available to them;

### 6. FOLLOW UP RESPONSE

- 6.1. The Critical Incident Team will monitor responses and liaise with appropriate areas to:
  - i) ensure access to factual information for all those affected by the incident;
  - ii) assess the need for any additional counseling by consulting ICAE's counseling service or, where appropriate, maintaining contact with those affected by the incident;
  - iii) assess the need for any additional support from outside agencies or services;
  - iv) assess the need for, and organise debriefing sessions for, all those involved in the incident, including, if appropriate, the wider University community.
- 6.2. Various types of debriefing sessions may be held if necessary. This may include:
  - i) technical debriefing (e.g. by emergency services staff);
  - ii) critical incident stress debriefing and/or initial defusing, conducted by professional counselors trained in Critical Incident Stress debriefing, for those affected by the incident;
  - iii) Critical Incident Team debriefing.



# International College of Advanced Education

International Student Policy and Procedure Document

CRICOS Provider: 02864B



## International Student Policy and Procedure Handbook

### 7. EMERGENCY CONTACTS

#### **Emergency (Ambulance, Fire, Police)**

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#### **AHM Health Insurance 24hr Emergency Helpline**

Ph: 1800 006 745

#### **Poisons information**

Ph: 131 126

#### **DIAC 24hr Translation Service**

Ph: 131 450

#### **ICAE Emergency Phone Contact**

Sean Mahoney: +61 414 415 959

Jess McIver: +61 413 324 604

#### **Carpentaria Medical Centre**

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

First Floor, Carpentaria House, 13 Cavenagh Street, Darwin

Ph: 8981 4233

#### **Casuarina Family Practice (Medical Centre)**

(Direct billing with AHM student health cover)

Shop 200, Casuarina Square, Trower Rd, Casuarina

Ph: 89277588

#### **Guardian Pharmacy**

Smith St Mall, Darwin City

Ph: 8981 9202

#### **Night & Day Medical & Dental Surgery**

(Direct billing with AHM student health cover)

31 Trower Rd, Casuarina

Ph: 8927 1899 Medical

Ph: 8927 9418 Dental

#### **Royal Darwin Hospital**

Rocklands Drive

Casuarina NT 0810, Australia

Ph: 8922 8888

Fax: 8922 8286

#### **Darwin Community Legal Service**

[www.dcls.org.au](http://www.dcls.org.au)

Ph: 8982 1111

#### **Department of Immigration and Citizenship (DIAC)**

[www.immi.gov.au](http://www.immi.gov.au)

Ph: 131 881

Darwin City Office

Pella House

40 Cavenagh Street

#### **EASA - Free Student Counseling Service**

[www.easa.org.au](http://www.easa.org.au)

Ph: (08) 8941 1752

#### **Lifeline - 24 hr Free Phone Counseling**

Ph: 131 114

## International Student Policy and Procedure Handbook

### DEFERRAL, SUSPENSION OR CANCELLATION OF ENROLMENT POLICY

#### 1. PURPOSE

- 1.1. The purpose of this policy and procedure is to ensure that the International College of Advanced Education Pty Ltd (ICAE) assesses a student's eligibility for Temporary Suspension, Deferral or Cancellation of Enrolment in accordance with Standard 13 of the National Code of Practice 2007.
- 1.2. This policy covers two main categories:
  - 1.1.1. Student initiated deferral, suspension or cancellation of enrolment; and
  - 1.1.2. ICAE initiated suspension or cancellation of enrolment.

#### 2. SCOPE

- 2.1. This policy applies to all students who are commencing or currently enrolled at ICAE in a CRICOS registered course.

#### 3. DEFINITIONS

- 3.1. **International Student; Student; Students:** Person/s enrolled or commencing at ICAE in a CRICOS registered course.
- 3.2. **ICAE:** The International College of Advanced Education Pty Ltd.
- 3.3. **DEEWR:** Department of Education Employment and Workplace Relations – previously known as DEST.
- 3.4. **DIAC:** Department of Immigration and Citizenship.
- 3.5. **PRISMS:** Provider Registration and International Students Management System. The management information system used by DEEWR and DIAC to record International student program enrolment details.
- 3.6. **eCOE:** Electronic Confirmation of Enrolment – issued through PRISMS.
- 3.7. **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students.
- 3.8. **Wise.NET:** Web based software used by ICAE to manage student information.
- 3.9. **Compassionate or compelling circumstances:** These are generally circumstances beyond the control of the student and that have an impact on the student's study. These could include:
  - i) Illness or injury, where a medical certificate states that the student was unable to attend classes.
  - ii) Inability to begin study on the commencement date due to delays in receiving a student visa.
  - iii) Religious or cultural holidays not observed in Australia.
  - iv) Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).

## International Student Policy and Procedure Handbook

- v) Major political upheaval or natural disaster in the student's home country requiring their emergency travel and this has impacted on their studies.
- vi) A traumatic experience which could include but is not limited to:
  - a) Involvement in or witnessing of an accident;
  - b) A crime committed against the student;
  - c) Witnessing a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

### 4. POLICY

#### 4.1. Student Initiated Deferral, Suspension or Cancellation of Enrolment

- 4.1.1. A student may defer, cancel or suspend his/her studies when compassionate or compelling circumstances arise or where ICAE is unable to provide a subject that is core to the student's studies.

#### 4.2. ICAE Initiated Suspension or Cancellation of Enrolment

- 4.2.1. ICAE may cancel or suspend a student's enrolment where ICAE believes that the student has misbehaved or has not followed ICAE's policies and procedures. Cancellation or suspension of a student's enrolment could occur if:
  - i) the student or their authorised representative submits fraudulent documents to gain admission to ICAE.
  - ii) ICAE is notified that the student is non-compliant with one or more of the student visa conditions.
  - iii) a student changes provider.
  - iv) ICAE is notified that the student is deceased.
  - v) a student behaves in a way which could potentially bring ICAE into disrepute.
  - vi) a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
  - vii) a student misuses or wilfully damages facilities, equipment or property of ICAE or any of ICAE's partners.
  - viii) a student breaches one or more of ICAE's policies and procedures.
  - ix) a student knowingly engages in material plagiarism, cheating or academic misconduct.
  - x) a student does not abide by the email and internet rules as stipulated by ICAE.
  - xi) a student engages in any form of harassment or bullying towards another student or staff member.

## International Student Policy and Procedure Handbook

### 5. PROCEDURE

#### 5.1. General Procedure for Student Initiated Deferral, Suspension or Cancellation of Enrolment

- 5.1.1. To start the process, the student must submit an application for deferral, suspension or cancellation of enrolment in writing to the Registrar. This application should include any evidence to support reasons for deferral, suspension or cancellation of enrolment.
- 5.1.2. Where possible, this application should be submitted at least ten (10) business days before the requested date of the deferral, suspension or enrolment.
- 5.1.3. ICAE will then consider the application and a decision will be reached within five (5) business days of receiving the application. When this decision is reached, ICAE will send a letter to the student with the final decision and will notify the student of the following:
  - i) Deferral, suspension or cancellation of their enrolment may affect their student visa; and
  - ii) ICAE is required, under section 19 of the ESOS Act, to notify the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) via PRISMS, if the deferral, suspension or cancellation of enrolment is approved, and that this information will be transferred electronically to the Department of Immigration and Citizenship (DIAC); and
  - iii) The student should visit the Department of Immigration and Citizenship website ([www.immi.gov.au](http://www.immi.gov.au)) for further information regarding their student visa.
- 5.1.4. If the deferral, suspension or cancellation of enrolment is approved and it affects the start or end date of the course, the Registrar will cancel the current eCOE and issue a new eCOE for the appropriate dates. If however, the deferral, suspension or cancellation of enrolment does not affect the start or end dates the Registrar will not issue another eCOE.
- 5.1.5. If the deferral, suspension or cancellation of enrolment is approved, the Registrar will notify DEEWR via PRISMS as is required by section 19 of the ESOS Act.

#### 5.2. Additional Procedure for Students Applying for Course Deferral

- 5.2.1. ICAE must receive the student's application for deferral before the course commencement date. Applications for deferral will not be accepted after the course commencement date.
- 5.2.2. The student must indicate their requested course start date on their application. Applications received without a request for a new start date will not be approved.
- 5.2.3. Students who are granted a course deferral will be subject to any changes in ICAE policy, procedure and/or fee structure that may come into effect for a particular start date.

## International Student Policy and Procedure Handbook

### 5.3. Additional Procedure for Students Applying for Course Suspension

- 5.3.1. The student should be made aware that DIAC will only allow suspension of studies in very limited circumstances, i.e. for major illness, accident or other exceptional compassionate circumstances, for example, family bereavement.
- 5.3.2. Students who have their suspensions granted may have to wait up to six months before re-commencing.
- 5.3.3. Suspensions will be assessed in accordance with ICAE's Fee Policy and Procedure.

### 5.4. Additional Procedure for Students Applying for Course Cancellation

- 5.4.1. Students should take ICAE's Refund Policy into consideration before applying to cancel their enrolment.

### 5.5. General Procedure for ICAE Initiated Suspension or Cancellation of Enrolment

- 5.5.1. ICAE will notify the student in writing if they intend to suspend or cancel a student's enrolment. This letter will:
  - i) State the reason/s that the enrolment is being suspended or cancelled; and
  - ii) Cite any previous warning letters leading up to the cancellation or suspension; and
  - iii) Inform the student that they have twenty days to activate ICAE's internal appeals process, in accordance with ICAE's Grievance and Appeals Policy.
- 5.5.2. If the internal appeals process is activated, ICAE will not suspend or cancel the enrolment or notify DEEWR until the appeals process is complete, unless extenuating circumstances apply. These extenuating circumstances may include, but are not limited to the following. If the student:
  - i) Is missing;
  - ii) Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
  - iii) Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
  - iv) Is at risk of committing a criminal offence.
- 5.5.3. If the internal appeals process is not upheld, ICAE will cancel or suspend the student's enrolment and notify DEEWR, via PRISMS that they have done so.
- 5.5.4. If the internal appeals process is upheld, the student will continue the course without penalty, subject to any conditions agreed upon in the appeals process.
- 5.5.5. The student may also activate an external appeals process if they wish; however, ICAE will not wait for this process to be complete before cancelling or suspending an enrolment.

## International Student Policy and Procedure Handbook

### TRANSFER BETWEEN REGISTERED PROVIDERS POLICY

#### 1. PURPOSE

- 1.1. To ensure that ICAE fully complies with the Education Services for Overseas Students Act 2000 and the requirements of Standard 7 of the National Code of Practice 2007 for administering requests from international students holding a student visa seeking a transfer between registered providers.

#### 2. DEFINITIONS

- 2.1. **International Student; Student; Students:** Person/s enrolled or commencing in a CRICOS registered course, either at ICAE or another registered provider.
- 2.2. **ICAE:** The International College of Advanced Education Pty Ltd.
- 2.3. **DEEWR:** Department of Education Employment and Workplace Relations – previously known as DEST.
- 2.4. **DIAC:** Department of Immigration and Citizenship.
- 2.5. **eCOE:** Electronic Confirmation of Enrolment.
- 2.6. **PRISMS:** Provider Registration and International Students Management System. The management information system used by DEEWR and DIAC to record International student program enrolment details.
- 2.7. **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students.

#### 3. SCOPE

- 3.1. This policy applies to:
  - i) all international students, currently enrolled at ICAE in a CRICOS registered course, seeking to transfer to another registered provider within the first 6 months of their principal course of study; and
  - ii) all international students, currently enrolled at another registered provider in a CRICOS registered course, seeking to transfer to ICAE within the first 6 months of their principal course of study.

#### 4. POLICY AND PROCEDURE

##### 4.1. Students Seeking to Transfer From ICAE

- 4.1.1. International students seeking to transfer from ICAE to another registered provider, prior to completion of the first 6 months of their principal course must apply for approval to transfer, and obtain a Release letter.
- 4.1.2. Any applications for transfer must be made in writing to the ICAE Registrar. This application must include a copy of the offer letter from the new provider; and a comprehensive statement of the reasons the transfer should be approved.
- 4.1.3. ICAE will approve the application for transfer and issue a Release Letter only if:

## International Student Policy and Procedure Handbook

- i) the course is academically unsuitable for a student, for example, where a student is better suited to a different learning environment or the course does not meet their educational or developmental needs; and/or
- ii) compassionate or compelling reasons for the transfer exist

#### 4.1.4. ICAE will not approve the application for transfer:

- i) if ICAE forms the view that the student is trying to avoid being reported to DIAC for failure to meet the provider's attendance or academic progress requirements;
- ii) if the student applies to transfer to another sector (e.g. Higher Education) or another level (e.g. Bachelor), unless the student has discussed the request with ICAE's Registrar and the Registrar has made a recommendation supporting the transfer, based on an assessment of what is in the student's best interests, whether there are compassionate and compelling circumstances, and whether the student is likely to succeed in his or her present course;
- iii) if ICAE forms the view that the student is trying to avoid paying their course fees;
- iv) if the student does not have a letter of offer from another registered provider;
- v) if the transfer may be considered detrimental to the student and the circumstances for approving the issue of a Release letter have not been satisfied.; or
- vi) if the intended course will not provide adequate preparation for further study, nor be recognised by higher education or VET providers as meeting their entry requirements and the transfer would be detrimental to the student's future study plans.

4.1.5. A decision will be made within 5 business days of receiving the application and the result will be issued to the student within 2 business days of the decision being made.

4.1.6. If the application is approved, ICAE will issue a release letter free of charge.

4.1.7. If the application is not approved, the student will receive a letter stating the reason/s the application was not approved and the student will be advised of their right to appeal the decision. Any appeals should be made in accordance with ICAE's Grievance and Appeals Policy.

### 4.2. Students Seeking to Transfer To ICAE

4.2.1. In accordance with Standard 8 of the National Code 2007, ICAE will not knowingly admit an international student wishing to transfer from another registered provider prior to the student completing 6 months of his or her principal course of study, except where the original provider has provided a written letter of release.

4.2.2. Students seeking to transfer to ICAE from another registered provider should apply through the usual admissions process, however they must note on their



## International Student Policy and Procedure Handbook

application form that they are transferring from another registered provider within 6 months of commencing their principal course.

4.2.3. As well as the documents required in the standard admissions process, the student must also include in their application:

- i) a copy of the letter of release from their current provider; and
- ii) a copy of their current student visa.

4.2.4. When the application is received, ICAE admissions staff must sight the release letter and then process the application according to standard admissions procedures.



## International Student Policy and Procedure Handbook

### INTERNATIONAL STUDENT ADMISSIONS POLICY

#### 1. PURPOSE

- 1.1. The purpose of this policy is to provide clear and transparent information in regards to course entry requirements and admissions procedures for international students applying for admission into a CRICOS registered course at the International College of Advanced Education.
- 1.2. ICAE acknowledges its legal obligations under Federal and State legislation to ensure principles of equal access and equity. ICAE is committed to ensuring applicants are not treated unfairly or discriminated against on the grounds of sex, sexuality, race, physical or intellectual impairment or age.

#### 2. DEFINITIONS

- 2.1. **International Student; Student; Students:** A person/s enrolled or commencing at ICAE in a CRICOS registered course.
- 2.2. **ICAE:** International College of Advanced Education Pty Ltd.
- 2.3. **DEEWR:** Department of Education Employment and Workplace Relations – previously known as DEST.
- 2.4. **DIAC:** Department of Immigration and Citizenship.
- 2.5. **PRISMS:** Provider Registration and International Students Management System. The management information system used by DEEWR and DIAC to record International student program enrolment details.
- 2.6. **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students.
- 2.7. **Offer Letter:** An offer of a place in the course. This letter details the conditions of enrolment but does not guarantee the enrolment.
- 2.8. **eCOE:** Electronic confirmation of enrolment. This document is created in PRISMS and is the official confirmation of a student's enrolment.
- 2.9. **Wise.NET:** Web based software used by ICAE to manage student information.
- 2.10. **Approved Representative:** A person or company approved by the student to act on their behalf to assist with their application. This is usually an education agent or family member.

#### 3. SCOPE

- 3.1. Any student applying for admission in any CRICOS registered course at ICAE.

#### 4. POLICIES

##### 4.1. General Entrance Policy

- 4.1.1. Commencing students must be 18 or over. Students under 18 may apply for admission, however students must turn 18 on or before the course start date.

## International Student Policy and Procedure Handbook

- 4.1.2. The minimum level of English language proficiency required to gain entry into ICAE's international programme is equivalent to the student visa requirements for English proficiency, applicable to the student's country of citizenship, as administered by DIAC.
- 4.1.3. The minimum level of educational qualifications required to gain entry into ICAE's international programme is equivalent to the student visa requirements for educational qualifications, applicable to the student's country of citizenship, as administered by DIAC.
- 4.1.4. The student must submit the following documents for their application to be processed:
- i) A completed and signed application form for the start date they are applying for.
  - ii) A copy of their passport.
  - iii) Copies of their academic transcripts.
- 4.1.5. The student should also submit the following supporting documents where possible:
- i) A brief resume showing work history and references.
  - ii) IELTS or other English proficiency test results.
  - iii) Details of any special needs ICAE can assist you with.
- 4.1.6. If a student is transferring to ICAE from another registered provider, the student must provide additional documentation as listed in ICAE's Transfer Between Registered Providers Policy and Procedure. ICAE will not confirm an applicant's enrolment until this additional documentation is provided.
- 4.2. **Confirmation of Enrolment Policy**
- 4.2.1. ICAE will not issue an eCOE until:
- i) The student has signed and returned a full copy of their Written Agreement;
  - ii) The student has met the requirements of ICAE's Transfer Between Registered Providers Policy;
  - iii) The conditional entry requirements as listed on the student's offer letter are fulfilled;
  - iv) The student has either requested ICAE to arrange OSHC, or has shown proof they have arranged their own OSHC; and
  - v) ICAE can confirm that the student has paid their first fee instalment and any OSHC requested.
- 4.2.2. In a case where a student pays their course fees before or at the same time as sending their signed Written Agreement, ICAE will not draw on or access the funds until the signed Written Agreement has been received and checked for completeness.

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### 4.3. **Document Verification Policy**

- 4.3.1. The Admissions Officer will only accept copies of the student's passport, academic transcripts or IELTS test results if:
- i) An ICAE staff member or a representative from an authorised education agency has sighted the originals and has stamped or signed the copy as a true likeness to the original;
  - ii) A Justice of the Peace or equivalent authority in the student's home country has notarised the copy.
- 4.3.2. All IELTS test scores submitted will be verified through the online IELTS Test Report Form (TRF) Verification Service. <https://ielts.uct.ac.za/ielts-trf/index.jsp>.
- 4.3.3. If the Admissions Officer believes that any application or enrolment confirmation documents may be altered or fraudulent, the Admissions Officer will contact the relevant administrative body to validate the document's authenticity.
- 4.3.4. If after contacting the relevant administrative body the documents in question are found to be fraudulent, the student's application will be denied.

### 4.4. **Student Visa Policy**

- 4.4.1. All enrolments are conditional on the student being granted a student visa to study in Australia.
- 4.4.2. ICAE can not apply for a student visa on behalf on the student. Students should contact DIAC for information pertaining their student visa.

## 5. PROCEDURES

### 5.1. **Application and Enrolment Procedure**

- 5.1.1. To apply for admission, the student should complete and submit an Application for Admission form for the appropriate start date. The forms, along with instructions for completion and submission can be found on the Casino School website in the Apply Now section.
- 5.1.2. When received, the Admissions Officer will assess the application documents against section 4. of this policy.
- 5.1.3. If the student does not meet one or more of the requirements in section 4, the Admissions Officer may choose to deny the application, approve the application with additional conditions or put the application on hold and request further information.
- 5.1.4. If the application is denied or put on hold, the Admissions Officer will send the student or approved representative an email detailing the reasons for this. Students are entitled to re-submit their application with amended details or additional documents as required.
- 5.1.5. If the application is approved, the Admissions Officer will send the student or approved representative an email containing a Letter of Offer, a Written Agreement and ICAE's Arrival Guide. The Written Agreement will:

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- i) identify the course or courses in which the student is to be enrolled and any conditions of their enrolment;
- ii) provide an itemised list of course money payable by the student;
- iii) provide information in relation to refunds of course money;
- iv) set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition; and
- v) advise the student of their obligation to notify the registered provider of a change of address while enrolled in the course.

5.1.6. If the student agrees to the conditions in the Written Agreement, they should return a full signed copy to the Admissions Officer. Once the Written Agreement has been returned, the student should pay their First Fee Instalment as detailed in their written agreement.

5.1.7. On receipt of the Written Agreement and payment receipt, the Admissions Officer will complete a final review the student's file in accordance with section 4.

5.1.8. If the student's file is not compliant with section 4., the Admissions Officer will email the student or authorised representative to request further information or documentation as required.

5.1.9. If the student's file is compliant with section 4., The Admissions Officer will issue an eCOE through PRISMS. This eCOE will be emailed to the student or authorised representative.