



STUDENT HANDBOOK

.....
CAREER READY



Level 8 140 Elizabeth Street
Sydney NSW 200



0468 800 180
02 7906 8337



info@careerready.edu.au
www.careerready.edu.au



STUDENT HANDBOOK
2023

Career Ready College

Campus

Level 8 140 Elizabeth Street
Sydney NSW 200

info@careerready.edu.au

0468 800 180

02 7906 8337

International Student 24 Hour Emergency Contact

Nikki Amai

0468800180

Emergency Telephone Numbers

Police, Fire, Ambulance – 000

Other Key Contacts

Official Point of Contact

Nikki Amai (CEO / PEO)

ceo@ric.edu.au

0468 800 180

Student Support Officer

Jessi Imawan

info@ric.edu.au

0433 997 164

Lead Trainer (ECEC)

Lisa Williamson

lisa@ric.edu.au

0488 088 586

Administration Support

Misha Williamson

info@careerready.edu.au

MESSAGE FROM THE PRINCIPAL

As Principal of Career Ready College (CR), it is with heartfelt gratitude that I thank you for choosing to study with us!

I am proud of our college and all that we do here. Committing to further studies, takes great determination and that is why our students are my biggest inspiration.

To our current and future students, I want you to know that all of the staff here at CR are here to support you in whatever way possible as you move along on your learning journey. As individuals and as an organisation, it is our deep belief that together, working with good intention and dedication, we create a brighter future for the world. At CR, we believe in creating happiness through small acts of kindness and I look forward to personally welcoming you to our college and walking alongside you in your pathway to success.

With Kind Regards



Nikki Amai

*Chief Executive Officer / Principal Executive Officer
Career Ready College*

Contents

Introduction	6
About Career Ready College	6
Who are we?	6
Why Study at CR?	7
The CR Approach: Quality and Responsive Education	7
Introduction to Australian Vocational Education and Training.....	8
What is VET?.....	8
National recognition	8
What is competency based training?	8
Training packages	8
Delivery of training	8
Results and certificates.....	9
Our Trainers.....	9
Registration and Orientation	9
Student rights	9
The Unique Student Identifier	10
Fair Work Ombudsman.....	11
Complaints	11
Course Delivery and Assessment.....	11
Delivery of Courses	11
Learning Management System (LMS)	12
Work Placement	12
Requirements to undertake work placement.....	12
Attendance	13
Assessment Requirements.....	13
Assessment Submission.....	13
Recognition of Prior Learning (RPL)	13
What is national recognition? (Credit Transfer).....	14
Evidence requirements for national recognition	14
National recognition guidelines.....	14
Assessment Outcomes.....	15
Re-assessment.....	15
Issuing Qualifications and Statements of Attainment.....	15
Plagiarism.....	16
Policy Guidelines	16
Deferring, Suspending or Cancelling a Course.....	16
Extension of Student Study	17
Reduction of Student Study	17
Holidays.....	17
Special Leave	17
Leave Application Procedure.....	18

Sick leave	18
Payment of Tuition Fees	18
Disclosure of Information	18
National VET Data Policy	19
Discrimination and Harassment	20
Complaints and Appeals	20
Appeals Handling Procedure	22
Critical Incidents	22
Emergency Evacuation Procedure	23
Student Support Services & Resources	24
The Role of the Student Support Officer	25
Library	26
Study assistance	27
General administrative matters	27
Change of Address or Contact Details	27
Student Card	27
Extending Course Duration	28
CR Campus Guidelines	28
CR Classroom Guidelines	29
Electrical equipment	29
First aid	29
Work & study areas	29
Student Feedback	29
Getting to Campus	30
Course Requirements and Payments	30
Terms and Conditions	30
Changes to terms and conditions	31
Refund and Cancellation	31
Statutory Cooling Off Period	32
Legislative and Regulatory Responsibilities	33
Work Health and Safety (WHS) Act 2011	33
Privacy Act 1988	34
Anti-Discrimination Act 1991	34
Disability Discrimination Act 1992	34
Sex Discrimination Act 1984	35
Copyright Act 1968	35
Industrial Relations Act 1999	35
Fair Work Act 2009	36
Useful Contacts & Information	37
CR Services and Facilities	38
Reception	38
Social Activities	38
Student Engagement Area	39

Introduction

This information booklet is designed to provide you with information about the services provided by the Rhodes International College and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by Career Ready College. This information is contained in the Course Brochure which is supplied separately.

About Career Ready College

Career Ready Pty Ltd. trading as Career Ready College (CR) is a Registered Training Organisation (RTO), ID Number 41420, which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA) which monitors and subjects the College to regular external audit to verify adherence to these standards.

CR is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

Find more information at www.careerready.edu.au

Who are we?

We are vocational training specialists. Our focus and passion is in training individuals and equipping them with the skills, experience and knowledge required for a future career in technical trades.

We believe in learning through doing. In your classes you will be exposed to hands-on learning opportunities where you can practice your skills and participate in simulated learning activities utilising the resources you will find in the workplace.

Our trainers are industry professionals who will share their wealth of knowledge with you in fun, engaging and authentic ways.

Our aim is to assist students to achieve their learning and career goals in the most innovative, positive and supportive environment possible.

Mission Statement

Career Ready College believes that educators of young children must have a strong foundation in all aspects of Early Childhood Education and Care. (ECEC). This belief and the values of respect and inclusion are embedded in all Accredited Courses and Professional Development training offered by Career Ready College.

Why Study at CR?

- Experienced and qualified trainers who are skilled in working with students
- A supportive and practice-based approach to learning and skill development
- Responsive and individually tailored academic counselling services
- A culture of learning that respects openness, inclusiveness and collegiality
- We are committed to equity, ethics, innovation and excellence

The CR Approach: Quality and Responsive Education

To ensure the course is the right one for a student we require them to undertake a pre-enrolment interview with the Chief Executive Officer / Principal Executive Officer (CEO/PEO) or their delegate to assess their suitability and capacity to undertake the course.

The College ensures that students are provided with all the information they need to enable them to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goals.

The College strives to:

- Achieve service excellence in vocational education for students so as to make them job ready for industry
- Develop itself as an intellectual and social platform for the community by providing industry relevant skills
- Become financially sustainable for the delivery of high quality training and assessment services
- Cater to the culturally sensitive needs of diverse cultural groups and the rich cultural mix that is growing steadily in Australia

CR offers the following training programs to students:

- CHC30121 Certificate III in Early Childhood Education and Care (digital delivery).
- HLTAID012 Provide First Aid in an Education and Care setting (short course).
- CHCPRT001 Identify and Respond to Children and Young People at Risk (short course).

Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National recognition

The qualifications and Statements of Attainment issued by CR are recognised by all Registered Training Organisations (RTOs) across Australia. In turn, CR recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

What is competency based training?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

Delivery of training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

Results and certificates

On completing the training program with the College, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by CR will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

Our Trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

When you study with Career Ready College, your Trainer Assessor will be always there to assist you throughout your course. Whether this be through a classroom training environment, a work placement visit or even a phone call or email, your Trainer Assessor will always be there to give support and advice through your education journey.

Registration and Orientation

The registration and orientation process will vary depending on which course you are being enrolled in. All students will need to complete a student application prior to being enrolled in a course.

If you are enrolling in our Certificate III course you will need to participate in an online orientation course before you are given access to your course.

If you are being enrolled in a short course, there is no orientation you need to complete. Once you have paid for your course, and access is granted you may begin.

Student rights

The Australian Skills Quality Authority (ASQA) framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider.
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO.
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.

The right to know:

- How to use the provider's student support services.
- How to apply for course credit.
- How to apply for enrolment deferment, enrolment suspension or cancellation.
- The provider's requirements for satisfactory progress in the courses of study.
- How attendance will be monitored.
- How to use the provider's complaints and appeals process.

The student responsibilities include:

- Meet the terms of the written agreement with CR.
- Inform CR of any change of address.
- Maintain satisfactory course progress and attend all scheduled classes.

The Unique Student Identifier

If you are studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It is free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to CR. Training organisations will not need to collect a USI in order to issue a VET

qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at www.usi.gov.au

Fair Work Ombudsman

The Fair Work Ombudsman (FWO), is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

Complaints

Those in the national workplace relations system can make a complaint to FWO regarding under-payment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

The Office of the Fair Work Ombudsman will make a decision about the best course of action to resolve the complaint. FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there hasn't been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues
- to conduct a formal investigation
- to conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with Commonwealth workplace laws.

Course Delivery and Assessment

Delivery of Courses

Students are expected to complete all assessments in a timely manner, the amount of work students are expected to complete weekly will vary depending on which course you are enrolled in.

Students are provided with textbooks and workbooks and access to a library.

Students will have an allocated amount of time in which to complete a course in. If a student does not manage to complete all the course work and assessments in this time frame, a certificate of completion will not be rewarded and the student may need to purchase the course again.

Learning Management System (LMS)

At Career Ready we use the online learning management system 'Learnworlds'. Depending on your course, you will need to use this platform to work through the units in your course.

Once you have been enrolled, you will be given access to our Career Ready 'Learnworlds' by receiving log in details. Upon your first log in you will be asked to create a password. Once you have done this, you will be able to begin your course.

You will submit all classwork and assessment tasks through the lms platform.

Work Placement

If a student is enrolled in Certificate III in Early Childhood Education and Care, undertaking 160 hours of work placement in a registered child care facility, supervised by a qualified staff member is a requirement. Placement times have been carefully timetabled to support students' classroom learning. For the purposes of work placement, students need to be aware that some centres may be open between 7.00am to 7.00pm, and students may be required to complete early or late shifts.

Students are not paid for attending work placement, and they must cover their own costs in getting and from the child care centre.

Whilst on work placement students will be provided with a CR polo shirt and bucket hat (cost included in course material fees) and wear, navy or black slacks/ trousers/skirt and enclosed flat soled shoes (to be provided by the student, at the student's cost).

The work placement can be arranged by the College, or you may be able to nominate your own workplace (subject to approval). If the College is arranging your work placement, we will endeavour to find a workplace which is close to your home (subject to availability).

Requirements to undertake work placement

Working with Children Check (WWCC): Diploma of Early Childhood Education and Care students are required to have a current and valid Working with Children Check (WWCC) before the start of their work placement. More information about how to obtain a WWCC will be provided on Induction Day. The student is required to cover the cost of obtaining the WWCC if any.

See the Office of the Children's Guardian website <https://www.kidsguardian.nsw.gov.au> for further information.

Students may be required to provide a current national police check prior to the start of their work placement if the workplace employer requests one. The costs for a national police check is the responsibility of the student and not included in course fees.

It is recommended that students have the following immunisations: hepatitis B, diphtheria, tetanus, whooping cough, measles, mumps, rubella and varicella (Chickenpox).

Attendance

Our goal at Career Ready is to give students flexible options to study. For this reason students can choose when they study and when they submit assessment tasks. As long as all tasks are submitted within the course time frame, students will be awarded their qualification.

Assessment Requirements

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

Written Exercises

- Written exercises may be open or closed book exercises, which may involve multiple choice questions, short answer questions, case studies, and reports.

Case Study/Written Report

- Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.

Presentations /Role Plays

- Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

Portfolio

- A Portfolio usually contains a number of documents, gathered over a period of time, displaying evidence of the ability to perform a number of practical skills or tasks.

Assessment Submission

Students will receive an assessment summary at the beginning of each module. The assessment summary contains all the required information to ensure that students can achieve competence.

Recognition of Prior Learning (RPL)

CR has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

CR ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

CR provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students file.

What is national recognition? (Credit Transfer)

National recognition is the recognition achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

Evidence requirements for national recognition

An applicant will be required to present his or her statement of attainment or qualification for examination by the College. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in the College's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- National recognition is only applicable when the units of competency being claimed are

issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

CR provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of applications and a copy is to be kept on the students file.

Assessment Outcomes

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement & asked to resubmit their material and/or redo their assessment.

If the student doesn't agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal. Full details of the Appeals process are contained in this Student Handbook.

Re-assessment

Participants will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Participants who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring session if required. After that they may be charged a re-assessment fee.

Re-assessments are organized by Student Services and a cost maybe incurred per assessment task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the college's policy. Student Services will advise of the cost of repeating a unit of competency and if there is a cost for re-assessment. Repeating a unit of competency is subject to timetable availability.

Issuing Qualifications and Statements of Attainment

CR will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that CR is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to CR have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course.
- A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification based course but the student did not achieve all of the units of competency to receive the full qualification.

Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with “quotation marks” around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author’s surname (including author’s full name, name of document/book/internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

CR has formal procedures in place to check for cheating and plagiarism and action will be taken against any student engaged in plagiarism.

Penalties for plagiarism are serious. A student who is identified as cheating or plagiarising will be graded as “Not Competent” (NC), pending resubmission of the assessment. They will be given a second chance to resubmit the assessment within a timeframe set by the Trainer and Assessor. Failure to resubmit by this due date will deem their assessment to be “Not Competent”. The student may appeal if they feel they been treated unfairly.

Policy Guidelines

Deferring, Suspending or Cancelling a Course

CR may suspend or cancel a student’s enrolment on the basis of misbehaviour, the student’s failure to pay their fees, or breach of course progress requirements. The College will inform the student of its intent to suspend or cancel their enrolment and advise of them of their right to appeal the decision through its internal appeals process. The suspension or cancellation of a

student's enrolment cannot take effect until the internal appeals process is completed.

Extension of Student Study

CR will only extend the duration of a student's study where it is clear that the student will not complete the course within expected duration as a result of:

- Compassionate or compelling circumstances (e.g.: illness, where a valid medical certificate states that the student was unable to attend classes or where CR has not been able to offer a pre-requisite unit of competency)
- CR is implementing the intervention strategy for at risk students not meeting satisfactory course progress.

Reduction of Student Study

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the course will be revised and the student will not need to repeat the units they have already completed.

Holidays

Due to the nature of Career Ready courses, at this time we do not have scheduled holidays. CR courses are intended for students to have greater flexibility around when they study, so holiday time is up to the discretion of the student.

Special Leave

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
- Involvement in, or witnessing of a serious accident; or
- Witnessing or being the victim of a serious crime,
- this has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is 20 weeks, not including holidays.

Leave Application Procedure

Where students require special leave, Leave Application Forms are available from reception and must be completed with supporting documentation attached to set an appointment with the Academic Manager. Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/working days

In cases where a leave application has not been approved and the student takes leave without approval, the process for course progress will be initiated as per Policy for Course progress.

Sick leave

Students who are absent due to medical reasons MUST provide a medical certificate from a registered doctor. Where illness is for an extended period of time the student must notify CR as soon as practicable.

Students must keep the original medical certificate(s) to provide to DHA if required. CR maintains copies of medical certificates in the student file.

Payment of Tuition Fees

Students must pay their tuition fee payments by the due date in order to be registered for a class. If a student has not paid their fees, they are deemed to be non-financial. Non-financial students may be subject to the following:

- Students will not be registered/allocated to a class while non-financial
- Student must pay published late fees

Disclosure of Information

Information about students will not be provided to any other third party without the prior written consent of the student with the exception of relevant government departments, when the information will be provided with or without the consent of the student. A copy of information shared with a third party will be kept on the student's file.

Information about a student from the student

- Students have access to all information kept on their file based upon written request
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed
- Information about a student from a third party
- Information requests about students from a third party will be denied unless there is written consent from the student
- Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the

information will be provided with or without the consent of the student.

In all cases, conditions of the Privacy Act 1988, Australian Privacy Principles (APPs), will be followed and adhered to by staff members and students at the College.

CR is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases CR will seek the written permission of the student for such disclosure. CR will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by a person, you need to authorise this access otherwise this access will be denied.

You have the right to access information that CR is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.

If you have concerns about how CR is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>

National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at Rhodes International College.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Rhodes International College and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2012, Rhodes International College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;

- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Discrimination and Harassment

Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of 'difference'. These differences can be related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical appearance, age, marital status or economic status.

Harassment is unwelcome conduct that humiliates, offends or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant. This includes words as well as acts, pictures and images and creating a hostile or threatening atmosphere. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or ultimately safely.

Examples of bullying behaviour include excessive criticism, publicly insulting or shaming an individual and making threats.

CR ensures that any reported cases of discrimination, harassment or bullying are handled in a confidential sensitive manner to protect the integrity and rights of any participants. In cases where the allegation is proven with concrete evidence, the student or staff member risk termination.

Complaints and Appeals

CR is committed to providing a fair complaints and appeals process. CR recognises that a complaint and an appeal are different and therefore require a different process for responding to each.

What is a complaint?

A complaint is generally negative feedback about services, other students or staff which has not been resolved locally. A complaint may be received by CR in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students.

The complaint may be about the students dealings with the College, the RTO's education agents or any related party it has an arrangement with to deliver the overseas student's course or related services

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Complaint and appeals handling

CR undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals will be kept by CR including all details of lodgement, response and resolution
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal will commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal will be provided a written statement of the outcome, including details of the reasons for the outcome.
- CR shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals will be handled in the strictest of confidence. No CR representative is to disclose information to any person without the permission of CR CEO / PEO (CEO). A decision to release information to third parties can only to be made after the complainant has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement through a report to the CEO.

CR considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within CR's internal structures.

- If complainant is not satisfied with the outcome of the complaint handling, the CEO / PEO may arrange for the complaint to be considered by an appropriate independent third-party.
- In addition the Resolution Institute, the national association of dispute resolvers, is an

appropriate third party. Head Office details as follows:

Address: Level 1, 13 Bridge Street Sydney NSW Phone: (+61 2) 9251 3366

Free call: 1800 651 650

Email: infoaus@resolution.institute

Website: <https://www.resolution.institute>

- Staff are to provide assistance to students during the complaint handling process.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

You may access the complete policy and procedure on our website on the policies page.

Appeals Handling Procedure

Applications by students for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when the decision or finding is communicated to the student. The following procedure is to be followed when an application for appeal is received:

- A student appealing an assessment decision is to be referred immediately to the CEO / PEO. The CEO / PEO is to arrange for a re-assessment of the student as soon as possible. The student is also to be offered the opportunity to undertake additional training before this re-assessment. The reassessment is to be conducted by a different assessor than conducted the initial assessment. The student may be offered up to 3 re- assessments.
- If after the reassessment, the student remains not-competent and is dissatisfied with the assessment outcome, the student is to meet with the CEO / PEO and the Academic Manager to discuss the assessment process and the assessment outcome.
- If after consultation with the CEO / PEO, the student remains dissatisfied with the assessment process, the student is to be provided the Complaints and Appeals Form and the matter is to be dealt with in accordance with the complaint handling procedure.
- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the CEO / PEO on its merits. If the CEO / PEO does not approve a refund and considers that CR has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to Office of Fair Trading.
- The Management Team is to inform the applicant of the improvement actions identified.
- The Complaints and Appeals Register is to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the appeal was received to the date the appeal was resolved.

You may access the complete policy and procedure on the website on the policies page.

Critical Incidents

CR is committed to maintaining a safe and supportive environment for staff and students. The Critical Incident policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at the College. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

A Critical Incident: is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at the College; and
- Information which has the potential to negatively affect the reputation of CR in the media and/or wider community.

CR has a detailed policy and procedure to appropriately address any incident with assigned tasks and responsibilities, which depending on the nature of the critical incident, may involve organising debriefing, counselling and follow-up.

You may access the complete policy and procedure on our website on the policies page.

Emergency Evacuation Procedure

During the event of an emergency that requires the evacuation of any CR campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

The College agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and

equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden.

Student Support Services & Resources

CR students are provided with academic and non- academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

To ensure we meet the specific needs of our students, the College will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training
- Provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

The College will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the student (as applicable)

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials – including podcasts and YouTube clips

The College will seek to maximise opportunities for access, participation and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training
- Trainers and assessors through the training program
- Records held by the College
- The College will make every reasonable effort to ensure that it can accommodate a student's needs.

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer or to the Student Services Officer.

However, sometimes those needs are beyond the assistance that can reasonably be provided by the College. In these circumstances, Individuals who require substantial additional help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.

The Role of the Student Support Officer

The Student Support Officer has the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations. The Student Support Officer is also required to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Support Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation
- Financial concerns
- Facilities and resources
- Telephones & communication
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights

The Student Support Officer can also refer the student to a trainer or the Academic Manager / Lead Trainer regarding the following academic student support matters:

- Assessment failures

- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

In each matter, the student shall be encouraged to meet with the Student Support Officer and to discuss their concerns or problems. The College, through the Student Support Officer will seek to provide a supportive, empathetic and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

The Student Support Officer has a list of local resources, including doctors, dentists, legal aid and other specialist services and will be able to suggest how a student can access any specialised support or external help they may need. All discussions regarding this are in the strictest of confidence and there is no fee for referral, although specialists services may charge a fee.

Library

CR has all its students enrol online with the State Library of NSW so that they can access a full research library, including a range of data bases to support their learning.

The State Library of New South Wales, part of which is known as the Mitchell Library, is a large heritage-listed special collections, reference and research library open to the public.

It is the oldest library in Australia, being the first established in New South Wales in 1826.

Library cards are free of charge. You can sign up for a Library card [online](#) or when you're at the Library.

With a Library card you can:

- use most of the Library's collections
- access eresources in the Library
- use most of the eresources including ebooks from anywhere (NSW residents only)
- request books from other libraries
- print and photocopy
- use library computers
- book a study room.

In addition, there are a number of online libraries that we recommend to students. The following

are free recommended library collections online:

National Library of Australia <http://www.nla.gov.au>

Libraries Australia <http://librariesaustralia.nla.gov.au/apps/kss>

Free e-books <http://www.e-booksdirectory.com>

The Free Library <http://www.thefreelibrary.com>

Study assistance

The college's trainers are able to provide students with one-on-one help and suggest additional readings and information. Just ask. CR trainers are very friendly and want to help students achieve their learning goals.

The following online resources are also useful for providing student support to study:

Effective Study skills

A useful quick overview of study skills

www.adprima.com/studyout.htm

How to Study

A large directory to study skills websites, including how to study in specific subject areas.

www.howtostudy.org

Study Guides and Strategies

A wide ranging overview of the skills needed at all stages of student life.

www.studygs.net

Study Skills Self-Help

Covers important skills such as time management, note taking and exam preparation.

www.ucc.vt.edu/stdysk/stdyhlp.html



General administrative matters

Change of Address or Contact Details

Students **must** notify CR of changes to their contact details, address, email address (if any), mobile phone number (if any).

Student Card

In order to obtain a student card, students must go to reception to take a photo for Student Identification, which will be ready within 5 business/working days. Students must carry the CR student card at all times when on CR campus.

The CR student card may be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged as per published fees.

Extending Course Duration

Students requiring an extension of time to complete their course must make an appointment with the Academic Manager. The only reasons for extension of course duration are:

- Compassionate or compelling circumstances
- Result of intervention
- Suspension of studies

Student Request Forms

Students may request information from Reception or from info@careerready.edu.au. All student forms are available at reception and any required evidence will be explained by reception to ensure that students receive information and support in a timely manner.

CR Campus Guidelines

CR students must adhere to the following:

- Behave and speak to everyone at CR in a polite and friendly manner
- Respect all nationalities, religions, genders, etc
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published complaints and appeals processes to solve problems
- Access CR complaints and appeals process with a positive attitude
- Contribute to the positive learning environment
- Treat CR equipment and facilities with respect
- Maintain personal hygiene
- Contribute to the safe learning environment
- Refrain from smoking on campus

CR will contact relevant government authorities if a student brings any of the following to the CR campus:

- Drugs
- Alcohol
- Weaponry
- Pornography

Students who bring any of the above to CR campus will be reported to authorities, immediately and terminated for disciplinary reasons.

CR Classroom Guidelines

During theory and practical classes students will:

- Turn off mobile phones
- Develop group and cooperation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

Electrical equipment

Electrical equipment that is not working should be reported to Career Ready College staff.

Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

First aid

Provision for first aid facilities are available where training is delivered.

All accidents must be reported to staff.

The accident and any aid administered must be recorded by staff involved, in the injury register.

Work & study areas

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.

- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Student Feedback

Students will complete the following at the end of each study period:

- Learner Quality Indicator
- CR Student Feedback

Students are requested to answer these feedback forms honestly to assist CR to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at the College, this information can be provided directly to the trainer or Academic Manager at anytime.

Getting to Campus

Bus Stations are a short walk from the Career Ready College. Services through this bus route occur approximately every 15 minutes. Museum station is also situated 5 minutes walk from the campus, and trains run approximately everywhere 5 minutes.

Course Requirements and Payments

- Prospective students must provide evidence of educational entry requirements and 6 IELTS or equivalent (where applicable) to commence the course
- Students must pay the enrolment fee, first tuition instalment* and resource fees in full prior to commencement
- Students must pay the full tuition fee instalment for each 10 weeks' delivery in advance
- In the case where instalment payments are indicated as the preferred option CR will invoice for subsequent payments which are payable two weeks before commencement of the 10-week delivery period or defined as the next term
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid
- Student's enrolment can be cancelled due to unsatisfactory academic progress, academic misconduct or non-academic misconduct.

*unless the student has elected to pay all their tuition fees in advance.

Terms and Conditions

After the applicant is offered a place in a course and signs CR Letter of Offer a binding contract is made between the student and the College. The contract is governed by the laws of the Commonwealth of Australia and the State of New South Wales.

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two weeks before course commencement.

Students may choose to pay more than 50 per cent of their tuition fees before their course commences. This is not required by the College.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. All course fees are deposited into CR Student Fees Account. When the student commences their course, CR will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in a CR course, evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise CR reserves the right to defer the students start date until the next available course intake.

Changes to terms and conditions

Rhodes International College reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Refund and Cancellation

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from CR Reception. The form must be signed by the student and the cancellation fee will be calculated as shown in the table:

NOTIFICATION PERIOD	REFUND
Withdrawal notified in writing and received by the College 28 days or more prior to semester commencement	70% refund of tuition fees paid to date
Withdrawal notified in writing and received by the College less within 28 days prior to semester commencement and before the commencement date	50% refund of tuition fees paid to date
Withdrawals notified in writing and received by the College on the commencement date or after the semester commences	No refund of current semester tuition fees.

If a student defers their course start date, then the refund policy will apply from the student's original course start date and not the deferred start date.

CR refunds are not transferable to another person.

No refunds will be made for classes missed due to exams, excursions, internships or other obligations that fall outside the normal schedule of classes.

In the case of student suspension or expulsion there will be no refund of fees.

CR reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that CR is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by the College.

In the unlikely event that CR is unable to provide a refund or place to a student in an alternative course, (provider default) CR will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

CR reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable, they have the right to access the College' complaints and appeals processes and to also take further action under Australia's consumer protection laws.

CR reserves the right to deny a student access to the College' premises and to withdraw its other services if their conduct disrupts the normal operation of the college. CR's grievance resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by CR will be made within four weeks of receiving CR Student Request for a Refund Form.

The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Statutory Cooling Off Period

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts and warranties as it applies in NSW. <https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts>

Please also see the information in this Student Handbook on CR's:

- Complaints and appeal policy and procedure.
- Fees and refund policy

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that CR does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the refund policy.

Legislative and Regulatory Responsibilities

CR is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that CR has recognised for which it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While CR has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at www.legislation.nsw.gov.au/ (State) and www.comlaw.gov.au (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons

against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- (a) both of the following apply:
 - (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
 - (ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- (b) the individual has consented to the use or disclosure.

Anti-Discrimination Act 1991

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

Disability Discrimination Act 1992

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required

by the person with a disability.

Sex Discrimination Act 1984

The purposes of the Act are to

1. to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
2. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
3. to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
4. to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;

- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia at the following link: [Click Here](#)

Useful Contacts & Information

The following is a list of some important phone numbers that students may find useful:

Emergency - Police / Ambulance /Fire	000
Department of Home Affairs (DHA)	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942
Redfern Legal Centre The International Student Legal Service NSW, funded by StudyNSW, gives free, confidential legal advice to international students living in New South Wales. Address: 73 Pitt Street, Redfern, NSW 2016 Website: https://rlc.org.au/our-services/international-students	(02) 9698 7277
NSW International Student Service – Support for International Students Website: https://www.service.nsw.gov.au/transaction/support-international-students	13 77 88
Lifeline Crisis Support Free 24-hour telephone help	13 11 14
Beyond Blue – anxiety and depression Free 24 hours a day, 7 days a week	1300 22 4636
Lifeline Counselling Service (telephone counselling) Free 24 hours a day, 7 days a week	131 114
Rhodes Medical Centre , Level 8, 1 Rider Boulevard, Rhodes Waterside Centre (next door to CR) Bulk billing practice	(02) 8624 6977
Westmead Hospital Hawkesbury Road Westmead NSW 2145 Has a 24 hour emergency department	(02) 8890 5555
Concord Hospital Hospital Road, Concord Has a 24 hour emergency department	(02) 9767 5000

Croydon Community Mental Health Service Business Hours: 8.30am – 5pm, Monday to Friday Address: Croydon Health Centre 24 Liverpool Road, Croydon	9378 1100
Sexual Assault counseling service Contact details - http://www.nswrapecrisis.com.au Service details - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24 hour, 7 days a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.	1800 424 017
Domestic Violence support service 1800RESPECT is a 24 hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.	1800 737 732
Translating and Interpreting Service (24 hours)	131 450
Public Transport Information Line	131 500
Taxis Combined	133 300

CR Services and Facilities

Reception

At reception students can:

- Pay tuition fees
- Request information about enrolment & attendance
- Book and pay for social activities
- Send scanned documents
- Collect CR student card
- Request information

Social Activities

CR organises regular social activities by student services team:

- Dinners
- Sightseeing tours
- Picnics
- Pot-luck parties

- cultural celebrations
- Sport activities

Student Engagement Area

CR student area includes:

- Computers
- Wireless internet access
- Breakout areas and kitchen