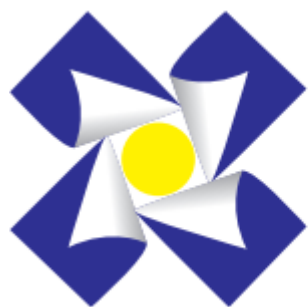


# INTERNATIONAL STUDENT HANDBOOK



**DELLA  
INTERNATIONAL  
COLLEGE**

Della International College Pty Ltd

RTO Code 21738 | CRICOS Code: 02716C | ABN 59 117 032 416

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## Visa requirements

The Department of Home affairs publishes a full list of mandatory and discretionary student visa requirements on their web site. <http://www.homeaffairs.gov.au/> Follow the [Student Visa Conditions](#) link for details

Upon arriving in Australia, you are required to advise Della International College (DIC) of your residential address and telephone number and of any subsequent changes to these details within 5 working days. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 Della International College is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour: or academic progress. Della International College may also send warning notices to you, which are aimed at helping, prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at Della International College to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the Department of Home Affairs website <http://www.homeaffairs.gov.au/>

### Change of address

Upon arriving in Australia, you are required to advise Della International College of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important to ensure you receive correspondence whilst studying. Della International College may also send warning notices to you, which are aimed at helping, prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at Della International College to ensure you receive important information about your course, fees and possible breaches of your student visa. DIC will remind you to update any change to contact details every 6 months.

It is a requirement that the overseas student or intending overseas student, while in Australia and studying with DIC, notifies DIC of:

- the student's current residential address, mobile number (if any) and email address (if any)
- who to contact in emergency situations
- any changes to those details, within 7 days of the change

Additional information on student visa issues is available on the [Home Affairs web site](#)

### Full time study and attendance

Australian law requires International students to study at a full-time study load. A full-time study load is a minimum of 20 hours per week.

Della International College has initiated the Department of Immigration and Border Protection/ DIBP Course Progress Policy for students undertaking vocational courses. Students undertaking vocational courses will have their attendance monitored because poor attendance means that students will not progress through the course at the required rate. For students who have unsatisfactory academic progress, Della International College is required to review your involvement, counsel you, implement an intervention strategy and, if unsatisfactory progress persists, notify the Department of Education and Training.

Students studying General English must have a minimum of 20 hours face-to-face scheduled course contact per week and demonstrate active participation within the course.

### Overseas student health cover

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

As an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about purchasing OSHC at the [Department of Health and Aging](#).

## The ESOS Framework – Providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

### Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

### Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process. One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the principal course of study you plan to undertake in Australia. If you want to transfer beforehand, you need your provider's permission.

### Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress

if attendance is recorded for your course, follow your provider's attendance policy

Who?	Why?	How?
Your provider	For policies and procedures that affect you	<ul style="list-style-type: none"> <li>• Speak with your provider.</li> <li>• Go to your provider's website</li> </ul>
Department of Education	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> <li>• www.education.gov.au</li> <li>• ESOS Helpline +61 2 6240 5069</li> </ul>
Department of Home Affairs	For visa matters	<ul style="list-style-type: none"> <li>• <a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a></li> <li>• Phone 131 881 in Australia</li> <li>• Contact the Immigration office in your country.</li> </ul>

### ESOS Framework

A description of the ESOS framework is made available electronically.

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

## Information for Students

### Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

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

### Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- Student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- School student completing nationally recognised training; or
- Student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

For more information or to apply for your own USI, please visit [www.usi.gov.au](http://www.usi.gov.au)

## Course assessment

A number of approaches to course assessment are used by Trainers and Assessors. There is more than 1 form of assessment per unit of competency. Assessment approaches may include: observation of performance, case studies; projects; research; presentations; role plays and/or written assessments. You must successfully complete all assessment tasks to be deemed competent.

Students are entitled to a maximum of three assessment attempts for each unit.

If after three assessment attempts the student's competence is "not competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

## Course delivery

A number of approaches to course delivery are used by College staff. Course delivery approaches may include teacher led classroom delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-play situations. All the classes will be conducted during daytime. Della International College does not conduct any evening classes.

## Credit Transfer

'Credit Transfer' (CT) is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

DIC accepts and provides credit to learners for units of competency where these are evidenced by:

- AQF certification issued by another RTO or AQF authorised issuing organisation
- Authenticated VET transcripts issued by the Registrar

Students can apply for a credit transfer through the credit transfer application at the commencement of course or as soon as possible.

All applications are to be submitted to Administration and students are to provide a certified colour copy or the original documents so that these can be sighted and copied.

## Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you currently have the required competencies in the unit applied for. An RPL application may only be made after enrolment and payment of fees and must be made using Della International College RPL application form that will be available during orientation. RPL in a unit will only be granted after students have completed the college assessment requirements for that unit. Students must attach verified copies of all relevant documents to the RPL application form. There is a fee charged for each RPL application made based on the number of units applied for. Where RPL is being applied for, students must complete the RPL kit and include all relevant evidence of work experience and where learning has occurred. Evidence must be clearly identifiable, and support the applicant's case for RPL, addressing the relationship of evidence to the unit of competency credit being sought. Please

note that any evidence provided through the RPL process is to be no more than 3 years old (this includes time employed in industry) from the date of application. This is to ensure currency of skills and knowledge.

For a full copy of the policy, please refer to our website: [www.dellainternational.edu.au](http://www.dellainternational.edu.au)

## Qualifications

Students completing all assessment requirements for a qualification will be awarded a Testamur corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment (at no cost) indicating which units of competency they have successfully completed. These will be issued within 30 calendar days upon successful completion.

## Use of personal information

Information is collected during your enrolment in order to meet Della International College obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of the Australian Quality Training Framework that students can access personal information held by Della International College and may request corrections to information that is incorrect or out of date. Apply to the Compliance Manager using the Student records request form if you wish to view your own records. Once the request has been approved the Compliance Manager will arrange a time for you to view your own records. You must view your records at Della International College and you cannot take records away from the College.

## Training facilities

Della International College offers training at a metropolitan location close to transport, retail shopping, entertainment and other colleges and universities. Check out the locations at Google Maps.

### College Locations

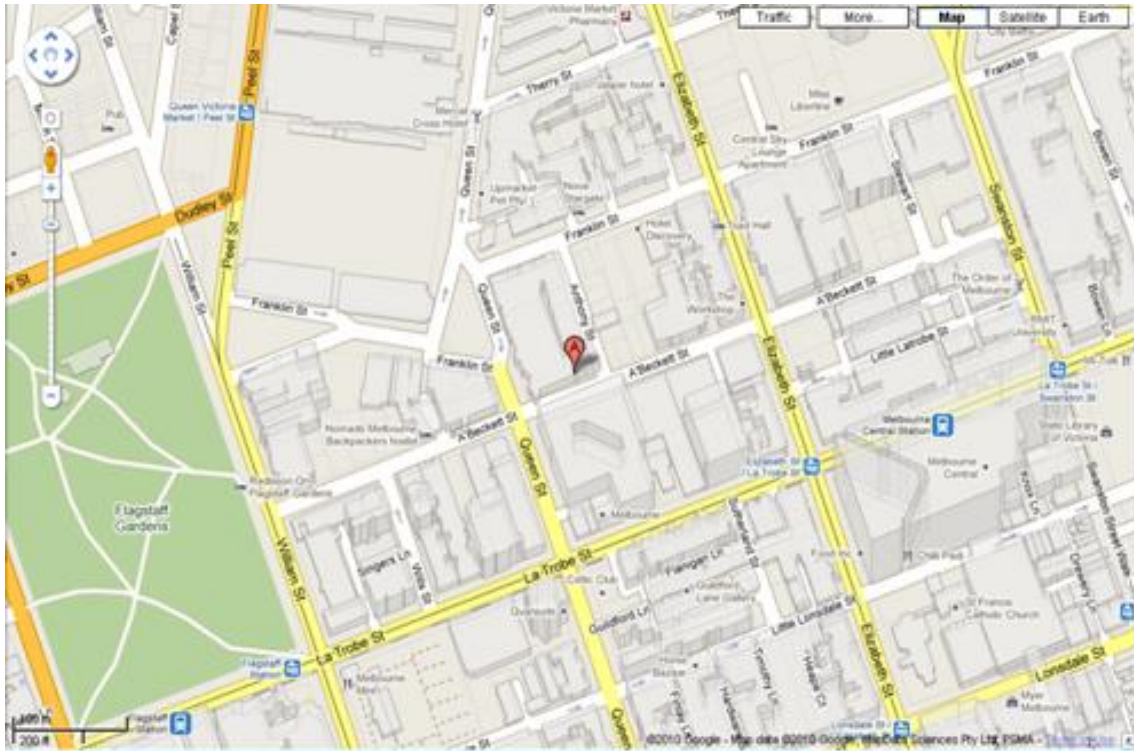
Della International College is at Level 1/150-154 A'Beckett St, Melbourne, located close to transport, retail shopping, entertainment and other colleges and universities. Melbourne Central railway station is just a 5-minute walk from the main campus; this allows access to Metro Trains and trams which gives access to Melbourne's entire train network. College facilities include modern well-equipped classrooms, computer and internet facilities with printing and photo copying facilities.

Della International College has a secondary campus at Unit 4, 149 Anderson Road, Sunshine, Victoria (just a 10-minute walk from the Sunshine Railway Station). This campus will be used as Campus for Certificate III in painting and Decorating and Certificate III in Carpentry courses.

Students will be given complete information about the location of facilities and travel between the facilities (including a guided trip between all facilities) during the orientation program run by the College.



## Maps



**Della International College Melbourne Campus 1/150-154 A'Beckett St Melbourne, 3000**

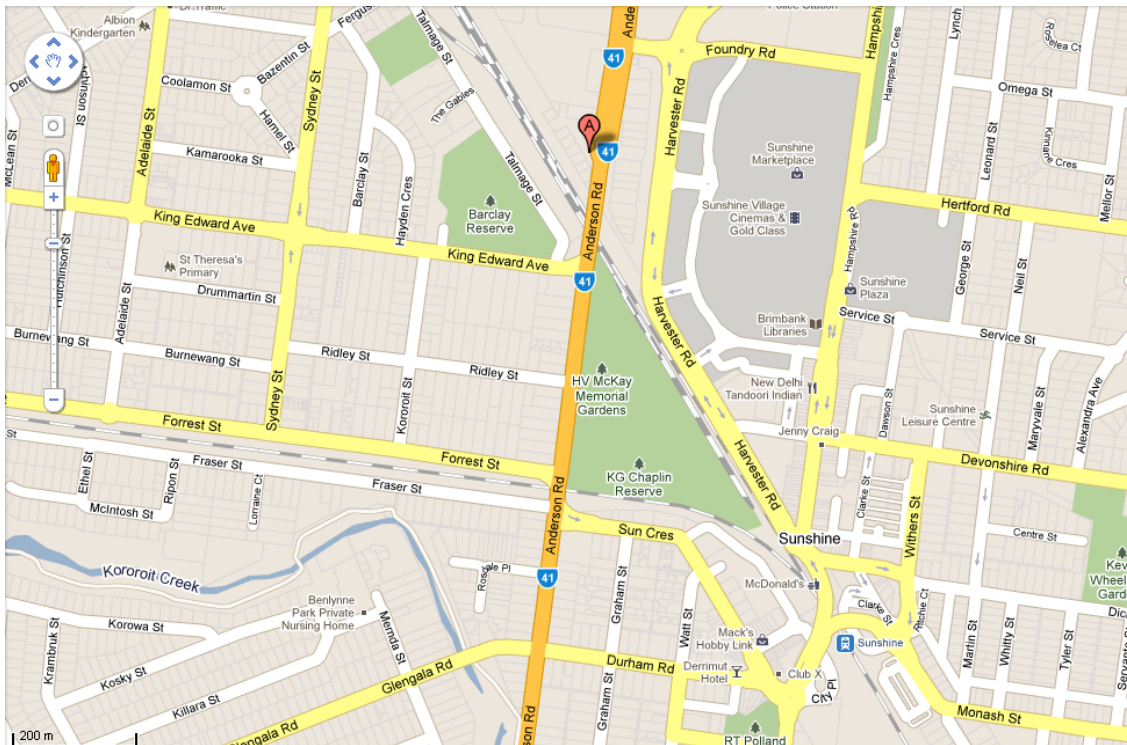
### Public Transport

Della International College is located at A' Beckett Street Melbourne.

Catch any of the City Circle trains, to Flinders Street Station and walk across the road to Federation Square. Or travel west from Flinders Street Station to Market Street and change to the number 55 tram for a short trip to the Royal Melbourne Zoo and the State Netball and Hockey Centre

A few minute walk away is busy Elizabeth Street and tram routes 19, 59 and 57 and to Melbourne's cosmopolitan Northern and North Eastern suburbs.





**Della International College Sunshine Campus Unit 4, 149 Anderson Road, Sunshine 3020**

Della International College (Sunshine Campus) is only an 18-minute train ride to the heart of the City of Melbourne and its magnificent retail, cultural, dining and business districts.

As well as all the local retail, entertainment and dining facilities in Sunshine

## COVID-19

We understand that it is a difficult time for students with the global pandemic and we want to make sure that we can support you throughout your studies with us and so we have the following in place, in addition to the general student welfare support we provide, to assist you:

- During lockdown periods and COVID-19 restrictions, you will be delivered online classes (unless where other arrangements are available). You will be given information on how to connect to your classes at orientation.
- If you are experiencing hardship in paying your fees, you can contact us on **9329 9430** and our staff members will be able to assist you with an alternative payment plan for your convenience. For a list of available staff members please refer to the **Key College Staff Details** section of this handbook.

We encourage you to reach out in these hard times if you are experiencing any difficulty in order for our Student Support Officers to guide you through the best available support. For welfare support please refer to the **Student Welfare and Support Services** Section of this handbook.

## Qualification Details (Core and Elective Units)

### BSB40120 Certificate IV in Business

**Course CRICOS Code:** 108373G    **Course Duration:** Full time 52 weeks    **Location:** Melbourne, Australia  
**Tuition Fees:** AUD\$ 12,300    **Application Fees:** AUD\$ 200  
(Application fees are non-refundable)

#### Course Description

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities.

Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills. They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyze information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

#### Entry Requirements:

Although there are no entry requirements for this Qualification, the paragraphs below will indicate the College-specific requirements to enter into the Qualification.

The changes made to this Qualification as a result of Public Health Orders does not change or impact the entry requirements.

#### ***Della International College Entry Requirements:***

To ensure an appropriate learning opportunity, participants would need to demonstrate a capacity to undertake study at Certificate IV level, this can be demonstrated via the following:

- Achieve a minimum of 75%-85% in DIC's Determining Suitability Assessment (DSA).
- Applicants must also be aged 18 years or above.

For direct entry into Certificate IV in Business (Leadership) **without** additional support, the student must achieve a minimum of 85% and 90% in DIC's DSA.

For direct entry into Certificate IV in Business (Leadership) **with** additional support the student must achieve a minimum of 75%-85% in DIC's DSA.

In the event that a student is identified as achieving between 75%-85%, the student will be invited to a meeting with the Campus/Compliance Manager or their delegate to discuss and engage in the need for individual student support this is achieved through the implementation of an individual student support plan.

An Individual support plan will be developed by the Campus/Compliance Manager to establish the level of additional support required in order to undertake this qualification. The individual support plan will be provided to the Trainer and Assessor of that individual.

Della International College will provide the individual with additional time, and supervised study periods. This determination will be with respect to the individuals' needs and recorded in the individual support plan and communicated with the respective trainer and assessor.

#### Additional entry requirements for International Students:

**Created:** March 2018  
**Modified:** 25/10/2022  
**Review Date:**

**Document Owner:** CM  
**Version:** 15.0  
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Individuals entering the program as an international student will be required to meet the following additional entry requirements:

1. Successful completion of Year 11 or the equivalent level of study; and
2. Minimum English level of IELTS 5.5 or equivalent; and
3. Applicant must also be aged 18 years or above.

Students that do not have an IELTS 5.5 or equivalent will be required to undertake an Internal Placement Test to assess the students English Proficiency is at an Intermediate Level

English Proficiency requirements are in addition to the Determining Suitability Assessment and are an entry requirement into all courses.

### Language, Literacy and Numeracy

Language, Literacy and Numeracy will be screened prior to an individual being accepted into the course.

Where an individual does not meet either the minimum required 75% in the DSA or a 5.5 (or equivalent in IELTS) the individual will be recommended to undertake an ELICOS course either within DIC or at a provider of their choosing. The individual is also advised that once they have completed additional English studies, they will be required to re-apply.

### Unit Description

Unit Code	Unit Name
<b>Core Units</b>	
BSBWHS411	Implement and monitor WHS policies, procedures and programs
BSBXCM401	Apply communication strategies in the workplace
BSBTEC404	Use digital technologies to collaborate in a work environment
BSBTWK401	Build and maintain business relationships
BSBWRT411	Write complex documents
BSBCRT411	Apply critical thinking to work practices
<b>Electives</b>	
BSBPEF402	Develop personal work priorities
BSBXTW401	Lead and facilitate a team
BSBPEF502	Develop and use emotional intelligence
BSBCMM411	Make presentations
BSBCMM412	Lead difficult conversations
BSBCRT412	Articulate, present and debate ideas

### Course Delivery

Classroom based training sessions to develop the knowledge and theoretical understandings required.

### Assessment

The assessment process includes the gathering of evidence to demonstrate the student's competence. Students are assessed using written questions scenarios and project

## **BSB50420 Diploma of Leadership and Management**

**Course CRICOS Code:** 104167A

**Course Duration:** Full time 52 weeks

**Location:** Melbourne, Australia

**Tuition Fees:** AUD\$ 11,800

**Application Fees:** AUD\$ 200

*(Application fees are non-refundable)*

### **Course Description**

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

### **Entry Requirements:**

**Although there are no entry requirements for this Qualification, the paragraphs below will indicate the College-specific requirements to enter into the Qualification.**

**The changes made to this Qualification as a result of Public Health Orders does not change or impact the entry requirements.**

#### ***Della International College Entry Requirements:***

To ensure an appropriate learning opportunity, participants would need to demonstrate a capacity to undertake study at Diploma level, this can be demonstrated via the following:

- Achieve a minimum of 75%-85% in DIC's Determining Suitability Assessment (DSA).
- Applicants must also be aged 18 years or above.

For direct entry into Diploma of Leadership and Management **without** additional support, the student must achieve a minimum of 85% and 90% in DIC's DSA.

For direct entry into Diploma of Leadership and Management **with** additional support the student must achieve a minimum of 75%-85% in DIC's DSA.

In the event that a student is identified as achieving between 75%-85%, the student will be invited to a meeting with the Campus/Compliance Manager or their delegate to discuss and engage in the need for individual student support this is achieved through the implementation of an individual student support plan.

An Individual support plan will be developed by the Campus/Compliance Manager to establish the level of additional support required in order to undertake this qualification. The individual support plan will be provided to the Trainer and Assessor of that individual.

Della International College will provide the individual with additional time, and supervised study periods. This determination will be with respect to the individuals' needs and recorded in the individual support plan and communicated with the respective trainer and assessor.

### **Additional entry requirements for International Students:**

Individuals entering the program as an international student will be required to meet the following additional entry requirements:

1. Successful completion of Year 11 or the equivalent level of study; and
2. Minimum English level of IELTS 5.5 or equivalent; and
3. Applicant must also be aged 18 years or above.

Students that do not have an IELTS 5.5 or equivalent will be required to undertake an Internal Placement Test to assess the students English Proficiency is at an Intermediate Level

English Proficiency requirements are in addition to the Determining Suitability Assessment and are an entry requirement into all courses.

Language, Literacy and Numeracy

Language, Literacy and Numeracy will be screened prior to an individual being accepted into the course.

Where an individual does not meet either the minimum required 75% in the DSA or a 5.5 (or equivalent in IELTS) the individual will be recommended to undertake an ELICOS course either within DIC or at a provider of their choosing. The individual is also advised that once they have completed additional English studies, they will be required to re-apply.

## Unit Description

Unit Code	Unit Name
<b>Core Units</b>	
BSBCMM511	Communicate with influence
BSBCRT511	Develop critical thinking in others
BSBLDR523	Lead and manage effective workplace relationships
BSBOPS502	Manage business operational plans
BSBPEF502	Develop and use emotional intelligence
BSBTWK502	Manage team effectiveness
<b>Electives</b>	
BSBSUS511	Develop workplace policies and procedures for sustainability
BSBFIN501	Manage Budgets and Financial Plans
BSBOPS501	Manage business resources
BSBOPS504	Manage business risk
BSBTWK503	Manage Meetings
BSBPEF501	Manage Personal and Professional Development

## Course Delivery

Classroom based training sessions to develop the knowledge and theoretical understandings required.

## Assessment

The assessment process includes the gathering of evidence to demonstrate the student's competence. Students are assessed using written questions scenarios and project.

## BSB60420 Advanced Diploma of Leadership and Management

**CRICOS Course Code:** 108374F **Course Duration:** Full time 100 weeks **Location:** Melbourne, Australia

**Tuition Fees:** AUD\$ 24,000 **Application Fees:** AUD\$ 200 **Material Fees:** AUD\$600

*(Application fees are non-refundable)*

### Course Description

This qualification reflects the role of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions.

The qualification is suited to individuals who possess significant theoretical business skills and knowledge and wish to consolidate and build pathways to further educational or employment opportunities.

### Entry Requirements:

This qualification has specific entry requirements and College-specific requirements to enter into the Qualification as detailed below.

Entry to this qualification is limited to those who:

Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).

or

Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

**The changes made to this Qualification as a result of Public Health Orders does not change or impact the entry requirements.**

### ***Della International College Entry Requirements:***

To ensure an appropriate learning opportunity, participants would need to demonstrate a capacity to undertake study at Advanced Diploma level, this can be demonstrated via the following:

- Achieve a minimum of 75%-85% in DIC's Determining Suitability Assessment (DSA).
- Applicants must also be aged 18 years or above.

For direct entry into Advanced Diploma of Leadership and Management **without** additional support, the student must achieve a minimum of 85% and 90% in DIC's DSA.

For direct entry into Advanced Diploma of Leadership and Management **with** additional support the student must achieve a minimum of 75%-85% in DIC's DSA.

In the event that a student is identified as achieving between 75%-85%, the student will be invited to a meeting with the Campus/Compliance Manager or their delegate to discuss and engage in the need for individual student support this is achieved through the implementation of an individual student support plan.

An Individual support plan will be developed by the Campus/Compliance Manager to establish the level of additional support required in order to undertake this qualification. The individual support plan will be provided to the Trainer and Assessor of that individual.

Della International College will provide the individual with additional time, and supervised study periods. This determination will be with respect to the individuals' needs and recorded in the individual support plan and communicated with the respective trainer and assessor.

### Additional entry requirements for International Students:

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**Review Date:**

**Document Owner:** CM

**Version:** 15.0

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Individuals entering the program as an international student will be required to meet the following additional entry requirements:

1. Successful completion of Year 11 or the equivalent level of study; and
2. Minimum English level of IELTS 5.5 or equivalent; and
3. Applicant must also be aged 18 years or above.

Students that do not have an IELTS 5.5 or equivalent will be required to undertake an Internal Placement Test to assess the students English Proficiency is at an Intermediate Level

English Proficiency requirements are in addition to the Determining Suitability Assessment and are an entry requirement into all courses.

### Language, Literacy and Numeracy

Language, Literacy and Numeracy will be screened prior to an individual being accepted into the course.

Where an individual does not meet either the minimum required 75% in the DSA or a 5.5 (or equivalent in IELTS) the individual will be recommended to undertake an ELICOS course either within DIC or at a provider of their choosing.

The individual is also advised that once they have completed additional English studies, they will be required to re-apply.

### Unit Description

Unit Code	Unit Name
<b>Core Units</b>	
BSBCRT611	Apply critical thinking for complex problem solving
BSBLDR601	Lead and manage organisational change
BSBLDR602	Provide leadership across the organisation
BSBOPS601	Develop and implement business plans
BSBSTR601	Manage innovation and continuous improvement
<b>Electives</b>	
BSBCRT511	Develop Critical Thinking in Others
BSBPEF501	Manage Personal and Professional Development
BSBXCM501	Lead Communication in the Workplace
BSBSTR602	Develop organisational strategies
BSBSTR802	Lead Strategic Planning Processes for an Organisation

### Course Delivery

Classroom based training sessions to develop the knowledge and theoretical understandings required.

### Assessment

The assessment process includes the gathering of evidence to demonstrate the student's competence. Students are assessed using written questions scenarios and project.

## CPC30620 Certificate III in Painting and Decorating

**Course CRICOS Code: 103818A      Course Duration: Full time 100 weeks      Location: Sunshine, Australia**  
**Tuition Fees: AUD\$ 21,800      Application Fees: AUD\$ 200      Material Fees: AUD\$ 2,000**  
*(Material and Application fees are non-refundable)*

### **Course Description**

This qualification provides a trade outcome in painting and decorating for residential and commercial construction work.

### **Entry Requirements:**

Although there are no entry requirements for this Qualification, the paragraphs below will indicate the College-specific requirements to enter into the Qualification.

The changes made to this Qualification as a result of Public Health Orders does not change or impact the entry requirements.

### **Della International College Entry Requirements:**

To ensure an appropriate learning opportunity, participants would need to demonstrate a capacity to undertake study at Certificate III level, this can be demonstrated via the following:

- Achieve a minimum of 75%-85% in DIC's Determining Suitability Assessment (DSA).
- Applicants must also be aged 18 years or above.

For direct entry into Certificate III in Painting and Decorating **without** additional support, the student must achieve a minimum of 85% and 90% in DIC's DSA.

For direct entry into Certificate III in Painting and Decorating **with** additional support the student must achieve a minimum of 75%-85% in DIC's DSA.

In the event that a student is identified as achieving between 75%-85%, the student will be invited to a meeting with the Campus/Compliance Manager or their delegate to discuss and engage in the need for individual student support this is achieved through the implementation of an individual student support plan.

An Individual support plan will be developed by the Campus/Compliance Manager to establish the level of additional support required in order to undertake this qualification. The individual support plan will be provided to the Trainer and Assessor of that individual.

Della International College will provide the individual with additional time, and supervised study periods. This determination will be with respect to the individuals' needs and recorded in the individual support plan and communicated with the respective trainer and assessor.

### **Additional entry requirements for International Students:**

Individuals entering the program as an international student will be required to meet the following additional entry requirements:

1. Successful completion of Year 11 or the equivalent level of study; and
2. Minimum English level of IELTS 5.5 or equivalent; and
3. Applicant must also be aged 18 years or above.

Students that do not have an IELTS 5.5 or equivalent will be required to undertake an Internal Placement Test to assess the students English Proficiency is at an Intermediate Level

English Proficiency requirements are in addition to the Determining Suitability Assessment and are an entry requirement into all courses.

### **Language, Literacy and Numeracy**

Language, Literacy and Numeracy will be screened prior to an individual being accepted into the course.

Where an individual does not meet either the minimum required 75% in the DSA or a 5.5 (or equivalent in IELTS) the individual will be recommended to undertake an ELICOS course either within DIC or at a provider of their choosing. The individual is also advised that once they have completed additional English studies, they will be required to re-apply.

### Licensing and Regulatory requirements

State and territory jurisdictions may have different licensing, legislative, regulatory or certification requirements. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

All Painters and Decorators are required to be licensed by 2022 Painting Contractors and their employees will have one year from the start of the scheme to apply for provisional registration or a provisional license. If the Painting Contractor and/or the employee has the required qualifications, knowledge and or experience they may also apply for full registration or a full license from the start.

Full details on the licensing application can be found on:

[https://www.vba.vic.gov.au/\\_data/assets/pdf\\_file/0004/149422/Registration-Application-Form-DomesticBuilderLimited-Painting-Decorating-V5.pdf](https://www.vba.vic.gov.au/_data/assets/pdf_file/0004/149422/Registration-Application-Form-DomesticBuilderLimited-Painting-Decorating-V5.pdf)

Additionally, all work must comply with Occupational Health and Safety (OHS(VIC)) and environmental regulations and legislation that apply to the workplace.

Della International College delivers the qualification CPC30220 Certificate III in Carpentry in its entirety however, all students wanting to carry out work on a construction site will need to complete the unit *CPCCWHS1001 Prepare to work safely in the construction industry*, this unit is in addition to the qualification CPC30220 Certificate III in Carpentry and is completed externally.

Completion of the general induction training program specified by the National Code of Practice for Induction Training for Construction Work (ASCC 2007) is required before entering a construction work site. Achievement of unit CPCCWHS1001 covers this requirement.

This unit is often referred to as a white card and is completed externally from Della International College.

The undertaking of a white card is an additional cost to the student (approximately \$149AUD) and is not included in the Delivery of the Qualification at Della International College.

The undertaking of this unit ensures compliance with Worksafe Victoria National Standard for Construction Work and provides workers with the legal requirement to access a construction site.

White Card can be undertaken through any of the following providers that are [approved by WorkSafe Victoria](#) and [accredited by the Australian Skills and Quality Authority \(ASQA\)](#) to deliver this training course.

### Unit Description

Unit Code	Unit Name
<b>Core Units</b>	
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry
CPCCOM1014	Conduct workplace communication
CPCCOM1012	Work effectively and sustainably in the construction industry
CPCCOM1013	Plan and organise work
CPCCOM1015	Carry out measurements and calculations

CPCCOM2001	Read and interpret plans and specifications
CPCCCM3005	Calculate costs of construction work
CPCCCM2012	Work safely at heights
CPCCPB3026	Erect and maintain trestle and plank systems
CPCCCM2008	Erect and dismantle restricted height scaffolding
CPCCPD2011	Handle and store painting and decorating materials
CPCCPD2012	Use painting and decorating tools and equipment
CPCCPD3021	Prepare existing coated surface for painting
CPCCCM3001	Operate elevated work platforms up to 11 metres
CPCCPD2013	Remove and replace doors and door and window components
CPCCPD3022	Apply paint by brush and roller
CPCCPD3024	Apply paint by spray
CPCCPD3025	Match specific paint colours
CPCCPD3026	Apply stains and clear timber finishes
CPCCPD3035	Prepare uncoated surfaces for painting
CPCCPD3023	Apply texture coat paint finishes by brush, roller and spray
CPCCPD3030	Apply protective paint coating systems
CPCCPD3027	Remove and apply wallpaper
CPCCPD3031	Work safely with lead-painted surfaces in the painting industry
CPCCPD3036	Work safely to encapsulate non-friable asbestos in the painting industry
CPCCPD3028	Apply decorative paint finishes
<b>Electives</b>	
CPCCPD3029	Remove graffiti and apply anti-graffiti coatings
CPCCPD3032	Apply advanced wall coverings
BSBESB301	Investigate Business Opportunities

### Course Delivery

Classroom based training sessions to develop the knowledge and theoretical understandings required to carry out practical skills in the workshop.

### Assessment

The assessment process includes the gathering of evidence to demonstrate the student's competence. Students are assessed using written questions scenarios and project.

## CPC30220 Certificate III in Carpentry

**Course CRICOS Code:** 104860B

**Course Duration:** Full time 100 weeks

**Location:** Sunshine, Australia

**Tuition Fees:** AUD\$ 24,000

**Application Fees:** AUD\$ 200

**Material Fees:** AUD\$ 3,000

*(Material and Application fees are non-refundable)*

**Created:** March 2018

**Modified:** 25/10/2022

**Review Date:**

**Document Owner:** CM

**Version:** 15.0

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## Course Description

This is a trade qualification for carpenters in residential and commercial workplaces. It includes setting out, manufacturing, constructing, assembling, installing and repairing products made using timber and non-timber materials.

## Entry Requirements:

Although there are no entry requirements for this Qualification, the paragraphs below will indicate the College-specific requirements to enter into the Qualification.

**The changes made to this Qualification as a result of Public Health Orders does not change or impact the entry requirements.**

### Della International College Entry Requirements:

To ensure an appropriate learning opportunity, participants would need to demonstrate a capacity to undertake study at Certificate III level, this can be demonstrated via the following:

- Achieve a minimum of 75%-85% in DIC's Determining Suitability Assessment (DSA).
- Applicants must also be aged 18 years or above.

For direct entry into Certificate III in Carpentry **without** additional support, the student must achieve a minimum of 85% and 90% in DIC's DSA.

For direct entry into Certificate III in Carpentry **with** additional support the student must achieve a minimum of 75%-85% in DIC's DSA.

In the event that a student is identified as achieving between 75%-85%, the student will be invited to a meeting with the Campus/Compliance Manager or their delegate to discuss and engage in the need for individual student support this is achieved through the implementation of an individual student support plan.

An Individual support plan will be developed by the Campus/Compliance Manager to establish the level of additional support required in order to undertake this qualification. The individual support plan will be provided to the Trainer and Assessor of that individual.

Della International College will provide the individual with additional time, and supervised study periods. This determination will be with respect to the individuals' needs and recorded in the individual support plan and communicated with the respective trainer and assessor.

### Additional entry requirements for International Students:

Individuals entering the program as an international student will be required to meet the following additional entry requirements:

1. Successful completion of Year 11 or the equivalent level of study; and
2. Minimum English level of IELTS 5.5 or equivalent; and
3. Applicant must also be aged 18 years or above.

Students that do not have an IELTS 5.5 or equivalent will be required to undertake an Internal Placement Test to assess the students English Proficiency is at an Intermediate Level

English Proficiency requirements are in addition to the Determining Suitability Assessment and are an entry requirement into all courses.

### Language, Literacy and Numeracy

Language, Literacy and Numeracy will be screened prior to an individual being accepted into the course.

Where an individual does not meet either the minimum required 75% in the DSA or a 5.5 (or equivalent in IELTS) the individual will be recommended to undertake an ELICOS course either within DIC or at a provider of their choosing.

The individual is also advised that once they have completed additional English studies, they will be required to re-apply.

### Licencing and Regulatory requirements

All Carpenters are required to be licensed by 2022 if:

- A carpenter will need to be registered if they run their own business and subcontract to builders or clients
- A carpenter will need to be licensed if they are an employee.

Full details on the licensing requirements can be found on:

<https://www.mbav.com.au/mandatory-trades-registration-and-licensing> and applications for a license can be found at: <https://www.vba.vic.gov.au/building/registration>

State and territory jurisdictions may have different licensing, legislative, regulatory or certification requirements. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Della International College delivers the qualification CPC30220 Certificate III in Carpentry in its entirety however, all students wanting to carry out work on a construction site will need to complete the unit *CPCCWHS1001 Prepare to work safely in the construction industry*, this unit is in addition to the qualification CPC30220 Certificate III in Carpentry and is completed externally.

Completion of the general induction training program specified by the National Code of Practice for Induction Training for Construction Work (ASCC 2007) is required before entering a construction work site. Achievement of unit CPCCWHS1001 covers this requirement.

This unit is often referred to as a white card and is completed externally from Della International College.

The undertaking of a white card is an additional cost to the student (approximately \$149AUD) and is not included in the Delivery of the Qualification at Della International College.

The undertaking of this unit ensures compliance with Worksafe Victoria National Standard for Construction Work and provides workers with the legal requirement to access a construction site.

White Card can be undertaken through any of the following providers that are [approved by WorkSafe Victoria](#) and [accredited by the Australian Skills and Quality Authority \(ASQA\)](#) to deliver this training course.

### Unit Description

Unit Code	Unit Name
<b>Core Units</b>	
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry
CPCWHS3001	Identify construction work hazards and select risk control strategies
CPCCOM1014	Conduct workplace communication
CPCCOM1015	Carry out measurements and calculations
CPCCCA3025	Read and interpret plans, specifications and drawings for carpentry work
CPCCOM1012	Work effectively and sustainably in the construction industry
CPCCOM3001	Perform construction calculations to determine carpentry material requirements
CPCCCM2006	Apply basic levelling procedures
CPCCCA2002	Use carpentry tools and equipment
CPCCCA2011	Handle carpentry materials



CPCCCM2008	Erect and dismantle restricted height scaffolding
CPCCCM2012	Work safely at heights
CPCCCA3003	Install flooring systems
CPCCCA3004	Construct and erect wall frames
CPCCCA3005	Construct ceiling frames
CPCCCA3007	Construct pitched roofs
CPCCCA3002	Carry out setting out
CPCCOM3006	Carry out levelling operations
CPCCCA3028	Erect and dismantle formwork for footings and slabs on ground
CPCCCO2013	Carry out concreting to simple forms
CPCCCA3006	Erect roof trusses
CPCCCA3010	Install windows and doors
CPCCCA3008	Construct eaves
CPCCCA3024	Install lining, panelling and moulding
CPCCCA3017	Install exterior cladding
CPCCCA3016	Construct, assemble and install timber external stairs
CPCCCA3001	Carry out general demolition of minor building structures
<b>Electives</b>	
CPCCOM1013	Plan and organise work
CPCCCM3005	Calculate costs of construction work
CPCCCA3014	Construct and install bulkheads
CPCCCM2002	Carry out hand excavation
CPCCCA3027	Set up, operate and maintain indirect action powder-actuated power tools
CPCCCA3009	Construct advanced roofs
CPCCCA3012	Frame and fit wet area fixtures

## General English

**Course CRICOS Code:** 091955F    **Course Duration:** Full time 12-73 weeks    **Minimum Enrolment:** 12 weeks

**Location:** Melbourne, Australia    **Course Hours:** 20 hours per week

**Tuition Fees:** AUD\$ 253 per week    **Application Fees:** AUD\$ 200

*(Application fees are non-refundable)*

**Levels:** 6 levels (Beginner to Advanced)

A simple assessment will make sure you are in the right class for your level.

Level 1 – Beginner

Level 2 – Elementary

Level 3 – Pre-Intermediate

Level 4 – Intermediate

Level 5 – Upper-Intermediate

Level 6 – Advanced

**Entry Requirements:** Nil

### Course Description

Our programs are designed to improve your communication and conversation skills for everyday situations and provide you with solid grounding in grammar and social and functional communication. In a fun and interactive learning environment, our qualified teachers will help you speak, read and write English with confidence as well as listen with accuracy. Courses are structured according to the four core skills of listening, speaking, reading and writing:

1. Building fluency and accuracy in spoken English
2. Learning and expanding your vocabulary
3. Learning idioms and Australian culture and
4. Develop skills and confidence to use English outside the classroom

*\* Please note: At times, DIC may not be able to offer all levels.*

## Fees and Charges Policy

### 1. PURPOSE

- 1.1 The purpose of this policy is to provide overseas students or intending overseas students with information relating to tuition fees and additional charges associated with enrolment in a course with Della International College (DIC) prior to and throughout their enrolment.

### 2. SCOPE

- 2.1 The policy applies to all international students currently enrolled, or intending to enrol, at Della International College.

### 3. POLICY STATEMENT

#### Information about Fees and Charges

- 3.1 Overseas students seeking to enrol in a course at DIC are advised of indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course and the registered provider's cancellation and refund policies.
- 3.2 Overseas students seeking to enrol in a course are also advised of additional fees and charges that may be incurred throughout their enrolment. Information on tuition and non-tuition fees will be displayed on DIC's website, in the student handbook.
- 3.3 The information provided to each student will include:
- 3.3.1 Application fees, tuition fees, materials fees, health cover fees
- 3.3.2 Additional fees and charges student may incur, including as a result of having their study outcomes re-assessed after their 3<sup>rd</sup> attempt, change to CoE, cancellation fee, fees for late payment of tuition fees, or other circumstances in which additional fees may apply;
- 3.3.3 Payment terms, including the timing and amount of fees to be paid and any non-refundable payments and administration fees;
- 3.3.4 Payment options including that **student's option** to pay more than 50 per cent of their tuition fees before they start their course (Such evidence will be maintained in the student file)
- 3.3.5 DIC does not *require* students to pay more than 50 per cent up front; this must be **initiated by the student** or their sponsor. (Such evidence will be maintained in the student file)
- 3.4 Those seeking to enrol at DIC will be informed of the fees and charges before signing the written agreement, as all course fees include a non-refundable application fee. This amount is specified on all course information about fees and charges and on the Written Agreement signed by each student prior to entry into a course. The application and material fee is non-refundable except in the instance where DIC is required to cancel a course due to insufficient numbers or for other unforeseen circumstances.

#### Written Agreements

- 3.5 All students must sign the written agreement prior to paying course fees. The agreement outlines the tuition and non-tuition fees, payment options and refund policies;
- 3.6 In listing tuition and non-tuition fees in the written agreement, DIC will give students a clear guide to the range of fees they may incur throughout the course;
- 3.7 Fees will not be accepted until the student has signed or otherwise accepted the agreement. However, DIC will accept payment of fees at the same time as receipt of the Written Agreement.
- 3.8 Where fees are received without the Written Agreement being signed, DIC will inform the student that the payment cannot be processed until the signed Written Agreement is received.

#### ***Fees paid in Advance***

*Tuition fees paid before a course commences will be kept in a trust account until overseas students commence their studies at DIC.*

### **What do student fees cover?**

- 3.9 Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course, are not included in course fees and will be an additional cost should the student wish to purchase such materials.
- 3.10 All course fees include up to three (3) attempts at assessments per unit. Where an additional assessment is required in order to achieve competency, DIC reserves the right to charge a student an additional re-assessment fee in accordance with the student's Written Agreement.

### **Terms and Methods of Payment**

- 3.11 In order to accommodate the payment preferences of students, DIC provides students with payment options. Students can work out a flexible payment plan with DIC. A student payment plan agreement will be signed, setting out course details and payment schedule.
- 3.12 Students must ensure their fees are paid on or by the due date or in full before each study period, otherwise their enrolment may be cancelled.
- 3.13 DIC accepts the following methods of payment – cheque, money order, credit card, direct debit and direct bank transfer.
- 3.14 Education agents will not be involved in the collection, management or refunding of a student's fees. This is a matter between DIC and the student.

### **Credit Card Payments**

- 3.15 Credit card payments (Visa and MasterCard only) can be made over the phone by calling 03 9329 9430 and quoting invoice number or by attending the college at the reception desk. There will be a 1.5% surcharge on credit card payments.

### **Late Payment**

- 3.16 Where a student is more than 15 days overdue with payments, DIC reserves the right to suspend training services until payment is made to bring fees up to date.
- 3.17 Where students have made late payments, additional charges will apply.
- 3.18 Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

### **Non-Payment of Fees**

- 3.19 It is the responsibility of the student to ensure that fee payments are made promptly in accordance with the signed acceptance and agreement or payment plan:
  - 3.19.1 Students must pay the required amount in full on or before 5 pm of the due date.
  - 3.19.2 Payments made after due date will incur a compulsory late fee; please refer to "Additional Charges".
- 3.20 Failure to pay fees may result in any or all of the following until the student pays the full amount:
  - 3.20.1 Suspension from attending classes or participating in the course
  - 3.20.2 Exclusion from assessment activities
  - 3.20.3 Withholding of certification documentation
  - 3.20.4 Cancellation of enrolment

### 3.20.5 Exclusion from future enrolments with DIC

3.21 International students will be informed of the possible impact on their visa due to non-payment of fees.

3.22 If tuition fees are not paid by the due date:

3.22.1 DIC will issue the student with an initial warning letter for non-payment of fees within 5 days from payment due date, outlining the following:

-Suspension from the course until full payment is made including exclusion from assessments if required.

3.22.2 DIC will issue the student a further warning letter for non-payment of fees should DIC not receive any correspondence from the student after the initial warning letter was sent outlining the following:

-Exclusion from assessment activities

3.22.3 DIC will issue the student a final letter for non-payment of fees should DIC not receive any correspondence from the student following the second warning letter was sent outlining the following:

-Intention to cancel enrolment due to non-payment of fees

-Intent to notify the Department of Education of a change of enrolment status

*Please note: If the dues are not cleared within 20 days as notified via invoice, an Intention to Cancel CoE letter could be generated to the student providing him 20 working days to either settle the account or arrange a different payment plan. If no response is received the COE will be cancelled due to Non-Payment of Fees*

3.23 The student is informed of their right to appeal DIC's decision within 20 working days of receipt of letter of intent to cancel. The student acceptance and agreement and the availability of DIC's Complaints and Appeals Policy does not remove the right of the student to take action under Australia's Consumer Protection Law.

3.23.1 If the student chooses to access DIC's appeals process, DIC does not notify the Department of Education of any change to the student's enrolment status through PRISMS.

3.23.2 If the student's appeal is unsuccessful or no appeal has been made and all internal complaints and appeals processes have been completed, DIC will notify the Department of Education via the Provider Registration and International Student Management System (PRISMS) of the cancellation of the student's enrolment.

3.23.3 The student may choose to access an external appeal process as per DIC's Complaints and Appeals Policy, but DIC does not have to wait for the outcome of an external appeal before notifying the Department of Education of the change to the student's enrolment status.

3.23.4 For long-term outstanding amounts, DIC utilises the services of a debt recovery agency to ensure the collection of all fees.

3.23.5 Where a student has failed to pay outstanding fees in spite of being notified via the first and second outstanding fee warning letters and attends college to receive assistance, s/he will be required to sign a student payment plan agreement form that sets out course details, outstanding and total payments due within a required timeframe. If the student still fails to make payment according to the agreement, DIC will proceed according to clause 3.22.3 above.

### **Additional charges**

3.24 Course fees do not include the cost of any additional documents required for specific reasons. See charges below for additional documents.

- Re-Issue of Testamurs / Statements of attainment - \$50 each copy (Non- refundable)
- Application Fee-\$200.00 (Non-refundable)
- Overseas Student health cover (OSHC)- \$1,161 approx. (Refundable)
- Re-assessment Fee \$300.00 (after third attempt) (Non- refundable)
- RPL Fee \$300.00 per unit
- Re-Issue of Student Card \$20.00 (Non-refundable)

- Late payment of fees - \$250.00 per instalment (Non-refundable)
- Confirmation of Enrolment Letter- \$20.00 (Non-refundable)
- Assessment Re-Assessment/marking-\$80.00 (Non-refundable)
- Holiday/ Travel letter- \$20.00 (Non-refundable)
- Late course commencement fee per week- \$250.00 (Non-refundable)
- World Education services (WES) Application completion- \$100.00 (Non-refundable)
- Change to CoE \$200. (Not applicable where support has been provided to achieve learning outcomes). (Non-refundable)
- Unit re-enrolment fee \$500.00 (for students who exceed the maximum duration period) (Non-refundable)

## Refund Policy

### 1 PURPOSE

- 1.1 The purpose of this policy is to inform all international students, enrolled or intending to enrol, and other clients of Della International College's (DIC) refund policy.

### 2 SCOPE

- 2.1 This policy and procedure apply to all international students seeking a refund of fees, and to all staff involved in processing requests for a refund at Della International College.

### 3 DEFINITIONS

- 3.1 **Appeal:** An application to reconsider a decision or determination made by the college.
- 3.2 **CoE (Confirmation of Enrolment):** A document provided electronically, which is issued by DIC to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course at DIC.
- 3.3 **Commencement Date/agreed starting date:** The first day of teaching in the first study period in which the student has a valid enrolment.
- 3.4 **Compassionate and compelling circumstances:** Situations that are generally beyond the control of the student and which have an adverse impact on the student's capacity and/or ability to commence their course or to satisfactorily progress in their course.

Such circumstances include, but are not limited to:

- Serious illness or injury supported by a medical certificate;
  - Bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate should be provided);
  - The student recently giving birth or a student's partner recently giving birth, thus preventing commencement on the published start date or attendance for some time through the course (with supporting documentation);
  - Major political upheaval or natural disaster in the home country this has impacted 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;
  - Where the registered provider was unable to offer a pre-requisite unit;
  - Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- 3.5 **International student tuition fees:** As defined by Section 7 of the ESOS Act 2000: International student tuition fee means fees a provider receives, directly or indirectly, from:
- an overseas student or intending overseas student; or
  - another person who pays the fees on behalf of an overseas student or intending overseas student;



that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student.

**3.6 Non-Tuition Fees:** Include:

- Application/Enrolment Fee;
- CoE Processing Fee;
- Change of Course Fee;
- Material Fee;
- Other fees as listed in this policy and on DIC's website at [www.dellainternational.edu.au](http://www.dellainternational.edu.au)

**3.7 Overseas Student:** A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act but does not include students of a kind prescribed in the ESOS Regulations.

**3.8 Unit:** Unit refers to a unit of study which forms part of any course offered at DIC.

**3.9 Provider Default:** Provider default occurs when a student has not withdrawn their enrolment and either:

- The provider fails to start providing a course to an enrolled student on an agreed starting day, or
- The provider stops providing a course to a student at a location any time after the course has begun, but before it has completed.

**3.10 Student Default:**

1. An overseas student or intending overseas student **defaults**, in relation to a course at a location, if:
  - a) The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
  - b) The student withdraws from the course at the location (either before or after the agreed starting day); or
  - c) The registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
    - i. The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
    - ii. The student breached a condition of his or her student visa;
    - iii. Misbehaviour by the student.

Note 1: For an exception to paragraph 1. a), see subsection 2.

Note 2: For an exception to subparagraph 1. c) iii. see subsection 3.

2. An overseas student or intending overseas student does not default under paragraph 1. a) in relation to a course at a location if the student does not start that course because the registered provider defaults in relation to the course at the location under subparagraph 46A 1. a) i.
3. An overseas student or intending overseas student does not default under subparagraph 1. c) iii. unless the registered provider accords the student natural justice before refusing to provide, or continue providing, the course to the student at the location.

## 4 POLICY STATEMENT

- 4.1 The refund policy relates to the tuition fees paid, including the circumstances in which DIC is able or unable to refund all or part of the tuition fees paid, how to apply for a refund and how refunds are paid. In accordance with section 46D of the ESOS Act, in the event of a Provider default, the Provider must either:
1. Arrange for the student to be offered a place in a course at DIC's expense; or
  2. Pay a refund to the student of "unspent tuition fees".
- 4.2 DIC is committed to ensuring that all students are treated fairly and informed of their formal relationship with the college.

## 5 PROCEDURE

### Application/Enrolment Fee and Materials Fee

- 5.1 Applications to study at DIC are accompanied by an Application/Enrolment Fee. This fee is non- refundable.
- 5.2 Any materials fees are non-refundable after the commencement date of a student's first study period.

### INTERNATIONAL STUDENT

#### Offshore Visa Refusal

- 5.3 If a student visa is refused prior to course commencement, DIC will retain the \$200 enrolment fee paid.
- 5.4 If a student visa is refused post-course commencement, the student is not entitled to a refund.
- 5.5 Where a student's application for a student visa has been refused, the student must supply proof of refusal. Upon receipt of proof of refusal and evidence of payment to DIC, fees paid in advance in respect of tuition will be refunded. No refund is given, if visa refusal is based on breaches of visa conditions or cancellations.
- 5.6 The admission fee and other administrative charges are not refundable.

#### Onshore Visa Refusal

- 5.7 Where a student is an onshore student, they are taken has having study rights.
- 5.8 If a visa is refused prior to course commencement for students who are onshore, DIC will refund according to the schedule set out below.
- 5.9 If a student visa is refused post-course commencement, the student is not entitled to a refund.
- 5.10 Notification of withdrawal from a course of study must be made in writing to the Registrar and signed by the student. Refunds for withdrawal will be according to the schedule set out in 6.10.

#### Withdrawal from or Deferring a Course of Study

Reason and timing of cancellation	Refund
Withdrawal from or Deferring with 30 calendar days or more notice is given prior to course commencement date	Full refund of tuition fees less \$200 AUD
Cancellation with less than 30 calendar days' notice given prior to commencement date	No refund of tuition fees

Cancellation of student's enrolment due to student default	No refund of tuition fees
Provider default	Full refund of tuition fees

Reason and timing of cancellation	Refund
Cancellation with 30 calendar days or more notice is given prior to course commencement date	Full refund of tuition fees less \$200 AUD
Cancellation with less than 30 calendar days' notice given prior to commencement date	No refund of tuition fees
Cancellation of student's enrolment due to student default	No refund of tuition fees
Provider default	Full refund of tuition fees

## Protection of Student Fees

### Course Default

- 5.11 In the unlikely event that DIC stops delivering a course or is unable to deliver a course in full, students enrolled in that course will be offered a refund of their unspent tuition fees received by DIC. This refund will be paid within 14 days from the date on which the course ceased to be provided.
- 5.12 Students as an alternative may be offered enrolment in an alternative course at no extra cost to the student. Students have the right to choose whether they would prefer to accept a place in another course or be given a refund of the unspent fees. If a student chooses to be enrolled in another course, they will be issued with a new offer letter and enrolment agreement.
- 5.13 If DIC is unable to provide a refund or provide an alternative course in accordance with the ESOS Act and National Code, then the Tuition Protection Service (TPS) will assist overseas students in finding an alternative course or to obtain refunds if a suitable alternative course is not found. Further information regarding the TPS arrangements is provided at [www.tps.gov.au](http://www.tps.gov.au) and on the DIC website at <http://dellainternational.edu.au>

### Australian Consumer Law applies

- 5.14 This Policy and the availability of DIC's complaints and appeals processes do not remove the right of the student to take action under Australia's consumer protection laws.

### Internal Transfer

- 5.15 Students transferring from one course to another course within DIC are not subject to a refund but they may be subject to transfer fees.
- 5.16 Tuitions fees may be transferred one course to another course within DIC.

### **Transfer from Della International College**

- 5.17 Students who apply for a Letter of Release to transfer to another provider must pay all outstanding fees and accepted invoices prior to the issuing of a Letter of Release.
- 5.18 If a student has selected to pay an invoice by instalments, then the student must pay all instalments before applying for a Letter of Release.

### **Student Default**

- 5.19 No refund is given if a student has their enrolment cancelled by DIC as a result of academic and non-academic misconduct.
- 5.20 Students who default on tuition payments are not entitled to a refund for tuition fees paid.
- 5.21 Where a student enters in to agreement with DIC under a package enrolment (articulation program or otherwise), the program is considered in accordance with the National Code 2018 to be the principal course of study. The principal course of study is normally considered to be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.
- 5.22 Where Student withdraws prior to or after the Commencement Date of their course in the package enrolment, it is determined that the student is in default of their visa requirements of maintaining their principal course of study and the student is not entitled to a refund of any fees paid in advance.
- 5.23 In this instance a student is cancelled on non-commencement and no refunds are provided.
- 5.24 Students who withdraw from a package enrolment are also liable to pay for the balance of any fees due for the remainder of their enrolment.

### **Other Circumstances**

- 5.25 Applications to defer admission to a later date will only be considered in cases where the applicant student suffers illness, injury or misadventure, and presents supporting documentary evidence.
- 5.26 DIC reserves the right not to offer a course previously made available at its own discretion. If this occurs, and the student is unable or unwilling to enrol in a similar course at DIC and the enrolment is therefore cancelled, all fees paid will be refunded with the exception of the non-refundable fee.
- 5.27 The Application Fee (\$200) is only refundable if DIC defaults in the delivery of a course before it starts.

### **Non-Refundable Fees**

- 5.28 Non-tuition fees as per the letter of offer are non-refundable.

### **Complaints and appeals**

- 5.29 Students subject to suspension or exclusion from DIC on account of late or non-payment of fees and charges may appeal the decision according to DIC's *Student Complaints and Appeals Policy and Procedure*.
- 5.30 The CEO, or their delegate, will assess the appeal and provide a written outcome within twenty (20) working days of receiving the appeal request.

## **6 PROCEDURE: APPLYING FOR A REFUND**

- 6.1 The circumstances in which a refund will be granted, and the specific requirements for a refund request are detailed in this Policy.
- 6.2 It is the students' responsibility to review this Policy and ensure that they have grounds for a refund. It is also the students' responsibility to ensure that their application contains all the required evidence and documentation.
- 6.3 Refund applications will be accepted up to 6 months after the proposed commencement date for students who do not commence their studies or 12 months from the relevant study period for all other applications.
- 6.4 Students will be notified if further information is required, and applications with insufficient evidence may be rejected. Staff may request additional evidence at their discretion and within reason to support an application.
- 6.5 Before a student can apply for a refund:
  1. DIC must have received money into its accounts as cleared funds;
  2. The student's course or unit cancellation must have been processed; and
  3. The student must settle any other debts owing to DIC, such as library fines.
- 6.6 DIC reserves the right to deduct outstanding debts or fines owing from the refund amount.
- 6.7 Students should refer to this policy to check whether their refund claim is valid. If unsure, the student should seek advice from administration staff.
- 6.8 Students are required to complete a *Refund Request Form*, which will include the reason the request is being submitted, and attach the applicable original documentary evidence.
- 6.9 Once the student's request has been received and the approval process is completed, DIC will contact the student with information regarding whether the requested refund has been approved or declined.
- 6.10 If a student's refund request is valid, a refund will be made within four (4) weeks of DIC receiving the request in writing.
- 6.11 Refunds will be made by cheque or EFT in Australian dollars only. Under banking regulations, if a student has made payment with a credit card, any refund must be credited to the original credit card.
- 6.12 Refunds will only be made to a nominated person/sponsor who initially paid the student fees.
- 6.13 If a student is dissatisfied with the outcome of the refund request, the student may lodge an appeal using DIC's *Appeal Form* within twenty (20) working days of being informed of the decision.

### **Overseas Students Ombudsman**

- 6.14 International students who wish to lodge an external appeal or complain about a decision can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students (student visa holders only) who have a complaint or want to lodge an external appeal about a decision made by their education provider. See the Overseas Students Ombudsman website [www.ombudsman.gov.au](http://www.ombudsman.gov.au) or phone 1300 362 072 for more information.

## Student Welfare and Support Services

### Orientation Program

- 1.1 DIC is committed to ensuring that all students receive support in adjusting to life and study in Australia. An orientation program will be compulsory for all students prior to commencing their course.
- 1.2 Orientation programs will be conducted at the beginning of each course intake. Where a student is admitted to a course late, the Compliance Manager or their delegate will go through the orientation on an individual basis.
- 1.3 The orientation program will include information provided through a PowerPoint presentation on:
  - 1.3.1 Support services available to assist overseas students to help them adjust to study and life in Australia
  - 1.3.2 English language and study assistance programs
  - 1.3.3 Any relevant legal services
  - 1.3.4 Emergency and health services
  - 1.3.5 The registered provider's facilities and resources
  - 1.3.6 Complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
  - 1.3.7 Requirements for course attendance and progress, as appropriate
  - 1.3.8 The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
  - 1.3.9 Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- 1.4 DIC will ensure that the orientation program is culturally sensitive so as not to offend any student or their families or education agents.
- 1.5 The orientation program will be reviewed annually to ensure that the information provided is correct and that it meets student needs.
- 1.6 The information or referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in 1.3, will be at no additional cost to the overseas student

### Learning Support

- 1.7 Students are provided with a range of learning support options and resources to enable them to achieve learning outcomes in addition to meeting course requirements and maintaining attendance including:
  - 1.7.1 Mentoring from appropriately qualified trainers including their phone and email contact details.
  - 1.7.2 Tutorial support assistance.
  - 1.7.3 English Language /Literacy and/or Numeracy Support
  - 1.7.4 Support and exercises for some courses.
  - 1.7.5 Computer and technology support.
  - 1.7.6 Referral to external services
  - 1.7.7 Useful links
- 1.8 The services listed in 2.1 or any other learning support services consistent with the requirements of the course will be at no additional cost to the overseas student
- 1.9 Where a student is identified as not meeting course requirements, the procedures for dealing with students at risk are identified in the DIC Course Progress and Intervention Strategy Policy.

### Additional Support Services

- 1.10 DIC recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing: issues such as disability and access or any other issues that may affect their ability to achieve their training goals.
- 1.11 Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.
- 1.12 Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources



available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

### Welfare Services

- 1.13 Welfare services address the mental, physical, social and spiritual well-being of students. This involves referral to appropriate support persons who can help with information/advice. DIC offers a referral to Life Resolutions Services
- 1.14 DIC recognises that student may require access to welfare services to assist with issues that may arise through their studies, including course progress and attendance requirements and accommodation options.
- 1.15 Information about welfare services available are provided in the Student Handbook and Website. Students are also informed about these services at orientation.

### Informing Students

- 1.16 Students are advised of the support services available to them via the student handbook, DIC's website and at orientation day.

### Accessing Services

- 1.17 Students wishing to access any support services should discuss this with their trainer/assessor or call DIC's office. Contact details for relevant staff are included in the Student Handbook.

### Key College Staff Details

Position	Name	Services	Phone	Fax	Email
Chief Executive Officer	Michael Thandi	Critical Incident	613 9329 9430 0421 926 037	613 9329 4689	<a href="mailto:michael@dellainternational.edu.au">michael@dellainternational.edu.au</a> <a href="mailto:info@dellainternational.edu.au">info@dellainternational.edu.au</a> <a href="mailto:compliance@dellainternational.edu.au">compliance@dellainternational.edu.au</a>
Compliance/ Campus Manager	Aman V Singh	Compliance/Campus support	613 9329 9430	613 9329 4689	<a href="mailto:amanvsingh@dellainternational.edu.au">amanvsingh@dellainternational.edu.au</a>
Academic Learning Support Officer	Joni Islam	Academic and Learning Support	613 9329 9430	613 9329 4689	<a href="mailto:joni@dellainternational.edu.au">joni@dellainternational.edu.au</a>
Admin/Student Support officer	Hoa Vo Nermin Hashim	Admissions/ Student Support Services	613 9329 9430	613 9329 4689	<a href="mailto:hoa@dellainternational.edu.au">hoa@dellainternational.edu.au</a> <a href="mailto:nermin@dellainternational.edu.au">nermin@dellainternational.edu.au</a>
Admin/Student Support Officer	Aknoor Kaur	Admissions/ Student Support	613 9329 9430	613 9329 4689	<a href="mailto:noore@dellainternational.edu">noore@dellainternational.edu</a>
Registrar	Goldie Lau	Student Fees	613 9329 9430	613 9329 4689	<a href="mailto:goldie@dellainternational.edu.au">goldie@dellainternational.edu.au</a>
Marketing Manager	Austin Zhou	Marketing	613 9329 9430	613 9329 4689	<a href="mailto:austin@dellainternational.edu.au">austin@dellainternational.edu.au</a>

## Student Code of Conduct Policy

### 1 PURPOSE

1.1 The purpose of this code is to outline the way in which students at Della International College (DIC) are expected to conduct themselves during their training. The code outlines students' rights and responsibilities in regards to their participation in DIC's training and education programs.

### 2 SCOPE

2.1 This policy applies to all students enrolled or intending to enrol at DIC.

### 3 CODE OF CONDUCT

#### Students' rights

All students have the right to:

- 3.1 Be treated fairly and with respect by all students and staff members.
- 3.2 Not be harassed, victimised or discriminated against on any basis.
- 3.3 Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- 3.4 Learn in a healthy and safe environment, where the risks to personal health and safety are managed and minimised.
- 3.5 Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy.
- 3.6 Access the information DIC holds about them.
- 3.7 Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- 3.8 Make appeals about procedural and assessment decisions.
- 3.9 Receive training, assessment and support services that meet their individual needs.
- 3.10 Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- 3.11 Access the support they need to effectively participate in their training program.
- 3.12 Provide feedback to DIC on the client services, training, assessment and support services they receive.

#### Students' responsibilities

All students, throughout their training and involvement with DIC, are expected to:

- 3.13 Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- 3.14 Not harass, victimise, discriminate against or disrupt others.
- 3.15 Treat all others and their property with respect.
- 3.16 Respect the opinions and backgrounds of others.
- 3.17 Follow all safety policies and procedures as directed by staff.
- 3.18 Report any perceived safety risks as they become known.
- 3.19 Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- 3.20 Notify us if any of their personal or contact details change.
- 3.21 Provide relevant and accurate information to DIC in a timely manner.
- 3.22 Approach their course with due personal commitment and integrity.
- 3.23 Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- 3.24 Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- 3.25 Make regular contact with their Trainer/Assessor.
- 3.26 Progress steadily through their course in line with their training plan.
- 3.27 Prepare appropriately for all assessment tasks, visits and training sessions.
- 3.28 Notify DIC if any difficulties arise as part of their involvement in the program.

- 3.29 Notify DIC if they are unable to attend a visit or training session for any reason at least 24 hours prior to the commencement of the activity.
- 3.30 Refrain from smoking at training venues and on the premises of DIC.
- 3.31 Make payments for their training within agreed timeframes.

### **Diversity**

- 3.32 DIC recognises and values the individual differences of its students and the community and recognises that students come into its programs with a wealth of personal knowledge and life experiences.
- 3.33 Diversity provides an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background by:
  - 3.33.1 Providing a welcoming and supportive training community
  - 3.33.2 Offering flexibility in the way in which training and assessment is provided
  - 3.33.3 Providing reasonable adjustments to training and assessment activities
  - 3.33.4 Having transparent student and staff recruitment and selection procedures
  - 3.33.5 Determining the needs of all individuals upon engagement with the organisation
  - 3.33.6 Providing students, staff and clients access to a range of support services.

### **Discrimination**

- 3.34 In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

### **Harassment**

- 3.35 DIC is committed to providing all people with an environment free from all forms of harassment. DIC will not tolerate any behaviour that harms, intimidates, threatens, victimizes, offends, degrades or humiliates another person

## **Student Academic Integrity Policy and Procedure**

### **1 PURPOSE**

- 1.1 This policy ensures that mechanisms are in place at Della International College (DIC) to avoid student plagiarism and cheating and outlines the strategies in place to detect and respond to such incidents.

### **2 SCOPE**

- 2.1 This policy applies to all student enrolled at Della International College.

### **3 DEFINITIONS**

- 3.1 **Cheating:** seeking to obtain an unfair advantage in the assessment of any piece of work.
- 3.2 **Plagiarism:** to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any sources such as staff, students, texts, resources and the internet, whether published or unpublished.

### **4 POLICY STATEMENT**

#### **Student integrity and honesty**

- 4.1 DIC is committed to upholding standards of student integrity and honesty in regards to the assessment of their work and places value in the declarations of authenticity made by students.
- 4.2 Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.
- 4.3 Students and staff have a duty to ensure they gain the necessary understanding of how to correctly acknowledge and cite references and resources so as to minimise the incidents of plagiarism and cheating and the allegations of such.

### Unacceptable behaviour

- 4.4 From time to time, there may be incidents of student plagiarism and cheating which DIC is required to act upon in order to uphold the value of assessment outcomes and the reputation of the nationally recognised training provided.
- 4.5 Student plagiarism and cheating in any form are unacceptable and will be treated seriously by DIC.

### Avoiding and detecting

- 4.6 Upon the submission of all assessment tasks, students are required to sign an Assessment Cover Sheet that includes a declaration of the authenticity of the work.
- 4.7 DIC will take the necessary steps to detect plagiarism and cheating which may include:
  - 4.7.1 Monitoring students in closed book written assessments;
  - 4.7.2 Communication amongst other trainers;
  - 4.7.3 Comparison of work against various academic assessments;
- 4.8 All staff members have an obligation to identify and investigate any possibility of plagiarism or cheating.
- 4.9 A staff member who suspects that plagiarism or cheating may have occurred, should first source evidence (through identification of the source) to support their allegation.

### Responding to incidents

- 4.10 A student found to have plagiarized or cheated will be given an opportunity to respond to the allegations.
- 4.11 Where, following discussion with the student, the trainer forms the view that the student is has plagiarised, the trainer may take the following appropriate action, including:
  - 4.11.1 Explaining referencing guidelines,
  - 4.11.2 Explain to the student that they would need to resubmit the assessment;
  - 4.11.3 Provide the student with another form of assessment;
  - 4.11.4 Failing the assessment in question
  - 4.11.5 Failing the unit of study.
- 4.12 The student will be referred to the Trainer and Assessor, to discuss the matter and a 1st warning letter will be issued. If on the 2<sup>nd</sup> submission, the work is still found to be plagiarised, the student will be issued a 2<sup>nd</sup> written warning letter. On the third submission, if the work submitted is plagiarised, the Compliance Manager may cancel the student's enrolment on the grounds of misconduct.

### Ways to Avoid Plagiarism – Summarise, Paraphrase, Quote, Reference

**Summary:** A summary is a condensed version of the original text that highlights the main or key ideas in YOUR own words. Therefore, if you were going to summarize a chapter, it might be a page. If you were going to summarize a paragraph, it might be a couple of lines.

**Paraphrase:** So, you have found information that is perfect for your research paper. Read it and put it into your own words

**Quote:** When quoting a source, use the quote exactly the way it appears.

According to Smith (2013), information technology has rapidly...

**Reference:** Correct referencing techniques require that you acknowledge the source of your information in two places:

- In the text of your writing at the point where you use someone else's ideas or information (known as in-text referencing or 'citing') e.g. In a list at the end of your assignment (known as a reference list).
- Do not leave it to the end - create your list of references as you do your work.  
Marketing Principles, M Pride et al. 2009 pg. 417
- Do not wait until you have finished the assignment. It is not sufficient just to have a list of references at the end – the references must be made or correctly cited in the body of your work.

## Helpful Contact Numbers

Fire, ambulance and police emergency	Phone 000
TIS National Translating and Interpreting Service	Phone 131 450
Life Line Australia Crisis Support Suicide Prevention	Phone 131 114
Victoria Police Centre	313 Spencer Street, Melbourne, VIC 3000 Ph: (03) 9247 6666
Doctor	Medical Specialists on Collins Level 4, 250 Collins Street, Melbourne 3000 (03) 8102 5888  William Street Clinic 181 William Street, Melbourne VIC 3000 (03) 9670 4011  Swanston Street Medical Centre level 3/255 Bourke St, Melbourne VIC 3000 (03) 9205 7500
Dentist	Smile Solutions Level 1, 11&12 Manchester Unity Building, 220 Collins Street Melbourne 3000 (03) 96504920  Dr. Skinner's Dental Surgery Suite 2, Level 9, 15 Collins Street, VIC 3000 (03) 9662 1505
Community health centre	Melbourne Sexual Health Centre 580 Swanston Street Carlton Victoria (3) 9341 6200
Counsellors	Life Resolutions Suite 614, 530 Little Collins Street, Melbourne 9380 4444
Legal assistance	Law Institute of Victoria

	470 Bourke St, Melbourne, VIC 3000, Ph: 9607 9311  Victorian Legal Aid Ph: 9269 0120
Pharmacies	Collins Place Pharmacy 45 Collins St Melbourne CBD VIC, 3000 (03) 96509034
For External Appeals	Overseas Students Ombudsman 1300 362 072 <a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a>
Physiotherapist	Melbourne Sports Medicine Centre Level 4, 250 Collins St, Melbourne, VIC, 3000 Ph: 9650 9372
Security Measures	Della has installed cameras with 24 hours surveillance to monitor all the activities.
Religious Institutions	<p><b>Anglican</b> Anglican Diocese of Melbourne 209 Flinders Lane, Melbourne, VIC, 3000 Ph: 9653 4220</p> <p><b>Catholic</b> St Paul's Cathedral Flinders Street, Melbourne, VIC, 3000 Ph: 9653 4333</p> <p><b>Islamic</b> Melbourne International Fellowship 6 Clyden Ct, Burwood East VIC 3151 Ph: 0409 770 741</p> <p><b>Hindu</b> Hindu Society of Victoria Shri Shiva Vishnu Temple 52 Boundary Rd, Carrum downs, VIC 3201 Ph: (03) 9782 0878</p> <p><b>Buddhists</b> Melbourne Buddhist Centre 23 David St, Brunswick VIC 3056 Ph: 9380 4303</p>

**Initial Contactable person at Campus 150-154 A'Beckett Street, Melbourne – Aman V Singh**

**Initial Contactable person at Campus Unit 4, 149-153 Anderson Road, Sunshine – Ankit Kumar**

## Relevant legislation

A range of legislation is applicable to all staff and students.

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the student support officer if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

- Education Services for Overseas Students Act 2000
- The Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011



- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- The Copyright Act 1968
- The Financial Management and Accountability Act 1997
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Privacy Act 1988
- Occupational Health and Safety Act 2004
- Student Identifiers Act 2014

## Deferment, Suspension and Cancellation Policy

### 1 PURPOSE

- 1.1 The purpose of this policy is to outline the circumstances under which an overseas student's enrolment can be deferred, suspended or cancelled. This may be initiated either by the overseas student for compassionate and compelling circumstances, or by Della International College (DIC) for an overseas student's breach of visa conditions, failure to pay fees, misbehaviour, or other conditions listed within the policy.

### 2 SCOPE

- 2.1 The policy applies to all international students currently enrolled at Della International College.

### 3 DEFINITIONS

- 3.1 **Suspension:** Refers to temporarily ceasing studies **during** the enrolment period with the clear intention that the student will recommence at an agreed date.
- 3.2 **Deferment:** Refers to postponing studies **prior** to the commencement date.
- 3.3 **Cancellation:** Refers to the cessation of enrolment.

### 4 POLICY STATEMENT

#### Student Initiated Deferment, Suspension, Cancellation

- 4.1 A student may request a temporary deferment or suspension to an agreed period of time up to a maximum of 8 weeks.
- 4.2 A student may request a temporary deferment or suspension to enrolment on the grounds of compassionate or compelling circumstances.
- 4.3 Compassionate or compelling circumstances are those beyond the control of the student and which have an impact upon the student's course progress or wellbeing such as:
- 4.3.1. Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
  - 4.3.2. Death of close family members such as parents or grandparents (Where possible a death certificate should be provided);
  - 4.3.3. Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies; or

- 4.3.4. A traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.
- 4.3.5. Where DIC is unable to offer a pre-requisite unit; or
- 4.3.6. Inability to begin studying on the course commencement date due to delay in receiving a student visa.

**Please Note:** *The above are only some examples of what may be considered compassionate or compelling circumstances. The Student Support /Compliance Officer will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, DIC will consider documentary evidence provided to support the claim,*

- 4.4 Students will be required to complete a Deferment, Suspension or Cancellation form and provide evidence of the compassionate or compelling circumstances to support the deferment or suspension.
- 4.5 Students will be advised to speak to the Student Support Officer and documentation will be kept in the student administration file.
- 4.6 DIC will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.
- 4.7 Students will be notified of the outcome within 10 working days from the date of receipt of application.
- 4.8 Students must not have any outstanding tuition fees prior to applying for suspension or cancellation of enrolment
- 4.9 Students wanting to cancel their enrolment prior to completing 6 months of their principle course must refer to the Student Transfer Policy.
- 4.10 Fees must be up to date prior to making an application for suspension or cancellation
- 4.11 Course progress must be up to date prior to making an application for suspension.
- 4.12 A fee of \$200.00 will be charged for students wishing to cancel or make a change to their CoE.

### **College Initiated Deferment, Suspension or Cancellation**

- 4.13 DIC may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
  - 4.13.1. Misbehaviour/misconduct by the student as outlined in the Student Code of Conduct
  - 4.13.2. A student has supplied incorrect, incomplete, falsified or fraudulent information at the time of application, enrolment or during their enrolment.
  - 4.13.3. The student's failure to pay an amount he or she was required to pay DIC to undertake or continue the course as stated in the written agreement/payment plan
  - 4.13.4. A breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).
  - 4.13.5. Non-payment of outstanding fees
  - 4.13.6. Failure to return to study after a scheduled term break.
  - 4.13.7. Failure to recommence at the agreed date of an approved deferment or suspension.
  - 4.13.8. Where the student does not commence studies in a course when they are due to commence and they have not notified DIC in writing within 14 days of the course commencement, and then student enrolment will be cancelled on the basis of Non-Commencement of studies.
- 4.14 If DIC initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation DIC will:
  - 4.14.1 Inform the overseas student of that intention and the reasons for doing so, in writing
  - 4.14.2 advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

- 4.15. DIC will not provide opportunity to appeal a provider-initiated deferral, suspension or cancellation of enrolment when the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. DIC will keep evidence to support this. This may include, but is not limited to, when the overseas student:
- 4.15.1. Is missing;
  - 4.15.2. Has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's wellbeing;
  - 4.15.3. Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the overseas student or others; or
  - 4.15.4. Is at risk of committing a criminal offence.
  - 4.15.5. Has breached DIC's code of conduct.
- 4.16. DIC may defer, suspend or cancel an enrolment where the course is not being offered at the proposed date, location, or any other reason the CEO deems necessary. Please see 'Provider Default' within the Refund Policy and Procedure.

### **Informing Students**

- 4.17. DIC provides all students with clear information on the circumstances, in which they may defer, suspend or cancel their enrolment and the circumstances in which DIC can suspend or cancel the student's enrolment and that any application to defer or suspend or cancel their course may affect their student visa
- 4.18. DIC provides information on deferment, suspension and cancellation in the Student Handbook and/or Prospectus which are provided to students prior to or upon commencement of a course. These are also available on DIC's website at [www.dellainternational.edu.au](http://www.dellainternational.edu.au)
- 4.19. Standards of behaviour required are stated in the Student Code of Conduct included in the Student Handbook. These standards will indicate to students what acceptable and unacceptable behaviour is and inform them of the circumstances in which DIC may suspend or cancel their enrolment.
- 4.20. Students will also be reminded of this Policy and the criteria for deferral, suspension and cancellation at their orientation.
- 4.21. Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file.
- 4.22. Where a student is suspended or their enrolment cancelled due to items 4.13 and 4.15, documentary evidence of this decision will also be kept.
- 4.23. When there is any deferral, suspension or cancellation action taken under standard 9 of the National Code 2018, DIC will:
- 4.23.1. Provide a letter of outcome informing the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa
  - 4.23.2. Report the change to the overseas student's enrolment under section 19 of the ESOS Act.
  - 4.23.3. Maintain documentation related to the application in the student file.

## Course Progress and Intervention Strategy

### 1 PURPOSE

- 1.1 The purpose of this policy is to ensure that Della International College (DIC) systematically monitors overseas student's course progress and identify and offer support to those at risk of not meeting course progress as a condition of their student visa in order for overseas students to achieve expected learning outcomes.

### 2 SCOPE

- 2.1 This policy applies to all international students currently enrolled in a VET course at DIC.

### 3 POLICY STATEMENT

- 3.1 DIC monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled in.
- 3.2 The monitoring of a student's course progress allows DIC to assess whether a student is meeting course progress requirements and to identify and offer support to those students who are at risk of not achieving satisfactory course progress.
- 3.3 DIC records attendance and attendance records are being used for the purpose of identifying students at risk and to determine possible intervention strategy/support services to offer students.
- 3.4 At risk of unsatisfactory course progress is where a student fails any unit of competency.
- 3.5 A student has made unsatisfactory course progress when he/she failed more than 50% of the course.

### 4 PROCEDURE- REVIEWING ACADEMIC PROGRESS AND IDENTIFYING AT RISK STUDENTS FOR EARLY INTERVENTION

- 4.1 Trainers and Assessors will monitor student's course progress using the course result sheets. At the end of each unit of competency, the trainers and assessors will prepare a report using the Student At Risk Report to list students who fail the unit. The Student At Risk Report is then sent to the Academic and Learning Support Officer (ALSO).
- 4.2 The Academic and Learning Support Officer (ALSO) will assess the student's result and issue the appropriate letter to the students i.e. At Risk Letter, First Academic Warning Letter, Second Academic Warning Letter. The Intention to Report Letter is issued by the CEO/Delegate. The At Risk Letter is only being sent to the student when the student fails a unit and in that instance, no other letter is applicable for the student. The specific triggers for each warning letter is clarified in the following table:

**Table 1**

	<b>Group A Students (Course with 10 units)</b>	<b>Group B Students (Course with 12 units)</b>	<b>Group C Students (Course with 27-30 units)</b>	<b>Group D Students (Course with 34 units)</b>
<b>Issued an at risk of non-course progress due to failing units</b>	Student fails a unit	Student fails a unit	Student fails a unit	Student fails a unit
<b>First Academic Warning Letter</b>	Student fails 3 units in the course	Student fails 4 units in the course	Student fails 6 units in the course	Student fails 7 units in the course
<b>Second Academic Warning Letter</b>	Student fails 4 units in the course	Student fails 5 units in the course	Student fails 8 units in the course	Student fails 9 units in the course

<b>Intention to Report Letter</b>	Student fails more than 50% of the course i.e. 6 units	Student fails more than 50% of the course i.e. 7 units	Student fails more than 50% of the course i.e. 16 units	Student fails more than 50% of the course i.e. 18 units
<b>Notification of Cancellation</b>	Sent to the student once being reported for unsatisfactory course progress			

- 4.3 The Academic and Learning Support Officer (ALSO) attempts to make contact with the student by issuing the warning letters in order to determine possible causes and explain their status and provide information about:
- the possible consequences of further poor performance;
  - relevant support services available to students for assistance;
  - the requirement to attend a meeting with Academic and Learning Support Officer (ALSO); and
  - an intervention strategy for those students.
- 4.4 It is a student's responsibility to read and act upon an academic warning letter. A student's failure to respond to any notification as directed may be taken into account should further unsatisfactory progress occur.
- 4.5 If a student is sent an Intention to Report Letter and does not lodge an appeal within 20 working days, the student will be reported for unsatisfactory course progress and sent a Notification of Cancellation.

## 5 PROCEDURE- INTERVENTION STRATEGY

Where the student corresponds and co-operates with the Compliance Manager/delegate, an intervention strategy will be activated, discussed and agreed upon using the Student Study Plan Form and implemented immediately. A copy of the Student Support Plan will be provided to the student after the intervention meeting. A copy of the Student Support Plan Form will also be forwarded to the respective trainer/assessor.

- 5.1 Possible interventions may include but are not limited to:
- Advising students of opportunities for reassessment (attend classes during the term break and be given support as part of the intervention strategy) and
  - Advising students of assistance such as:
    - Referrals for attending counselling;
    - receiving assistance with personal issues which are influencing progress;
    - Require the student to enter into a student study plan agreement with a timeframe for completing units;
    - Reinforce to the student that unsatisfactory course progress in more than 50% of the course will lead to the student being reported to Department of Home Affairs (DHA).
    - Receiving mentoring or
    - A combination of the above and/or a reduction in course load.
- 5.2 All academic warning letters invite the student to meet with the Compliance Manager/delegate. The meeting discusses and offers counselling/support/advice with a view to improve student course progress.
- 5.3 The Compliance Manager/delegate will tailor intervention strategies to each student's needs whether academic or personal. DIC will complete a student support plan register to record the agreed intervention strategy and place a copy of the study plan agreement in the student's file. The student's trainer will be provided details of the intervention strategy implemented.
- 5.4 The Compliance Manager/delegate monitors the execution of the Study Plan Agreements.
- 5.5 Students will be emailed by the Compliance Manager/delegate notifying them of their failure to comply with the Study Plan Agreements will result in the relevant letter to be issued based on the student's results at that time (as per Table 1).

## 6 PROCEDURE- REPORTING UNSATISFACTORY COURSE PROGRESS

- 6.1 Where the student has failed more than 50% of the course, DIC will give the overseas student a written notice (Academic Warning Letter-ITR) which:
- notifies the overseas student that the DIC intends to report the overseas student for unsatisfactory course progress
  - informs the overseas student of the reasons for the intention to report

- c) advises the overseas student of their right to access the College's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days
- 6.2 An appeal will only be considered if DIC has not:
- recorded the student's marks correctly,
  - implemented intervention strategies as set out in this policy, or
  - there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.
- 6.3 DIC will maintain the overseas student's enrolment by only reporting a breach of course progress in Provider Registration and International Student Management System (PRISMS) if:
- the internal and external complaints processes have been completed and the breach has been upheld;
  - the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period;
  - the overseas student has chosen not to access the external complaints and appeals process; or
  - the overseas student withdraws from the internal or external appeals process by notifying the College in writing.

## **7 COMPASSIONATE AND COMPELLING CIRCUMSTANCES**

- 7.1 Compassionate and compelling circumstances including (but not limited to):
- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
  - bereavement of close family members such as parents or grandparents;
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
  - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
  - where the College is unable to offer a pre-requisite unit, or; or
  - inability to begin studying on the course commencement date due to delay in receiving a student visa

## **8 APPEALS**

- 8.1 Any student who wishes to lodge an appeal concerning any matter affecting their course progression should follow the procedure referenced in the Student complaints and appeals Policy and Procedure.



## Student transfer

### 1. PURPOSE

- 1.1 Della International College (DIC) does not enrol transferring students prior to the student completing six months of their principal course of study, except for the circumstances outlined in this Policy.

### 2. SCOPE

- 2.2 This policy applies to current enrolled international students and intending international students

### 3. DEFINITIONS

- 3.1 **Six months:** The first six months is calculated as six calendar months from the date an overseas student commences their principal course.
- 3.2 **The principal course:** is the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses. This means the transfer restriction applies to a student during all courses they undertake prior to the principal course.

### 4. POLICY STATEMENT

#### Student transferring from another registered provider

- 4.1 Della International College will not knowingly enrol a student wishing to transfer from another registered provider prior to the overseas student completing six months of their principal course of study, except in the following circumstances:
- 4.1.1 The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
  - 4.1.2 The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
  - 4.1.3 The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
  - 4.1.4 Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the government of another country.
  - 4.1.5 The course in which the student is enrolled has ceased to be registered;
  - 4.1.6 The original registered provider has provided a written letter of release;
- 4.2 Della International College will not actively recruit a student before the student has completed six months of the principal course.
- 4.3 The restriction to not enrol transferring students also applies to any prerequisite courses in a package of courses.
- 4.4 Della International College will check all enrolling students on Provider Registration and International Student Management System (PRISMS) to ensure that students who have not completed six months of their principal course of study are not enrolled except in the circumstances outlined in 4.1.

#### Students wishing to transfer to another registered provider

- 4.5 Students may transfer to another provider after completing six months of their principal course.

- 4.6 For a request for transfer to be considered prior to item 4.5 from occurring, students must complete an application requesting a release letter and providing a valid enrolment offer (letter of offer) from another registered provider and any evidence to support items 4.5 - 4.6
- 4.7 The student will be required to meet with DIC (CEO/Compliance Officer) to discuss the reasons for the application and possible options.
- 4.8 Della International College will use its professional judgement on decisions made with regard to student requests to transfer to another provider will be fair and take into account the student's individual circumstances and any other relevant factors.
- 4.9 A transfer request will be **granted** where:

4.9.1 The overseas student is reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with DIC's intervention strategy to assist the overseas student in accordance with Standard 8 of the National Code (Overseas student visa requirements)

**Note: The report on the overseas student's course progress should occur even if the transfer request is granted.**

4.9.2 There is evidence of compassionate or compelling circumstances, generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the overseas student's studies; or
- A traumatic experience, which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, and this has impacted the overseas student (these cases should be supported by police or psychologists' reports).
  - Where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
  - Inability to begin studying on the course commencement date due to delay in receiving a student visa.
  - Della International College fails to deliver the course as outlined in the written agreement (provider default).
  - There is evidence that the overseas student's reasonable expectations about their current course are not being met.
  - There is evidence that the overseas student was misled by DIC, an education or migration agent regarding DIC or its course and the course is therefore unsuitable to their needs and/or study objectives.
  - An appeal (internal or external) on another matter has resulted in a decision or recommendation to release the overseas student.
  - The discretion of the CEO has permitted the transfer.

4.9.3 A transfer will also be granted where the course that the student wishes to transfer to better meets the study capabilities of the student or the long-term goals of the student for future work, education or personal aspirations;

4.9.4 Where students are granted a letter of release, students will be informed that they must contact Immigration to seek advice on whether a new visa is required.

**Note: Students may need to apply for a new student visa if the student subsequently intends to study at a lower AQF level.**

To find out more about visa requirements, students should call Immigration on 131881 or visit their web site at <https://www.border.gov.au>

4.9.5 Exceptions to the need for a student to request a transfer are:

- In the case of provider default;
- Where the provider has had a sanction imposed on its registration that prevents the student from continuing his or her course; or
- A home government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- Transfer request outcomes will be recorded in PRISMS.

4.9.6 A transfer to another course will usually **not be granted** where:

- A student is unable to provide satisfactory evidence that his/her course does not meet his/her long-term goals or that the student cannot demonstrate compassionate or compelling circumstances for the transfer.
- The transfer may jeopardise the student's progression through a package of courses.
- The student had withdrawn from studies and therefore a Letter of Release is not required.
- The student is not genuinely engaging with an intervention strategy with the intention of failing and being released.
- The student has refused (including non-attendance) to meet with DIC (CEO/Compliance Officer) as requested to review the reasons for making the application for release and to discuss possible options.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider, during which time the full range of support services will be provided to the student.
- The student is trying to avoid being reported to the Department of Education for failure to meet DIC's academic course progress requirements.
- If Della International College intends to refuse a release, it will not finalise the overseas student's refusal status in PRISMS until:
  - Any appeal against the refusal lodged by the overseas student is finalised and upholds the registered provider's decision not to release the student; or
  - The overseas student did not access the registered provider's complaints and appeals processes within 20 working days of being notified of the refusal; or
  - The overseas student withdraws their appeal against the refusal.
  - Della International College will also notify the overseas student in writing about the reason for refusing the transfer request and the overseas student's right to access DIC's internal complaints and appeals process (in accordance with Standard 10) within 20 working days.

## Informing students and staff

- 4.10 There is no cost in providing students with a letter of release. Where a student transfers to another registered provider, any refund of course fees will be assessed in accordance with Della International College's Refund Policy.
- 4.11 Della International College provides all students with clear expectations on overseas student transfers in the International Student Prospectus or Student Handbook which are provided to students prior to or upon commencement of a course and is also available on DIC's website at [www.dellainternational.edu.au](http://www.dellainternational.edu.au)
- 4.12 Della International College provides all staff with clear expectations on overseas student transfers through the policy being publicly available on the college's website.
- 4.13 Students will be informed of the outcome of their application for transfer within 10 days of lodging the application (this may be in the form of a formal letter or email).

### **Complaints and appeals**

- 4.14 Where the decision is made to refuse the transfer request, the student may appeal against the decision by accessing Della International College's Complaints and Appeals process within 20 working days.
- 4.15 If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

## **Student complaints and appeals**

### **1 PURPOSE**

- 1.1 This Complaints and Appeals Policy and related procedure are designed to ensure that Della International College (DIC) responds effectively to individual cases of dissatisfaction. This policy outlines DIC's approach to managing complaints and appeals and ensures that all clients, students, employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

### **2 SCOPE**

- 2.1 This policy applies to all, students, staff and other stakeholders in relation to Della International College.

### **3 DEFINITIONS**

- 3.1 **Complaint:** A person's expression of dissatisfaction with any service provided by DIC.
- 3.2 **Formal complaint:** A written complaint.
- 3.3 **Appeal:** A request to review a decision that has previously been made as a result of a formal complaint.

### **4 POLICY STATEMENT**

#### **Complaints and appeals systems**

- 4.1 Despite all efforts of DIC to provide satisfactory services to its students, complaints may occasionally arise requiring formal resolution.
- 4.2 The CEO is responsible for ensuring that this Complaints and Appeals Policy is made available to all stakeholders via the college's website.
- 4.3 DIC is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge. DIC aims to:
  - 4.3.1. Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works.

- 4.3.2. Set in place a complaint and appeals handling system that is client focused and helps DIC to prevent these events from recurring
- 4.3.3. Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality
- 4.3.4. Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised
- 4.3.5. Ensure that there is a consistent response to complaints and appeals.
- 4.3.6. Both parties may be assisted by a support personal in any relevant meeting.
- 4.4 All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register.

#### **Nature of complaints**

- 4.5 Complaints and appeals may be made be on any aspect of DIC's services, activities and decisions such as:
  - 4.5.1. The enrolment, induction/orientation process
  - 4.5.2. The quality of education provided.
  - 4.5.3. Training and assessment matters, including student progress, assessment, curriculum and awards in a course of study.
  - 4.5.4. Access to personal records decisions made by DIC.
  - 4.5.5. The way someone has been treated.

#### **Resolving issues before they become a complaint**

- 4.6 Students are encouraged, wherever possible; to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. DIC's Student Support Officers and other staff members are available to assist students to resolve their issues at this level.
- 4.7 Students must be made aware of the criticality of exhausting the in-house process for complaints resolution, using the internal and external complaints procedure before taking the matter to ASQA.

#### **Lodging a complaint**

- 4.8 Formal complaints and appeals are to be made in writing to the Student Support Officer.
- 4.9 All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation.
- 4.10 Where student complaints are discussed, records of the discussion and outcomes are to be recorded and placed on the student file.
- 4.11 Student complaints that cannot be resolved through discussions with the Student Support Officer may be escalated to the CEO for resolution.
- 4.12 This escalation will require interaction with the complainant to achieve resolution.
- 4.13 Where the student is satisfied by the resolution, the matter is closed. Where the student remains dissatisfied with the outcome, then they may appeal the decision. Students have the right to make an appeal against the decisions made by DIC.
- 4.14 Appeals against any decisions are to be made in writing following this Formal Complaints and Appeals procedure.
- 4.15 Appeals against assessment decisions and other academic matters must be made within twenty (20) working days of the original decision being made.

#### **Resolution**

- 4.16 All formal complaints and appeals will be responded to as soon as possible but within twenty (20) days. Resolution may take a longer period of time, depending upon the complexity of the matter.

4.17 Where a student chooses to access this policy and procedure, DIC will maintain the student's enrolment while the complaints handling process is ongoing.

#### **Record keeping and confidentiality**

4.18 A written record of all complaints and appeals handled under this policy and procedure and their outcomes shall be maintained for a period of at least two (2) years to allow all parties to the complaint or appeal appropriate access to these records.

4.19 All records relating to complaints and appeals will be treated as confidential and will be covered by DIC's Privacy and Personal Information Policy.

#### **Non-limitation of policy/External Appeals**

4.20 This policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws.

4.21 Students have the right to access the external appeals process. Where this is the case, the matter shall be referred to the external independent mediator at no cost to the student.

4.22 The third party mediation organisation is Commonwealth Ombudsman **1300 362 072**. This policy does not circumscribe an individual's rights to pursue other legal remedies.



## Complaints and Appeals Procedure

### PURPOSE

This procedure outlines DIC's approach to managing complaints and appeals and ensures that all learners and other stakeholders are aware of the steps to take to have their complaint or appeal addressed appropriately.

This policy provides an avenue for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

The word 'complaint' within the following refers to either a complaint or appeal.

### PROCEDURE

#### Stage 1 – Formal complaint

	Action	Details	Responsibility
1.1	Make a complaint in writing.	<ul style="list-style-type: none"> <li>a) Formal complaints should be made in writing and made attention to the Student Support Officer.</li> <li>b) When making a complaint, provide as much information as possible to enable DIC to investigate appropriately and determine an appropriate solution.</li> </ul>	Complainant
1.2	Acknowledge receipt of complaint and commence process.	<ul style="list-style-type: none"> <li>a) Provide receipt of the complaint to the complainant within five working days.</li> <li>b) Commence the complaints and appeals process within ten working days of receipt of the written complaint. All reasonable measures must be taken to finalise the process as soon as practicable or within twenty (20) working days. If the matter is particularly complex and goes onto stage 2 of the complaints process or further, the matter may take longer to resolve.</li> </ul>	Student Support Officer
1.3	Investigate and review the complaint.	<ul style="list-style-type: none"> <li>a) Upon receiving the complaint, the Student Support Officer may request further details from the complainant. This may be sought by written or verbal request or by face-to-face interview with the complainant and/or respondent(s).</li> <li>b) When such clarification occurs in a face-to-face interview, the persons being interviewed may have another person accompany them.</li> <li>c) Investigation into the matter will take place to ensure DIC has accurate, complete and relevant information.</li> <li>d) The Student Welfare Officer will review the information and decide on the appropriate actions to be taken.</li> <li>e) During the investigation process, Should DIC consider longer than 60 calendar days to process and finalise the complaint or appeal, DIC will inform the complainant or appellant in writing and include reasoning and regularly update the complainant or appellant on the progress of the matter</li> </ul>	Student Support Officer

1.4	Recommend resolution and provide report to complainant.	<p>a) The Student Support Officer will endeavour to resolve the complaint. Within ten working days, the officer will provide a written report to the complainant on the steps taken to address the complaints and will include their recommendations and reasons for their decision.</p> <p>b) The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of the formal complaint.</p>	Student Support Officer
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### Stage 2 – Internal appeal

	Action	Details	Responsibility
2.1	Escalate complaint – lodge appeal to Manager for review.	<p>a) If the complainant is dissatisfied with the outcome, they may lodge an appeal with the Compliance Manager (who is senior to the original decision maker).</p> <p>b) An appropriate person or committee will be appointed to consult with the complainant and other relevant parties within ten (10) working days.</p> <p>c) Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.</p> <p>d) Following the consultation, the Manager (or nominee) will provide a written report to the complainant within 20 working days, advising the further steps taken to address the complaint, including the reasons for the decision.</p> <p>e) The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.</p>	Compliance Manager

### Stage 3 – External appeal

	Action	Details	Responsibility
3.1	If required, escalate to external mediator for review.	If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to DIC that they wish the matter be dealt with through an external dispute resolution process. The external process is facilitated by the Commonwealth Ombudsman.	Complainant
3.2	Report to DIC Manager	<p>a) The mediator will report to DIC's Manager or nominee, the outcome of the mediation, including any recommendations, asap</p> <p>b) DIC agrees to be bound by the independent mediator's recommendations and the Manager, or nominee, will ensure that any recommendations made are implemented within thirty days of receipt of the mediator's report.</p>	External mediator.

3.3	Respond to complainant.	After receiving the report, DIC's Manager or nominee will respond to the complainant within ten working days, and provide a written summary of the actions recommended by the external parties to resolve the complaint.	Compliance Manager
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