

ATLAS COLLEGE
GET IN, STAND OUT

STUDENT HANDBOOK



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INTRODUCTION

Welcome to Atlas College

Atlas College is a Registered Training Organisation, under CRICOS and issues nationally accredited qualifications:

- AUR30620 Certificate III in Light Vehicle Mechanical Technology,
- AUR30320 Certificate III in Automotive Electrical Technology
- AUR40216 Certificate IV in Automotive Mechanical Diagnostics.

We strive to provide you with the highest standards in training and encourage you to use all the resources available to have a rewarding learning experience.

Our staff particularly trainers and assessors are very carefully selected, fully qualified and have a wide range of experience in the Australian Vocational Training and Education industry to support you in your study. Our trainers and assessors comply with the Legislative requirements as per details provided in the link below:

https://www.asqa.gov.au/sites/default/files/FACT_SHEET_Meeting_trainer_and_assessor_requirements.pdf

Purpose of Student Handbook

The purpose of the Student Handbook is to provide you with information to assist you in resolving any questions that you may have during the course of your study with Atlas College. In addition, you will also find information on our courses, training options, campus and student support services standards.

Whilst the handbook provides you links to the information relating to your student visa requirements – this information is **not** provided as immigration advice and you must, for all visa related issues, obtain professional advice including referring your inquiries to the Department of Home Affairs (DoHA).

Please refer to this handbook to support you in your study.

Common Words and Acronyms Used

AQF: Australian Qualifications Framework

ASQA: Australian Skills Quality Authority

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students

CT: Credit Transfer

DESE: Department of Education, Skill and Employment

DoHA: Australian Department of Home Affairs

ELICOS: English Language Intensive course for Overseas Students

LLN: Language, Literacy and Numeracy

OSHC: Overseas Student Health Cover

RPL: Recognised Prior Learning

RTO: Registered Training Organisation

VET: Vocational Education and Training

Your Language, Literacy and Numeracy (LLN) Skills

As part of the assessment of the student's application for enrolment, the student must take an online LLN test (a link sent by Atlas College via email to the applicant in response to enrolment application to take the online test (paid by Atlas College) for an assessment of five core skills of learning, reading, writing and oral communication (ACSF) at the time of enrolment. The results of the online LLN test will be used to assess the suitability of the applicant for the course and at the same time, the results also help Atlas College to determine if the learner requires any LLN support during the study.

Your LLN skills may be reviewed during student Orientation before the commencement of the course to determine your LLN support needs to complete the study successfully.

Student Orientation/Induction and Acknowledgement

All registered students will be provided with an orientation/induction prior to the commencement of training by the Student Support Services Officer and may be assisted by an Atlas College staff member like Administration Manager or a Trainer/Assessor. While your orientation programme will be organised and delivered by Atlas College Student Support Service Officer (SSSO) by going through PowerPoint slides, informal discussions and Question and Answer sessions, your induction to your class will be done by your class trainer/assessor.

During this orientation/induction, Atlas College policies and procedures will be discussed. An Atlas College representative will answer any of your questions and a **Starter Pack** (Folder) will be handed out to students, which will include the following:

- Student's Handbook
- Class Schedule /Class timetable
- Factsheet - Complaints and External Dispute Resolution (*for general knowledge only*)
- Academic Complaint and Appeal Form
- Non-Academic Complaint and Appeal Form
- Fee Refund Form
- Course Deferral Form
- Change of Contact Details Form
- Critical Incidence Report Form

Where to Find Student Information

Student information about Atlas College, courses and systems (policies and procedures, forms) can be accessed by either:

- contacting Atlas College Administration Office directly by email: admissions@atlas.edu.au
Phone: +61 416 064 519
In-person from the Reception desk of Atlas College
- On our website: www.atlas.edu.au
- [This handbook](#)

- Enrolment Form
- Letter of Offer and Acceptance, Student Written Agreement

Student Information regarding the Australian Vocational Education and Training (VET) Framework, rights and obligations of Atlas College towards you as a student and yourself as a student to Atlas College can be found in all of the information sources as listed above plus:

- www.asqa.gov.au
- www.australia.gov.au
- www.cricos.education.gov.au/

Student information regarding your visa, immigration, CRICOS, reporting requirements or the impacts of any changes to your individual circumstance can be found through government or professional sources including:

- www.studyinaustralia.gov.au
- www.australia.gov.au
- <https://www.homeaffairs.gov.au>

Changes to Handbook

The Student Handbook is reviewed at the end of each calendar year or as necessary. However, if changes occur that impact you, Atlas College will inform you via a written notice. You will always find the latest version of the Student Handbook by contacting Atlas College Administration Office and visiting our website: www.atlas.edu.au .

Student Enquiries

At any time during your course, should you have any questions about Atlas College, your studies, progress, special needs or changing circumstances, training programs, complaints or appeals or would like more information on our policies and procedures, please contact Student Support Services Officer (SSSO) who will be happy to assist you.

Out of Hours Emergency Contact

In the event that a student experiences an emergency e.g. accident, incident, critical incident that requires the student to contact Atlas College staff outside of working hours, students are required to use the following number:

SSSO Mobile number 0416 064 519

Email: atlaspolytek@gmail.com

YOUR ATLAS COLLEGE

Atlas College Programs

As a Registered Training Organisation (RTO), Atlas College offers accredited AQF (Australian Qualification Framework) industry and professional training courses. Atlas College courses are suitable for those who either aspire to enter employment at the end of the course or who wish to formalise or advance their qualifications to progress their careers through Recognition of Prior Learning (RPL) or wish to further their education and move onto higher learning. The full Atlas College CRICOS course scope can be accessed at www.atlas.edu.au

Maximising Student Learning Outcomes

Atlas College maintains a learning environment that is based on the principles of Access & Equity, Anti-discrimination and bullying and harassment policies. Atlas College also designs programs using flexible delivery and assessment modes. In this way, no student is disadvantaged in their opportunity to maximise their learning outcomes.

To further maximise student learning outcomes, Atlas College believes in Academic Integrity that ensures that students do not undertake practices that will limit their learning, such as plagiarism, copying and submitting other students' work as their own.

Provision of Quality Training

As a RTO, Atlas College is fully dedicated to ensuring that strategies are in place to provide quality training and assessment (products and services) across all of its operations.

Staff, facilities, equipment, training and assessment materials meet the quality assurance requirements of the Training Package, Australian Qualifications Framework (AQF), The Standards for Registered Training Organisations 2015 and amendments, and any other regulatory, licencing and industry requirements.

All student information about Atlas College quality training systems can be accessed by either:

- Atlas College directly
- or
- Through government websites (www.training.gov.au) and www.asqa.gov.au

Your Campus

Atlas College delivers training and assessment services from campus at **Ground Floor, 263-273 King Street, Mascot NSW 2020 Australia** that has been designed to provide all of the facilities, equipment and resources required to undertake training programs.

Your Workshop for Practical Activities

Facilitated workshop training and assessment venue has been provided at **4/11 Lancaster Street, Ingleburn, NSW 2565, Australia** including but not limited to hoists, tools, equipment to work with engines, brakes, suspensions, steering, tyres and wheels, transmissions, ignitions, cooling systems, emission control, exhaust systems, drive assemblies, and chemicals.

Student Training Options

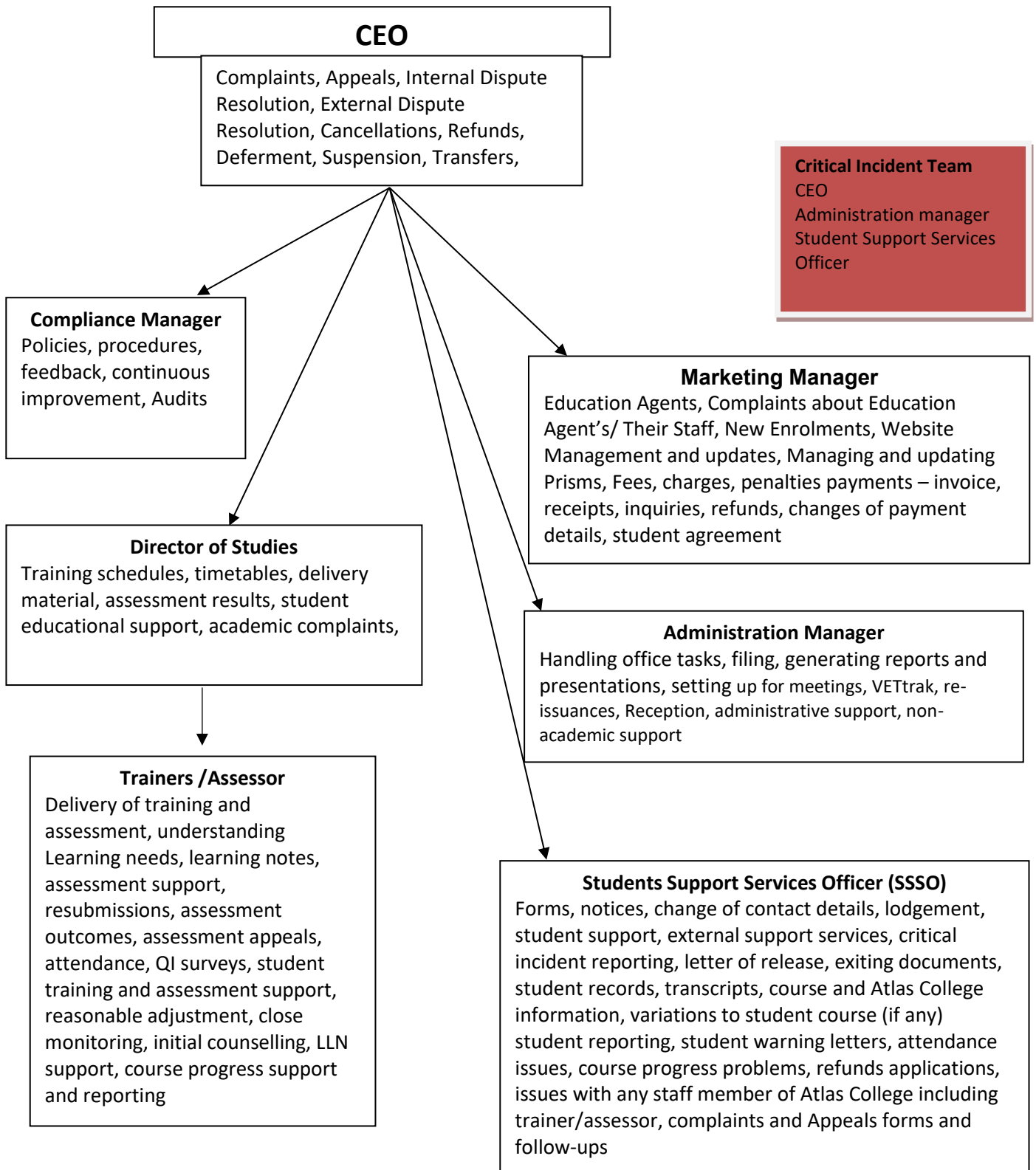
As an international student (on a student visa) you are required to attend 20 Hrs per week face-to-face training and assessment activities on Atlas College premises. Atlas College offers training designed to meet learners' training needs including:

- Face-to-face classroom-based courses
- Training schedule
- Allocated classrooms
- Allocated qualified trainers/assessors
- Allocated equipment and resources

Atlas College runs face-to-face training and assessment activities. Our average class size varies from course to course. Simulated work conditions, business references, internet search facilities, communications, and administration functions are available for each student to use during training. Our campus also has a kitchen, bathroom facilities, emergency exit provisions and signage to comply with legislative requirements.

How You Can Use Our Staff Structure

Atlas College has an organisational structure which is headed by the Chief Executive Officer. Each staff position has specific duties and responsibilities. Students should contact SSSO as the first contact person for all support during their study with Atlas College. The organisational structure is on the next page:



STUDENT PROTECTION

Atlas College Compliance and Student Service Standards

Atlas College, through the implementation and continuous improvement of policies and procedures, aims to provide quality assured compliant training products and services to students at all times.

We are committed to developing, monitoring and reporting on our service standards in areas of importance to all Atlas College stakeholders (students, staff, management, and industry and government authorities).

The student service and compliance benchmarks and points for continuous improvement of all Atlas College systems, products and services are contained in:

- **Standards for RTOs 2015 and amendments**
<https://www.legislation.gov.au/F2014L01377/2019-07-01/text>
- **ESOS Framework (ESOS Act and Regulations, National Code)**
<https://www.legislation.gov.au/Series/C2004A00757>
- **National Code 2018**
<https://www.dese.gov.au/esos-framework/national-code-practice-providers-education-and-training-overseas-students-2018>
- **National Code Explanatory Guide - Part D**
<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ESOSNationalcode-PartD.aspx>

These standards also provide the benchmark for our service standards as the minimum level of performance you can expect when dealing with us.

Student Protection Through Legislation

For your protection as a student, Atlas College maintains governance arrangements across all of its operations, within its scope of operation. Atlas College Operations Manager ensures that Atlas College complies with the VET Quality Framework and any national guidelines mandated by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF) as well as all CRICOS and ESOS Framework requirements.

There is a range of legislation and regulation that affects your participation in Vocational Education and Training as a student, as an international student and as a consumer under Australian Consumer Law (ACL).

State & Commonwealth Legislation: (current as at 2021) includes:

- Work, Health and Safety Act 2011 NSW
- Racial and Religious Tolerance Act 2001
- Equal Opportunity Act 2010
- Racial Discrimination Act (Commonwealth) 1975
- Sex Discrimination Act (Commonwealth) 2013

- Human Rights and Equal Opportunity Commissions Act (Commonwealth) 1986
- Disability Discrimination Act (Commonwealth) 1992
- Age Discrimination Act (Commonwealth) 2004
- Disability Standards for Education (Commonwealth) 2005
- Australian Privacy Principles (Commonwealth) APPs by OAIC
- Privacy (Private Sector) Regulations (Commonwealth) 2001
- Australian Consumer Law
- ESOS Framework
- Education Services for Overseas Students Act (the ESOS Act) 2019 the ESOS Act; ESOS Regulations; National Code 2018

As this legislation is continually being updated, students are required to access the most current versions. You may view and download these Acts and Regulations at the **Australasian Legal Information Institute** at: <http://www.austlii.edu.au/> which provides free online access to Commonwealth, State and Territory case law and legislation.

You may also access the Standards for RTOs 2015 and amendments that govern Atlas College at <https://www.legislation.gov.au/Details/F2019C00503>

Any change to your study situation or ceasing study before completion of your course may affect your visa. Please contact the Australian Department of Home Affairs and visit <https://www.homeaffairs.gov.au/> for assistance.

Protection of Student Fees Paid in Advance

Atlas College makes a provision to safeguard students' fees/funds, as all course fee payments are made in advance of the product and service is provided and used.

Atlas College course fee payment schedule includes an enrolment registration fee (non-refundable) + 1st tuition fee (as a first instalment of the course fee) followed by a series of scheduled fee instalments throughout the period of study. The details of all instalments are provided to you before enrolment in our Letter of Offer and Acceptance -Written Student Agreement

To protect all student fees paid in advance Atlas College:

1. Under the Standards for RTOs 2015 and National Code 2018 Atlas College does not, regardless of the total course fees payable, require payment of over \$1500 per payment either prior to the course start date or for any subsequent fee payment.
2. Under the TPS rules, Atlas College will not collect more than 50 per cent of the total tuition fees for the whole course before you start, unless your course is 24 weeks or less.
3. After you start your course, Atlas College will not require you to pay any remaining tuition fees until two weeks before your next payment instalment as instalment plan provided in our Letter of Offer and Acceptance - Student Written Agreement

Information about Atlas College course fees is detailed on the Enrolment Application Form that you used for enrolment with Atlas College. Comprehensive information on payment due dates & amounts, late payment fee and other conditions of enrolment are provided in the *Letter of Offer and Acceptance – Student Written Agreement*. Students need to accept the offer by signing the last page of the offer as evidence of acceptance and retain one copy of the offer with copies of all payments to Atlas College.

Note that if at any time this policy changes, Atlas College will notify all students as soon as practically possible and enact a strategy designed to protect these fees. The approved list of strategies can be found in Schedule 6, Appendix 2 of the Standards for RTOs 2015 at www.asqa.gov.au.

In the unlikely event that Atlas College can no longer provide the training services that you registered for you are also protected through the TPS.

THE TUITION PROTECTION SERVICE (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students can either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

You may access student information regarding the TPS at www.tps.gov.au

For more information regarding the TPS and the protection of your student fees or to lodge a complaint or seek assistance visit the Overseas Student Ombudsman website <https://www.ombudsman.gov.au/> or call 1300 362 072 to find out more about your rights and responsibilities as an international student in Australia.

Student Protection and Work Health & Safety (WHS)

Atlas College executes its duty of care to all stakeholders (including visitors, contractors, students and temporary staff) in the provision of a Work Health and Safety - safe working environment. This duty of care extends to the provision of WHS feedback and warning mechanisms and periodic audits. You are required, as part of your Duty of Care, to practice safe conduct and follow instructions at all times when using equipment and machinery, and to report any hazards, accidents or incidents when on Atlas College premises. For further information about WHS requirements, refer to Atlas College Administration Office.

Face to face students wishing to notify Atlas College of WHS hazards or to report accidents or incidents on Atlas College premises can:

- Contact SSSO immediately, who is available full time on campus
- Alternatively, contact Administration Manager / Reception Directly
- Report the accident or incident immediately to the first available Atlas College staff member
- Ask for and use the Accident/Incident Report form

Student Protection Through Complaints and Appeals

Atlas College recognises that students are paying consumers of Atlas College products and services and hence must have their consumer rights protected at all times.

This includes complaints and appeals involving the:

- Atlas College trainers, assessors and staff
- Any third-party providing services on behalf of Atlas College
- Another learner or client of Atlas College

To protect students Atlas College implements a written, transparent and fair *Complaints and Appeals Policy and Procedure* that ensures students complaints and appeals are addressed effectively and efficiently.

At no time does the existence and implementation of *Complaints and Appeals Policy* (or any) Atlas College policy removes the right of a student to seek independent legal advice and does not affect the rights of the student to take action under *Australian Consumer Law* if Australian Consumer Law applies

A student needs to decide the appropriate option to take:

- Informal communication
 - informal complaint
 - Make comments or suggestions
- Make a formal written complaint
- Make an appeal if not satisfied with the outcome of the complaint
- Use the Internal Complaints and Appeals mechanism
- Use the External Complaints and Appeals mechanism
- Involve their own independent support or legal representation at any time

Recent changes to the *ESOS Act* <https://www.legislation.gov.au/Series/C2004A00757> make externally provided protections for international students even stronger. Additionally, an *Overseas Students Ombudsman* was established in 2011 to assist overseas students who have a complaint about a registered provider.

The *Overseas Students Ombudsman* can be contacted via <https://www.ombudsman.gov.au/> or call 1300 362 072 to find out more about your rights and responsibilities as an international student studying in Australia. This is a free of charge service for all international students in Australia.

Student Protection Through Cancellation and Refund

Atlas College provides a *Cancellation and Refund Policy and procedure* which acts as a refund guideline for all potential and currently enrolled students. All requests for refunds must be made in writing to SSSO and must be accompanied by relevant supporting documentation. Each refund application will be considered on a case basis and Atlas College will respond to all applications in writing within 28 days.

Information regarding the Atlas College *Cancellation and Refund Policy and procedure* can be found on our *Enrolment Application Form, Letter of Offer and Acceptance- Student Written Agreement*, or by contacting SSSO or/and from the Reception/Administration Office.

The *Tuition Protection Service (TPS)* is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

You may access student information regarding the TPS at www.tps.gov.au

STUDENT POLICIES & PROCEDURES ACCESSIBLE TO STUDENTS BEFORE REGISTRATION

Atlas College has the following policies and procedures accessible to students before registration and enrolment.

- Enrolment Policy
https://www.atlas.edu.au/files/ugd/513e2e_47de8bed8be84dd6bbac83c67270c002.pdf
- Fees and refund policy
https://www.atlas.edu.au/files/ugd/513e2e_3cc86bb3be9f49a0ad4014f578c9897f.pdf
- Complaint and appeal policy
https://www.atlas.edu.au/files/ugd/513e2e_2858aa45f1714206b28d4a7b80ee010d.pdf

Atlas College strongly recommends students to review all policies.

STUDENT REQUIREMENTS

Supervised and Self Study

It is a requirement of enrolment and of your student visa that you maintain your studies at all times with the goal of obtaining your training outcome as identified on your *Confirmation of Enrolment* document (COE). This includes your supervised training e.g. classroom-based learning with self-study – which will be supported by Atlas College. It is the combination of required classroom training plus supported self-study that makes up the total Volume of Learning (VoL) required for a student to successfully complete the course.

Required Participation in the USI Scheme

All students, including international students, studying nationally recognised training in Australia from 1 January 2015, will be required to have a Unique Student Identifier (USI). A USI is an account (or

reference number) made up of numbers and letters. The USI will allow you access to your training records and results (transcript) through your online USI account.

- A USI is required for all students undertaking nationally recognised Vocational Education and Training (VET) courses to receive your statement of attainment or qualification.
- The USI will be available online and at no cost to you.
- This USI will stay with you for life and be recorded with any nationally recognised VET course that is undertaken from 1 January 2015.
- You can access your USI accounts online or request Atlas College Administration Office to assist you to get the USI setup for yourself.

As a student of Atlas College, you are required to participate in the Unique Student Identifier (USI) Scheme as enabled by the Student Identifiers Act 2014. Please visit for further information about USI Scheme at: <https://www.legislation.gov.au/Details/C2015C00198> . Obtaining your USI will allow you to access a single online record of your VET achievements, which also allows reliable confirmation of these achievements (with your authority) by employers and other RTOs.

To participate in the USI scheme you are required to provide (or create a new) USI, verified by Atlas College at the time of your enrolment with the College.

Maintaining Current Student Contact Details

It is very important that Atlas College as your training provider has your correct contact details and you are encouraged to update these whenever they change, however, the currency of which must be updated at least every six months.

The current details required are:

- residential/ mailing address
- mobile phone number
- email address (you must have one)

Having current contact details will ensure you can be reached in an emergency or if you need to be assisted by the TPS or any other government department or agency.

NOTE: It is your responsibility to keep your contact details up to date with Atlas College within seven (7) calendar days of a change.

Maintaining Satisfactory Attendance

All students are required to maintain satisfactory course progress and attendance throughout this training to achieve their learning outcomes within the stated duration.

Whilst the optimal required attendance is 100% throughout the training, the minimum attendance requirements under student visa rules are 80%.

Atlas College will adopt an attendance and academic warning and early intervention procedure, intended as an effective strategy to monitor, support and assist students.

Your attendance will be taken daily for each scheduled training session.

Your trainer/assessor will record if you have:

1. arrived on time
2. arrived late i.e. within the first half of the session
3. left at the end of the class time
4. left early i.e. at any other time before the end of class time after your arrival

Arrival and departure on time will result in full attendance being recorded- whilst arrival or departure early will result in an automatic 50% reduction in time recorded.

Atlas College will implement an early intervention system and issue Attendance Warning letters and an Intention to Report Notice prior to reporting a student to DoHA.

To promote this rate of satisfactory attendance the early intervention process is as follows:

- 100% -90%: no intervention required
- 89%- 85%: attendance at any time: first Attendance Warning letter
- 84% - 80%: attendance at any time: Second Attendance Warning Letter
- 79% or below at any time: Third & final warning letter-Intention to Report Notice
- 5 days consecutive unapproved absence: Attendance Warning Letter- Intention to Report Notice.

These letters will warn of the imminent reporting and possible loss of student visa if the lack of attendance is not satisfactorily explained and ceases.

If the course progress is not improved to meet the course progress requirements as a result of the early intervention procedure, then Atlas College will be forced to issue an Intention to Report Notice which carries with it a twenty-day appeal option.

If Atlas College records a fall in attendance of 79% or below at any time, the student will be issued with an *Intention to Report Notice*. Students will be given 20 working days from the date of the notice to lodge an appeal.

If:

- no appeal is lodged
or
- the appeal is not successful

and Atlas College has recorded unsatisfactory attendance coupled with unsatisfactory course progress then Atlas College will report the student to the DHA as per the legislative requirements. In this case, no refund of the fees paid in advance will be applicable. Students are required to continue to meet all visa attendance requirements, course progress and registration terms and conditions until notified by the DHA with further instructions.

Note: The implementation of this process or any other Atlas College process and the right to make complaints and seek appeals of decisions and actions under these various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Maintaining Satisfactory Course Progress

Study period is defined as - A Study Period in the context of monitoring student course progress and to implement *Course Progress & Attendance Monitoring Policy & Procedure*. A Study Period is the total time duration to complete consecutive delivery of training/assessment of two (02) units of competency per course. A Study Period in terms of weeks may vary from one course to another course.

‘At Risk’ Students’ are the Students considered to be “at risk” of not completing their course within the expected duration of study due to one or more of the following factors:

- Having English language proficiency level insufficient (irrespective of the Language, Literacy and Numeracy LLN-screening) to successfully achieve course requirements
- continued non-attendance of scheduled classes
- lack of participation in class activities, discussions, roleplays etc.
- failure to submit assessments; or
- continued late arrival at class and/or showing poor class academic behaviour

To assist students to achieve their goal of obtaining their learning outcome within the stated duration, Atlas College also monitors and supports students' continued course progress throughout the training.

Satisfactory course progress for any student is to achieve a competency outcome in all units, as the student progresses through the scheduled training sequence.

Unsatisfactory course progress is defined as a student receiving a not yet competent (NYC) outcome in 50% or more units in one study period. The following students will receive Not Yet Competent (NYC) result:

- Students not submitting assessments
- Students submitting assessments outside of the required time
- Students submitting sub-standard assessments
- Students caught cheating / plagiarising

If a student exhibits unsatisfactory course progress in two consecutive study periods, it will result in cancellation of enrolment /registration, and the issue of an *Intention to Report Notice*.

Students will receive support through early course intervention if their course progress is **at risk** as follows:

- Warning Letter 1: NYC or NA for a subject or up to 50% of scheduled individual units in a study period.
- Warning Letter 2: No course progress after warning letter 1.
- Warning Letter 3 / Intention to Report Notice with option to appeal in 20 days: No course progress after warning letter 2.
- Intention to Report Notice with option to appeal in 20 days: for NYC or NA for 50% of scheduled units in any 2 consecutive study periods. Students will have the option to lodge an appeal within 20 days of the notice.

Students will receive an *Intention to Report Notice* if a situation of unsatisfactory course progress i.e. Not Yet Competent/not assessed for more than 50% of units as scheduled in any 2 consecutive study periods has occurred. Students will have the option to lodge an appeal within 20 working days of the date of the notice.

If the appeal is not successful or not lodged then Atlas College will report the student to DHA via PRISMS.

Students are required to continue to meet all visa attendance requirements, course progress and registration terms and conditions until notified by the DoHA with further instructions.

Note: The implementation of this process or any other Atlas College process and the right to make complaints and seek appeals of decisions and actions under these various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

For further information about Atlas College *Course Progress and Attendance Policy and Procedure*, use the following link:

<https://drive.google.com/file/d/1Y55DdjiHRuCGHHGN9xZ9ATVdCjz4bh6b/view?usp=sharing>

Transfer, Suspension, Cancellation and Deferment of Study

Type of Change	Information on what to do
Student-Initiated	
Course Transfer/ Withdrawal	Students on a student visa are not permitted to transfer within the first 6 months of their primary course of study. If however exceptional or compassionate circumstances arise and make a transfer necessary students are required to complete a Notice of Course Withdrawal and submit with verified supporting evidence. If Atlas College accepts the evidence and grants the transfer, Atlas College will issue the student with a Letter of Release, all exiting documents and report the cessation of Enrolment to DoHA.

	Similarly, students holding a student visa who wish to transfer into Atlas College within the first 6 months of their primary course will need to provide a Letter of Release from the last Provider.
Course Deferral and Suspension	<p>Atlas College will only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.</p> <p>Atlas College management understands the requirement of a student visa holder to maintain their visa conditions as recorded on their COE and that any variation to these conditions, (i.e. where the student’s enrolment is deferred, temporarily suspended or cancelled.), whether initiated by the student or Atlas College, is reported to DoHA via PRISMS (as required under section 19 of the ESOS Act). Students are required to complete a Course Deferral form and submit it with verified supporting evidence related to the reason for deferral.</p>
Course Withdrawal	If you wish to withdraw from your course, you must submit a Withdrawal Form to Administration Office stating your reasons for wishing to withdraw. Withdrawal requests will be considered when a student’s tuition fee payments are up to date and on a case-by-case basis. Once your request for withdrawal has been approved, you may no longer attend any part of your course. However, the student will be reported to DoHA by Atlas College via PRISMS (as required under section 19 of the ESOS Act).
Type of Change Atlas College Initiated	Atlas College may for various reasons cancel a student Enrolment (Academic misconduct / Non-Academic misconduct). In other unlikely cases of Atlas College cancellation or be unable to continue a course, Atlas College will refund all student unused tuition fees received or assist the student to find appropriate enrolment in another CRICOS listed Registered Training Organisation.

NOTE: In the case of rejection of the application to course transfer, deferral or withdrawal, the student has the right to access Atlas College Internal Dispute Resolution (IDR) and Appeals system. An External Dispute Resolution & Appeal process exists in case IDR fails to satisfy the student. Student’s access to IDR and EDR does not affect student’s rights under Australian Consumer Law.

Student Agreement to Maintain Registration Terms and Conditions - Student Obligation and Responsibilities

Students must sign a *Letter of Offer- Student Written Agreement* – confirming all registration details and agreeing to:

- Meet all registration terms and conditions (as detailed in the Registration Form, Brochure and the Agreement) including:
- Meeting the minimum satisfactory attendance and academic progress requirements
- Provide and if required to release accurate and current personal information to Atlas College and designated authorities – please refer to the **Student Privacy Notice**

- Pay all course fees and charges including the purchase of prescribed text and Personal Protective Equipment (see below) as per the Payment Schedule
- and provide/organize:
 - Own transport to all training premises
 - Own laptop with a full office suite, internet access, data saving
 - Own stationery
 - Learning and assessment materials as supplied to them
 - Own notes and research findings
 - Personal Covid19 protection including bacterial wipes, sanitisers, hand towels, personal mouth guards and latex gloves
 - PPE as required for the auto workshop: overalls, Safety shoes or boots with reinforced toe-caps, safety glasses or goggles
- Maintaining all personal behaviour so to promote a safe and secure learning environment for all students and staff
- Not engaging in any illegal activities whilst on or off Atlas College facilities.

Breaches such as those listed above may result in Atlas College cancelling your Enrolment and reporting you to DoHA which may impact your student visa.

WORK DURING STUDY

International students in Australia on a valid student visa can work for up to 20 hours per week or 40 hours per fortnight while training is in session, and there is no limit on the number of hours an international student can work during scheduled Atlas College course breaks. Although overseas students are allowed to arrive in Australia up to 90 days before their course begins, students are not allowed to begin working until after their courses have begun.

The 20-hour-per-week limit does not extend to any work the student is required to undertake as a component of his or her studies or training. Volunteer and unpaid work, however, does count towards the 20 hours. If an international student works more than the Australian restrictions allow, his or her visa may be cancelled.

For more information please visit: www.studyinaustralia.gov.au

OVERSEAS STUDENT HEALTH COVER

It is an essential requirement of the student visa that students have adequate health cover while they are studying in Australia. Students are required by law to pay for Overseas Student Health Cover (OSHC). If they do not have health cover (also called 'health insurance') they fail to meet student visa conditions and risk having the visa cancelled. OSHC helps pay for medical and hospital care should students become ill during their stay in Australia.

The Australian Government Department of Health has approved the following health funds to offer OSHC:

- AHM Health Insurance

- Bupa
- Medibank
- NIB
- Allianz Global Assistance

The cost of OSHC differs depending on the type of cover required. Indicative lowest cost of minimum cover is \$500 for 12 months of singles cover, \$2,600 for 12 months for couples cover and \$4,200 for 12 months for family cover. This is an indicative cost and may change at any time. It is the responsibility of the student to make their enquiries and arrangement. For further enquiries please follow the link below.

<https://www.studiesinaustralia.com/studying-in-australia/how-to-study-in-australia/student-visas/overseas-student-health-cover>

YOUNGER STUDENTS

Entry requirements for all Atlas College courses have a minimum of 18 years age limit. Students under 18 years of age are not offered enrolment.

OVERSEAS STUDENTS WITH UNDERAGE AND SCHOOL-AGE DEPENDENTS:

Overseas Students with dependent children and school-aged children are required to register these children for schooling when in Australia and provide for their education, welfare and protection as per Australian and state legislation.

For details visit: <https://www.studyinaustralia.gov.au/english/australian-education/bringing-your-children>

PARTICIPATING IN CONTINUOUS QUALITY IMPROVEMENT: STUDENT FEEDBACK

As a component of Atlas College Quality Assurance strategies Atlas College encourages and seeks feedback from students. This feedback may be:

1. Unstructured/unscheduled or ad-hoc (informal), feedback provided at any time through communication with any staff member or in writing by completing a Student Feedback Form available at Student Administration/Reception.
2. Structured/scheduled student feedback (formal) through the completion of the Atlas College Student Feedback Form requested at the end of the each unit of competence training program or/and when the student exits Atlas College. Atlas College under the standards (NVR) This is a mandated student evaluation

As Atlas College compliance requirements, Atlas College is required under law to also distribute a Learner Questionnaire to all students upon exit and requests that the student takes the time to provide a much-appreciated response.

For further information about Student Feedback, survey forms and student suggestions, refer to Atlas College Administration Office. Link for further information regarding legislative requirements for RTOs.

This feedback is also analysed and entered in the Atlas College Continuous Improvement Register. Your feedback is valued and appreciated and will assist us in improving our services to students.

STUDENT SUPPORT

Atlas College provides both academic and non-academic student support throughout the training and assessment activities.

Atlas College is committed to accommodating special circumstances of individual students through reasonable adjustment where possible.

Applicants are required to make all issues that might require reasonable adjustment or special consideration known to Atlas College at the time of registration through the Enrolment/Registration Form. This will allow the opportunity for Atlas College to determine if this support can be provided. If Atlas College cannot provide or find the required support or if the course requirements cannot be met, registration will be terminated, all monies paid will be refunded and Atlas College will recommend further action. If the application is successful, Atlas College will make every effort to seek internal and / or external support for students as reasonably practicable. The responsibility for most of the support functions lies with the Student Support Services Officer in collaboration with other Atlas College staff and team members:

The following Reasonable Adjustments and support services are available to students:

Academic Support

- Student Administration and Student Services
- Trainer and Assessor support
- Course progress monitoring and early intervention (in conjunction with Attendance monitoring)
- Study skills including:
 - managing your time
 - setting and achieving your goals
 - motivation
 - ways of learning
 - coping with assessments
- Study support and study skills programs

Intervention Strategy

Intervention strategy may include one or more of the following interventions:

- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- Advising students of opportunities for reassessment; and /or
- Advising students of assistance such as:
 - receiving English language support;

- reviewing learning materials with the student and providing information to students and in a context that they can understand;
- providing extra time to complete tasks;
- possible access to supplementary or modified materials;
- providing supplementary exercises to assist understanding;
- attending academic skills programs;
- attending tutorial or study groups;
- receiving individual case management;
- attending study clubs;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organizations where Atlas College is unable to address the identified learning or academic issues:

Reasonable Adjustment

- alternative assessment and delivery from face-to-face e.g. recorded, audio, visual etc. (Not a permanent option.)
- providing equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity principles
- use of trained support staff including specialist teachers, note-takers and interpreters
- flexible scheduling and delivery of training and assessment (where possible)
- the provision of learning materials in alternative formats

Non-Academic Support

- Contact details and referrals to external support services including professional personal counselling, financial, lifestyle, religious, accommodation, language, literacy and numeracy (LLN) programs or referrals to these programs
- Critical Incident e.g. accident, emergency, incident (natural or man-made)
- Student Administration and Student Services

Student Access to Student Support

Support can be accessed both during and after office hours and for emergencies/critical incidents

Office Hrs: 0416064519

Times: 8:30 am to 5:30 pm 8:30 am to 12:30 pm

Days: Monday, Tuesday Wednesday

Staff: Student Support Services Officer (SSSO) / Student Administration

Ph: 0416064519

Email: admissions@atlas.edu.au

Address: Ground Floor, 263-273 King Street, Mascot NSW 2020

After Office Hours and Emergencies

Staff: NASIR ABBAS

Ph: 0416064519

Email: admissions@atlas.edu.au

Whilst in training students may make an appointment at any time to see Atlas College staff for advice relating to study or personal issues. Atlas College staff will assist students with their expertise and training.

However, students with welfare and guidance needs beyond the expertise of Atlas College staff will be referred to external specialist agencies.

Note: Atlas College does not charge for internal services or referrals. However external services may incur fees or charges.

For the protection of students, staff and the community Atlas College adheres to the current (but not limited to):

- Sex Discrimination Act
- Human Rights and Equal Opportunity Act
- Racial Discrimination Act
- Anti-Discrimination Act (NSW)
- Disability Discrimination Act (Commonwealth)
- ESOS Act
- National Code 2018
- 2015 Standards for RTO
- Privacy Act
- Australian Qualifications Framework (AQF)

For more information visit: <https://www.legislation.gov.au/>

And <https://www.legislation.gov.au/>

Complaints and Appeals

Students are encouraged to provide feedback and / or make appeals or complaints, both informally (verbally) or formally (in writing) about all Atlas College products and services (academic and non-academic), staff and any decisions made or actions taken.

In the situation of making a complaint or appeal students are required to use the Internal Dispute Resolution Procedure in the first instance and submit a Complaint and Appeals Form along with all supporting evidence. There is no charge for this process and all complaints and appeals will be acknowledged in writing within 3 working days. The appeal or complaint will be resolved within 60 calendar days.

If this does not result in an outcome to the satisfaction of the student, then the student may use the External Complaints and Appeals Process.

Atlas College is a member of an External Mediation Service. Students will be provided with this information and any related cost when required.

The implementation of this process or any other Atlas College process and the right to make complaints and seek appeals of decisions and actions under these various processes, does not affect the rights of the student to act under the Australian Consumer Law if and when the Australian Consumer Law applies.

Critical Incident

Critical incident means a traumatic event or the threat of such nature (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents could include but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Critical Incident Policy and Procedure has been developed to document the Atlas College practices that comply with "Standard 6 – Student Support Services" of the "National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students".

In recognition of Standard 6, Atlas College develops and implements this documented critical incident procedure that specifies the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken complies with all legislative requirements. <https://www.legislation.gov.au/Details/F2019C00503>

The procedure recognizes that in most cases international students do not have close family available to care for and provide support to them in Australia.

Atlas College recognizes that it is imperative that critical incidents are responded to in a:

- systematic, empathetic and timely way with any critical incident involving an international student,
- that timely and regular information is relayed to families abroad,
- that ongoing support is provided to a student in need,
- and comprehensive records are maintained.

In compliance with the ESOS legislation <https://www.legislation.gov.au/Details/C2017C00292>, Atlas College recognizes that the critical incidents covered in this procedure may occur at the:

Teaching locations

- during hours
- after hours

and maybe the result of:

- Off-shore incidents e.g. natural disasters.

- On-shore incident e.g. accident, death

May include:

missing students; severe verbal or psychological aggression; death, serious injury or any threat of these; natural disaster; issues such as domestic violence, physical, sexual or other abuse; and other non-life-threatening events.

In the event of a critical incident, the Critical Incident Committee (CEO, Administration Manager, Student Support Services) will implement a policy and procedure designed to minimise impact and protect and counsel students.

External Support Services

NOTE:

- Changes in services may have occurred since the date of handbook publication
- Some support services may charge for their use. Please ask the service for any cost.
- Any referrals to external support agencies will not incur a fee.

Mediation Institute (Academic & Non-academic EDR):

Atlas College is a member of Mediation Institute. Mediation Institute provide External Dispute Resolution (EDR) services in case the Internal Dispute Resolution (IDR) has failed. Mediation institute provides following services:

Mediation: Mediation is a process where an independent profession mediator assists the parties to the dispute to discuss the issues, understand their options and work towards a resolution that is acceptable to all.

Investigation: Investigation is a review of an incident or situation to determine if conduct was in accordance with expected or required standards. An investigation will require the collection of information and evidence to allow the investigator to draw conclusions and provide an investigation report.

Academic Review: Academic review is the review of a paper, assessment or other work submitted by the student for assessment by the Atlas College. The professional providing the academic review will not be employed by the Atlas College or have any other perceived conflict of interest.

Atlas College will bear the cost for such services where it is reasonably practicable. In case the costs are to be paid by the student, the student will be notified of such charges in advance.

Commonwealth Ombudsman - Overseas Students – Non-Academic EDR (External Dispute Resolution) Support

For all Atlas College students if IDR (Internal Dispute Resolution) does not satisfy the students to resolve the dispute, for all non-academic matters Commonwealth Ombudsman - Overseas Students support will be available. The Office of the Commonwealth Ombudsman investigates complaints that international students have with private education providers like Atlas College in Australia. The support is available to future, current or former overseas students. The service is free to students and there is no charge for making a complaint.

The complaint might be about:

- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice is given by an education agent

Commonwealth Ombudsman- Overseas Students does not provide support for complaints like:

- complaints about the quality of education provider
- the qualifications and experience of your trainers/assessors
- the quality of the training/assessment of the course
- the learning resources provided by the college
- the building, classroom and amount of space available
- issues about the relocation of your college

For further information please contact Overseas Students Ombudsman.

<https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Phone: 9 am to 5 pm Monday to Friday (Sydney time)

In Australia, call **1300 362 072** (calls from mobile phones at mobile phone rates). Outside Australia, call **+61 2 6276 0111**.

You can make a complaint in your language. Call the Translating and Interpreting Service (TIS) in Australia on **131 450**.

Outside Australia call **+61 3 9268 8332**. Commonwealth Ombudsman – Overseas Students will pay for the interpreter.

As a Registered Training Organisation, Atlas College appreciates the requirement to assist students to access non-educational student support services when it is needed. In such an event, whilst SSSO and Administration Manager will assist students to access support services, it is recommended that the student may also access the following community support service providers:

Language, Literacy And Numeracy

Reading and Writing Hotline - Phone (free call): 1300 655 506

<https://www.readingwritinghotline.edu.au/>

Legal Aid

Law Access NSW is a free government telephone service that provides

- help people to resolve their legal problems as soon as possible
- make it easier for people to get legal help especially if they belong to a disadvantaged group
- help people find alternatives to going to court
- Give a high-quality legal service.

Phone: 1300 888 529

<http://www.legalaid.nsw.gov.au/>

Homeless Advisory Service

Telephone Homeless Support Services

NEW SOUTH WALES

<http://www.sydneyhomelessconnect.com/services/link2home/>

Phone: 1800 152 152

Link2home is **available 24 hours a day, 7 days a week**, every day of the year

Australia Councelling

The range of issues that can be resolved by professional counselling services is more extensive than you might think. Professional psychotherapists, psychologists, social workers and counsellors offer more than guidance. They offer you a safe place to discuss what's troubling you.

Phone: 1300 855 148

<https://www.australiacounselling.com.au/>

Lifeline Australia

Lifeline is a national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services.

Phone: 13 11 14

<https://www.lifeline.org.au/>

Study NSW

Students can visit Study NSW site for all the supports they might need during their stay in Australia.

<https://www.study.sydney/>

Domestic Violence Line

Phone: 1800 656 463 (free call)

TTY: 1800 671 442

<https://www.facs.nsw.gov.au/domestic-violence>

24 hours 7 days a week

NSW Sexual Assault

Victims Access Line - 1800 633 063

Business hours: 9 am to 5 pm, Monday to Friday (excluding public holidays)

https://www.victimsservices.justice.nsw.gov.au/Pages/vss/VS_contactus.aspx

National Legal Advisory Service for the Disability Royal Commission

Call us on 1800 771 800 between 9.15 am and 5.15 pm (AEDT).

For more information about the Disability Royal Commission:

Call: 1800 517 199

Visit: disability.royalcommission.gov.au.

Food / Material Assistance Agencies

AGENCY	PHONE	HOURS & ADDRESS	WEBSITE ADDRESS
ANGLICARE	1300 111 278 02-9895-8000	Anglicare Head Office Level 2, 62 Norwest Blvd, Norwest, NSW 2153 Hours: Monday – Friday, 9 AM – 5 PM	https://www.anglicare.org.au/contact-us/
SALVATION ARMY	13 SALVOS (13 72 58).	9am-5pm AEST Monday to Friday (except public holidays).	https://www.salvationarmy.org.au/
NEW SOUTH WALES (Financial Help)	Credit and Debt Hotline: 1800 808 488 Salvation Army Moneycare: 02-6247 3635	9.30am to 4.30pm Mon - Fri	http://www.salvos.org.au/need-help/financial-troubles/
ST VINCENT DE PAUL	2C West St Lewisham NSW 2049 02- 9568-0262 13 18 12	9am to 5pm Mon- Fri	https://www.vinnies.org.au/

EXITING ATLAS COLLEGE

Issuance of Australian Qualifications Framework (AQF) Certification Documentation

Atlas College issues to students who have been assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET Statement of Attainment (as appropriate) that meets the Australian Qualifications Framework requirements <https://www.asqa.gov.au/resources/fact-sheets/sample-forms-aqf-certification-documentation>;

identifies Atlas College by its national provider number from the National Register ; includes the Nationally Recognised Training (NRT) logo , in accordance with the current conditions of use.

Details of NRT logo can be found here:

https://www.asqa.gov.au/sites/default/files/NRT_logo_specifications_NEW.pdf?acsf_files_redirect

All student information about Atlas College Qualifications and resulting awards is available at Administration Office.

Atlas College will issue:

Exiting Documentation:

Atlas College will issue exiting documentation when your enrolment with Atlas College is completed, including Qualifications and/or Statement Of Attainment, and Final Records of Results.

Interim Documentation:

During your training Atlas College will issue, upon application by the student, interim documentation including Intermediate Transcript, and /or Statement of Attendance.

Atlas College charges a fee for the issuance of interim documentation or the replacement of exiting documents. Following table outlines all non-tuition fees applicable.

1	Overdue tuition fee – 7 days	\$200
2	Overdue tuition fee – 14 days	\$400
3	Change of COE details	\$100
4	Re-enrolment fee*	\$500
5	Assessment 1 st Re-sit: Per unit of Competency	A\$0
6	2 nd Re- Assessment per unit	\$350
7	Interim academic transcript	\$20
8	Interim attendance letter	\$20
9	Re-issue of final documents / Testamur	\$100
10	Course Deferral Application Fee	\$0
11	RPL fee (if applicable) No charge for CT	\$500
12	Photocopying fee: (for replacement Testamur, copies of transcripts, notices) per page	\$0.20

***in case the enrolment is cancelled due to student action.**

Note: all fees and charges are subject to change with notification

These fees are also displayed at the Atlas College Reception. All Atlas College documents are issued with unique codes and watermarks (as security measures to avoid fraud and to meet legislative requirements) and recorded, copied and registered at Atlas College for reference and future use.

All certifications will be issued within 30 days of the final assessment, or the date of course exit provided that all fees have been paid in full. All student academic documentation will be maintained in both manual and electronic format and kept on premises whilst the student is training and thereafter for a maximum period of 6 months following the student exit from Atlas College. After that, all academic records will be maintained for a maximum of 30 years in archived offsite secure storage, in line with legislative and regulatory requirements.

ACCURATE AND AVAILABLE STUDENT RECORDS

Atlas College record management system ensures you have timely access to current and accurate records of your participation in our courses. Atlas College also ensures the retention and retrieval of your records of attainment of units of competency and qualifications for a period of 30 years.

For further information about Student Records, refer to Atlas College Administration Office.

All requests for records e.g. interim and final transcripts, Certificates and Statements of Attainment, attendance records, changes to student contact details, are to be made by submitting a written request to Atlas College Administration Office.

THIRD PARTY ARRANGEMENTS FOR TRAINING AND ASSESSMENT SERVICES

Atlas College has **no third-party arrangements** for training and assessment services with any other training provider.

RECOGNITION OF PRIOR LEARNING

Atlas College recognises the AQF and VET qualifications and Statements of Attainment issued by any other RTOs. This service is provided to students through the Recognition of Prior Learning (RPL) and Credit Transfer (CT) process.

Atlas College recognises that students will have acquired vocational skills from a variety of different sources including formal training, work experience, life experience, other training etc. and that these skills are valid, irrespective of how they were acquired.

Hence Atlas College provides all registering students with the opportunity to have their prior learning recognised through a formal RPL and CT process at the time of registration with Atlas College.

If students have any previously acquired knowledge and skills (through formal/informal training, work and life experience and third-party recognition) they may apply for RPL for whole units of competence only at the time of registration. The evidence must meet the rules of evidence i.e. evidence must be valid, sufficient, authentic and current.

Students will need to complete the Atlas College RPL application form and provide supporting evidence and pay fee accordingly.

RPL Evidence includes:

Primary evidence in support of previous training and work experience

Secondary evidence such as:

- Competency conversation by Atlas College Trainer and Assessor

- Direct Observation and questioning including workshop training and assessment visits by Atlas College Trainer and Assessor
- Verified third-party reports by a supervisor, employer, client, other relevant parties

Applicants should note that the process of RPL is a very rigorous process and may include the construction of an evidence portfolio by the applicant. The RPL process must meet the rules of evidence and the principles of assessment, and all competency requirements of the units applied for, must be met. Unsuccessful applicants have a right to formally appeal the RPL / CT outcome, through the Atlas College Appeals and Complaints Process.

Note: RPL service attracts a fee per unit of competency.

CREDIT TRANSFER (CT)

If students have received a competent result for a unit with the exact same code as listed on the Atlas College scope of registration, they may apply for Credit Transfer (CT) at the time of registration. Atlas College does not charge an additional fee for CT Applications within this qualification.

CT Candidates are required to complete the CT Application at the time of their enrolment and submit the Application with all required verified copies of supporting evidence.

CT Evidence can only be:

- Certified and verifiable copies of Certificates and academic transcripts from another provider (Registered Training Organisation) which contain competent results for accredited units with the exact same codes as for units listed on the scope of registration of Atlas College.

Atlas College will issue a written CT outcome letter to all applicants. The awarding of CT may result in reduced course durations (and consequently course fees).

If the CT is awarded prior to the issuance of a CoE, the CoE will reflect this reduced duration. If the CT and / or RPL is awarded after the issuance of a CoE, a new CoE will be issued reflecting the reduced duration.

Students are required to speak to a qualified migration agent for any impacts on their visas. Atlas College staff cannot provide any advice on student visa related matters.

In the event that the student does a dual qualification package, the student will receive a CT for the units which the student finalised in the first qualification. The student will still be required to undertake the remaining units of competence to complete the second qualification.

Note that Atlas College does not charge for CT.

TRANSITION TO TRAINING PACKAGES

In the event that a course is superseded, and Atlas College will no longer be providing training in this course, students will receive written notification and details about the provisions being made to transition students into the current course.

The transition period is 12 months from the date a new course is released unless otherwise advised by ASQA and all students will be required to either complete their training in the existing course within the given period or be transitioned into the new course.

If the new course requires an extension of time this will require a new COE to be created.

STUDENT PRIVACY NOTICE

Why we collect student's personal information

As a registered training organisation (RTO), Atlas College collects student's personal information so we can process and manage student enrolment in vocational education and training (VET) courses with us.

What are the possible consequences for the student if personal information is not collected?

There are many consequences if a student does not provide their personal information to us.

These consequences include:

- This is a breach of our registration terms and conditions and consequently will put your continued registration at risk.

Note: Not agreeing to release personal data to us for use as identified in this notice, which is a condition of registration, will mean that we will not be able to enrol you as a student

- We ask for personal information in student Registration Form so that:
 - we can contact students at all times for e.g. notices, information, in case of emergency or critical incident, etc.
 - we can provide students with delivery and assessment products and services that meet your individual learning needs.
 - we have information to enable us to provide students with reasonable adjustments during their training.

How we use students' personal information

We use student's personal information to enable us to deliver VET courses to them, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose student's personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (NVETR Act)) to disclose the personal information we collect about students to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

For more information about the act visit: <https://www.legislation.gov.au/Details/C2011A00012>

We are also authorised by law (under the NVETR Act) to disclose students' personal information to the relevant state or territory training authority.

Likely cross-border disclosures of the personal information

In the event that disclosure of students' personal information needs to be made to overseas recipients:

- This will not be done without the student's prior written consent
- if in the case of an emergency or critical incident will only be disclosed to overseas recipients nominated by the student,
- in accordance with the requirements set out in APP 5.2(i) and (j) a written statement will be provided, notifying students of this likely disclosure and the countries in which such recipients are likely to be located (if it is practicable the notice will specify those countries)

How the NCVET and other bodies handle students' personal information

The NCVET will collect, hold, use and disclose students' personal information in accordance with the law, including the *Privacy Act 1988* (Privacy Act) <https://www.legislation.gov.au/Details/C2014C00076> and the NVETR Act <https://www.legislation.gov.au/Details/C2011A00012>. Students' personal information may be used and disclosed by NCVET for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVET is authorised to disclose information to the following:

1. The Australian Government Department of Education,
2. Department of Education, Skills and Employment (DESE),
3. Commonwealth authorities,
4. State and Territory authorities

The NCVET may also share information with organisations that deal with matters relating to VET and VET regulators for the purposes of those bodies, including:

- to enable administration of VET,
- program administration,
- regulation,
- monitoring and evaluation,
- facilitation of statistics and research relating to education,
- surveys and data linkage
- understanding how the VET market operates,
- for policy,
- workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to research on NCVER's behalf.

The NCVER does not intend to disclose student's personal information to any overseas recipients.

For more information about how the NCVER will handle personal information please refer to the NCVER's Privacy Policy at <https://www.ncver.edu.au/privacy>

The Department of Education, Skills and Employment (DESE) is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at: <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

State or Territory Authority

In the event that a State or Territory Authority may require and handle student personal information, Atlas College will provide written information to the student to this effect and provide a link to relevant privacy notice or policy.

Note: If a student notifies Atlas College that the student cannot download or access the privacy notice on the DESE or State or Territory Authority website, Atlas College will provide the student with a downloaded or hard copy of that notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt-out of the survey at the time of being contacted.

LIVING, WORKING AND STUDYING IN AUSTRALIA

Atlas College understands that international students are living, working and studying outside of their home country and this presents many opportunities and challenges. To assist the student, Atlas College has provided information covering Living, Working and Studying in Australia at the training locations.

Information regarding living, working and studying in Australia for international students can be found at: www.studyinaustralia.gov.au

This is the official Australian Government website for international students. Students can search for courses, institutions and scholarships, read about studying and living in Australia, watch stories from other students, and learn about Australian education. This website is managed by the Australian Trade and Investment Commission (Austrade).

- Support Services for International Students:
<https://www.studyinaustralia.gov.au/english/live-in-australia/support-services>
- Study in Australia Guide:
<https://www.studyinaustralia.gov.au/>
- Education Services for Overseas Students framework: ESOS student factsheet:
<https://www.dese.gov.au/esos-framework/resources/international-students-factsheet>

- Tuition Protection Service Student Brochure 03:
<https://tps.gov.au/StaticContent/Get/StudentInformation>
- Working In Australia:
<https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students>

Accommodation Options

You have different accommodation choices.

Homestay

‘Homestay’ is when a student lives with an Australian family in their home. The homestay family may provide students with meals, laundry facilities and their own room with a study desk. Students may be asked to share some household chores. Homestay also gives the opportunity to practise their English.

Hostel Accommodation

Hostels provide a friendly, safe, supervised environment. Students get their own room or a shared room. The dining room, games room and television room are communal. Many hostels also provide meals.

Sharing a House or Apartment

When a student shares a house or apartment with one or more people, student may have more independence than if living in homestay or hostel accommodation.

Students may need to supply their own furniture if the house/apartment is unfurnished. Students may also have to supply for themselves such items as towels, pillows, sheets and blankets.

Students may have to share the cost of rent, telephone, electricity and gas. Students may need to buy their own food and do their own laundry and cooking.

Renting Alone

Studio apartments or one-bedroom apartments are smaller and less expensive to rent than larger apartments.

Students may need to provide their own furniture if the house or apartment is unfurnished. The students may also need to supply their own pillows, sheets and blankets, and pay for expenses such as electricity, gas, and telephone. The Student may need to clean their own apartment, do their own laundry, buy their own food and do their own cooking.

Indicative Estimated Accommodation Costs

Costs depend on the size and location of the apartment or house.

Indicative Estimated Accommodation costs

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

Other living expenses

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

Cost of Living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step-by-step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of October 2019, the 12-month living costs are;

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

The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as an international student.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia

<https://insiderguides.com.au/cost-of-living-calculator/>

If you experience financial trouble while in Australia, talk to your institution's international student support and student accommodation services staff for assistance.

For more information visit:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

for more information about student visa, eligibility, application process etc please visit:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Education Costs

The list below gives you a broad indication of the range of course costs (yearly) for different types of qualifications.

School - \$7,800 to \$30,000

English language studies – Around \$300 per week depending on course length

Vocational Education and Training (Certificates I to IV, Diploma and Advanced Diploma) - \$4,000 to \$22,000

Undergraduate Bachelor Degree - \$20,000 to \$45,000*

Postgraduate Master's Degree - \$22,000 to \$50,000*

Doctoral Degree - \$18,000 to \$42,000*

* Note: This does not include the high cost of delivery courses such as veterinary and medical. Please visit institution websites directly to see costs for these courses.

All costs are per year in Australian dollars. To convert to your own currency, visit <https://www.xe.com/>

To find this information and more, students should refer to the Australian government official information on Living, Studying and Working in Australia available at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Note: Prices are subject to change and are provided here for indicative purposes only.

Australian Health Information

The Australian government requires all overseas students to pay for Overseas Student Health Cover (OSHC) during their stay in Australia.

Those students who are on a student visa and have paid OSHC may get some money back for health services. You must notify your OSHC provider of any changes of address or if your husband, wife or children are joining you in Australia for the duration of your stay. You will need to change to family cover. You must show your OSHC membership card every time you use one of the medical services provided.

OSHC helps pay for medical and hospital care should students become ill during their stay in Australia. The Australian Government Department of Health has approved the following health funds to offer OSHC:

- AHM Health Insurance
- Bupa
- Medibank
- NIB
- Allianz Global Assistance

The cost of OSHC differs depending on the type of cover required. Indicative lowest cost of minimum cover is \$500 for 12 months of singles cover, \$2,600 for 12 months for couples cover and \$4,200 for 12 months for family cover. This is an indicative cost and may change at any time. It is the responsibility of the student to make their enquiries and arrangement. For further enquiries please follow the link below.

<https://www.studiesinaustralia.com/studying-in-australia/how-to-study-in-australia/student-visas/overseas-student-health-cover>

After-hours medical care: Doctors are usually open during business hours in Australia. If you become ill outside business hours, some Medical centres are open 24 hours. Doctors are on duty at all times in these centres. Only in serious and urgent cases should you go straight to an emergency department in a public hospital.

Specialists: You must see a doctor first to get a referral to a specialist. Check with your OSHC provider to see which specialist services you are covered for. You will pay the doctor at the time of the visit

and take your receipt and your membership card to the insurer's office nearby to be refunded part of your receipt.

Public Hospitals (operated by the government): check your OSHC policy on how much you are covered.

Private Hospitals (operated on a commercial basis): You may choose to be treated in a private hospital. Check your OSHC on how much you are covered. Most private hospitals charge more than public hospitals.

End of Document

Note: Please sign the next page of the student declaration and submit it to Atlas College

STUDENT DECLARATION

I understand that the information provided by me to Atlas College may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

Atlas College is required under section 19 of the ESOS Act to inform the Department of Home Affairs (DoHA) about certain changes to student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

I have read, understood and agree to comply with the information outlined in this Student Handbook.

I have received the Student's **Starter Pack** which included:

1. This Student's Handbook_Version_2_July_2024
2. Class Schedule /class timetables
3. Factsheet - Complaints and External Dispute Resolution (*for general knowledge only*)
4. Non-Academic Formal Complaints and Appeals Form_Version_1_June_2021
5. Academic Formal Complaints and Appeals Form_Version_1_June_2021
6. Refund Application Form_Version_1_June_2021
7. Course Deferral Form_Version_1_June_2021
8. Change of Student Details Form_Version_1_June_2021
9. Critical Incident Report Form_Version_1_June_2021

Student's Name: _____

Student's Signature: _____

Date: _____