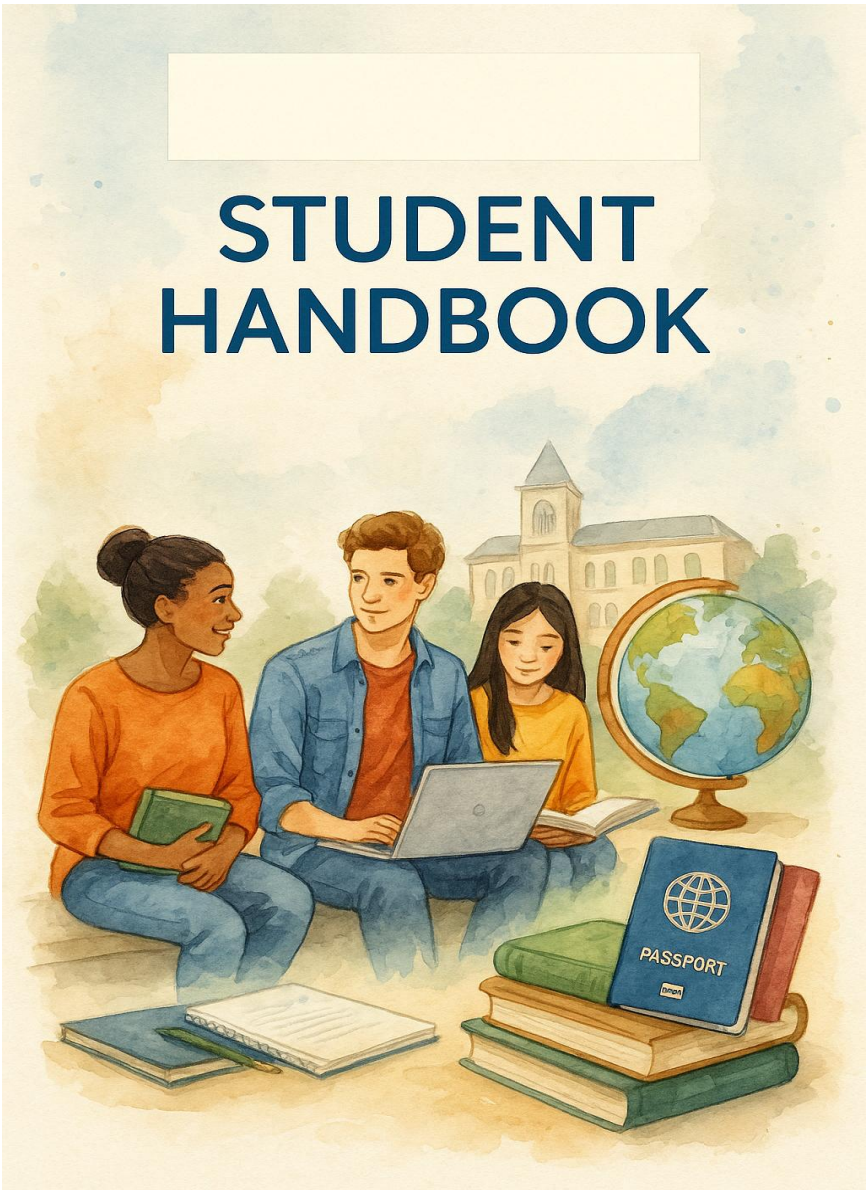

IESC College
ABN: 35 601 110 178
RTO NO: 45999
CRICOS Provider No: 03421K
Address: Level 5, 140 Elizabeth Street, Sydney, NSW 2000
Tel: +61 2 8068 4336
E mail: *info@iesc.nsw.edu.au*
Web: https://www.iesc.nsw.edu.au/

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SECTION 1: WELCOME AND ORIENTATION

INTRODUCTION

Welcome to International Education Specialist College Pty Ltd, T/A IESC, a CRICOS-registered training organisation committed to delivering high-quality vocational education and training (VET) to international students.

This *International Student Handbook* is designed to help you understand the policies, procedures, and support services available to you throughout your training journey in Australia. It outlines your rights and responsibilities, important academic and visa requirements, and the services provided by *IESC* to support your wellbeing, safety, and academic success.

All information in this Handbook is current at the time of publication. However, legislation and policies affecting international education and VET may change. International Education Specialist College Pty Ltd, T/A IESC reserves the right to update this Handbook at any time without notice. Students will be informed of significant changes that affect their enrolment.

This Handbook does not replace the official Written Agreement between you and *IESC*. It should be read in conjunction with your Letter of Offer, course information, and the current policies and procedures, available on the website under the *Policies and Procedures* section.

WHO ARE WE?

IESC is a Registered Training Organisation (RTO) Registration Code: 45999 regulated by the Australian Skills Quality Authority (ASQA). It is also a registered provider under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) CRICOS Provider Code: 03421K, authorised to deliver nationally recognised training to international students on student visas.

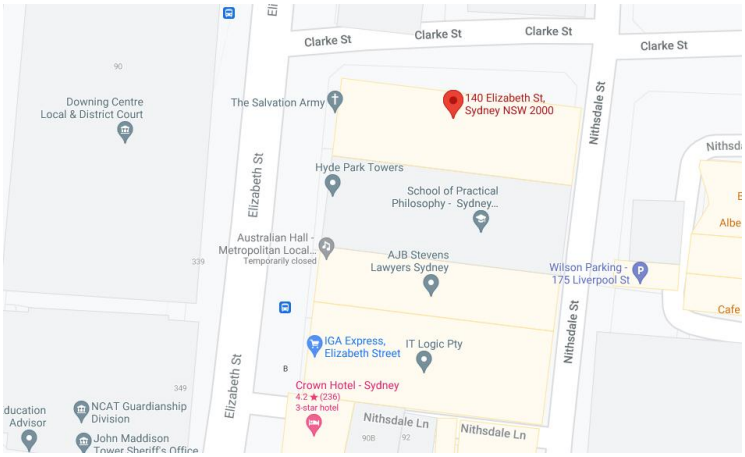
IESC is built on a commitment to student-centred learning, quality training, and industry engagement. It specialises in delivering training to international students that leads to real employment outcomes and pathways to further study.

IESC is responsible for the quality of the training and assessment you receive, in accordance with the Outcome Standards for RTOs 2025, and for the issuance of Australian Qualifications Framework (AQF) certification documentation.

WHY STUDY AT IESC?

The College is proud to offer a welcoming and inclusive learning environment that is responsive to the needs of international students. Benefits of studying at IESC include:

- A campus and café training located in the heart of Sydney's central business district
  Address, Level 5, 140 Elizabeth Street Sydney NSW 2000



- Dedicated trainers with industry experience and training expertise
- Individualised academic counselling and student support services
- A culturally inclusive environment that supports your learning, wellbeing, and development
- Practical training designed to help you become job-ready

The College is committed to equity, ethics, innovation and excellence.

QUALITY AND RESPONSIVE EDUCATION

At IESC, we strive to provide engaging, well-structured training that is aligned with current industry needs and delivered by qualified trainers using best-practice methodologies.
Before you commence your course, you will participate in a pre-enrolment interview with our Academic Manager (or delegate) to confirm that the training program suits your needs, goals and prior experience.

As required under the Outcome Standards for RTOs 2025 and the National Code 2018, the College ensure that:

- You receive comprehensive information prior to enrolment
- You are placed in a course that aligns with your skills and learning needs
- Training is delivered in a safe and inclusive environment
- Support is provided throughout your course to enable your success

The College works in partnership with students, trainers, and industry to ensure your training experience is of the highest standard and leads to meaningful outcomes.

REGISTRATION AND ORIENTATION

Registration and orientation are essential first steps for all international students commencing their studies at the College. These activities are designed to ensure that students understand their visa conditions, the academic requirements of their course, and the available support services to assist them in achieving a successful educational experience in Australia.

All students must attend the scheduled orientation session before beginning formal studies.

Orientation Program

The College provides a comprehensive orientation session that includes:

- Finalisation of enrolment forms and confirmation of contact details
- Welcome and introduction to key College staff
- Overview of life in Australia and how to access local support services
- Information on employment rights and responsibilities (Fair Work Ombudsman)
- Health, safety and emergency services and information
- Academic expectations and assessment requirements
- Student rights and responsibilities
- Student Support Services for – personal or general circumstances that are adversely affecting a student's education, academic, English language and study assistance
- Course progress and attendance requirements in line with visa conditions
- Overview of the Outcome Standards for RTOs 2025, the Education Services for Overseas Students (ESOS) Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) and relevant College policies
- Information on the complaints and appeals process
- Introduction to the Critical Incident Management Policy
- Information about maintaining up-to-date contact details
- Issuance of student identification cards
- Campus and local area tour / information

Late Arrival or Missed Orientation

Students who do not attend the scheduled orientation session due to late arrival or other approved reasons will be provided with an individual orientation session before commencing classes. This ensures compliance with the National Code 2018 Standard 6 and the student's visa conditions.

Students must not commence classes until orientation is complete and the College has verified that:

- All documentation has been submitted
- A valid visa and Overseas Student Health Cover (OSHC) are in place
- Emergency contact information has been recorded
- The student understands the terms of their enrolment and visa

CAMPUS FACILITIES & SERVICES OVERVIEW

The College provides a modern and accessible campus environment designed to support international students throughout their studies. Facilities and services are maintained in accordance with Standard 1.8 of the Standards for RTOs 2025, ensuring they are safe, accessible, fit-for-purpose, and conducive to quality training and assessment.

Facilities include:

- Air-conditioned classrooms equipped with digital presentation tools and whiteboards
- Student engagement areas for group study, collaboration or relaxation
- Wi-Fi access throughout the campus
- Computer lab or shared student access terminals
- Library
- Printing and scanning facilities
- Kitchenette facilities with microwave, kettle, and seating
- Reception area for general enquiries and student support referrals

Students will receive a guided campus tour during orientation to familiarise themselves with emergency exits, toilets, lifts, study areas, and all shared facilities.

The College is committed to maintaining a clean, welcoming, and inclusive campus that supports student learning and wellbeing.

EMERGENCY CONTACT DETAILS

The College takes the safety and welfare of international students seriously. In addition to on-campus safety procedures, students should be aware of the following emergency contact numbers:

College 24-Hour Emergency Contact
This service is available for students who encounter urgent problems outside normal class hours.
Name : Annie Jin
Mobile: 0401006767

Availability:
This number should be used for urgent matters only, such as accidents, hospitalisation, critical incidents, or safety concerns that require immediate support from the College.

National Emergency Services – Australia

For life-threatening emergencies involving police, fire, or ambulance:

Dial: 000

Available: 24 hours a day, from any phone in Australia

Languages: Interpreter services are available when calling 000

SECTION 2: STUDYING IN AUSTRALIA – REGULATORY FRAMEWORK

EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) FRAMEWORK

Australia provides comprehensive protection for international students through a national legal framework known as the Education Services for Overseas Students (ESOS) Framework. The framework is made up of several legislative instruments that set and enforce standards for education providers offering courses to international students studying in Australia on student visas.

The ESOS Framework aims to protect the interests of international students and uphold the integrity and reputation of Australia's international education sector.
The ESOS Framework includes:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- Tuition Protection Service (TPS)
- The Education Services for Overseas Students (Calculation of Refund) Specification 2024

These laws and associated instruments set out the responsibilities of providers in areas such as:

- Marketing and recruitment practices
- Provision of accurate course information
- Student enrolment and written agreements
- Management of education agents
- Student support and orientation services
- Monitoring of course progress and attendance
- Complaint handling and appeals processes
- Protection of prepaid tuition fees
- Recordkeeping and PRISMS reporting obligations

Further information about your rights and responsibilities under the ESOS Framework is available at: https://www.studyaustralia.gov.au/

TUITION FEE PROTECTION

The College is a member of the **Tuition Protection Service (TPS)**, an Australian Government initiative that safeguards international students in the event that their education provider is unable to deliver a course.

The TPS provides international students with access to:

- A suitable alternative course with another CRICOS-registered provider, or
- A refund of unspent tuition fees as calculated in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2024

If the College is unable to deliver the course in full, international students will be contacted directly by the TPS and provided with support to continue their studies or obtain a refund.
The TPS is a secure and transparent mechanism that ensures compliance with the ESOS legislative framework and protects the integrity of Australia's international education sector.
For more information, visit: https://tps.gov.au

PRISMS – PROVIDER REGISTRATION AND INTERNATIONAL STUDENT MANAGEMENT SYSTEM

The Provider Registration and International Student Management System (PRISMS) is a secure online system used by CRICOS-registered providers to meet their regulatory obligations under the ESOS Act and the National Code 2018.

PRISMS is administered by the Australian Government and interfaces directly with the Department of Home Affairs. It is the official system used to record, monitor and report on the enrolment and visa compliance of international students.

Through PRISMS, the College is required to:

- Issue Confirmations of Enrolment (CoE) to international students
- Report students who:
    - Fail to commence their course
    - Have their enrolment deferred, suspended, or cancelled
    - Breach visa conditions relating to attendance or course progress
- Maintain up-to-date enrolment data for each international student
- Ensure timely notification of any changes to a student's enrolment or status

The use of PRISMS ensures that:

- Students have evidence of their enrolment for visa purposes
- The Department of Home Affairs is aware of the status of each student visa holder
- Providers comply with Standards 2, 8, and 9 of the *National Code 2018*

Students are responsible for ensuring that their personal details, including their address, phone number, and email, remain current and accurate with the College at all times. This is

essential for maintaining compliance with student visa requirements and to allow PRISMS reporting to occur as required.

STUDENT RIGHTS

As an international student enrolled with the College, you have the right to:

- Receive quality education and training that meets the requirements of the *Outcome Standards for RTOs 2025, Education Services for Overseas Students Act 2000 (ESOS Act)* and the *National Code of Practice 2018*.
- Be treated fairly and respectfully by staff and fellow students, in an environment free from discrimination, harassment, and bullying.
- Access accurate and timely information about courses, support services, fees and refund arrangements, policies and procedures, and any changes that may affect your enrolment or study.
- Have your privacy protected in accordance with the *Privacy Act 1988* and the College's privacy policy.
- Access support services, including language, literacy, numeracy and digital (LLND) assistance, academic support, and wellbeing services.
- Be informed of your rights under the ESOS framework, including your right to:
    - receive a written agreement (Written Agreement and Letter of Offer) setting out fees, conditions, and refund policies before you accept your offer,
    - know your provider's obligations to maintain your enrolment and report breaches of visa conditions to the Department of Home Affairs,
    - access an internal complaints and appeals process that is free and fair, and
    - access an external complaints and appeals body if required.
- Request a review of decisions affecting your progress, enrolment, or wellbeing through the College's Complaints and Appeals Policy and Procedure.
- Have your academic achievements assessed fairly, consistently, and in line with the Assessment Policy and Procedure.

STUDENT RESPONSIBILITIES

As a student of the College, you are expected to:

- Comply with your visa conditions, including maintaining satisfactory course progress and attendance, as required under Standard 8 of the National Code 2018.
- Provide accurate and complete information at enrolment and update the College within seven days if your contact details change.
- Meet academic requirements and take responsibility for your own learning and participation in scheduled classes and assessments.
- Abide by College policies and procedures, including those relating to student conduct, course progress, academic integrity, and assessment.
- Treat others with respect and contribute to a safe and inclusive learning environment.
- Pay tuition and associated fees by the due dates outlined in your Written Agreement.
- Maintain valid overseas student health cover (OSHC) for the duration of your visa.
- Respect the property and facilities of the College and others.
- Follow lawful and reasonable instructions from College staff members.

- Failure to meet your responsibilities may result in disciplinary action and/or reporting to the Department of Home Affairs where required by law.

CONDITIONS OF YOUR VISA

As an international student on a Student visa (subclass 500), you must comply with the conditions attached to your visa at all times. These conditions are set by the Department of Home Affairs, and failure to comply can result in visa cancellation.

Key conditions may include (but are not limited to):

- **Maintain enrolment in a registered course** and ensure your course remains at the same or a higher AQF level unless otherwise permitted.
- **Achieve satisfactory course progress and attendance** as outlined in *Standard 8 of the National Code 2018*. The College is required to monitor your course progress and report unsatisfactory performance to the Department of Home Affairs.
- **Maintain valid Overseas Student Health Cover (OSHC)** for the entire duration of your stay in Australia.
- **Notify the College of your residential address and contact details** within seven (7) days of arrival in Australia, and of any changes within seven (7) days.
- **Do not work more than the permitted number of hours** (see section below) and only commence work when permitted.
- **Remain with your principal education provider** for at least six months, unless you are given permission to transfer (refer to *Standard 7 of the National Code 2018*).

It is your responsibility to be aware of your visa conditions. You can find a full list of conditions on your visa grant letter or by visiting the Department of Home Affairs website.

UNIQUE STUDENT IDENTIFIER (USI)

All students studying nationally recognised training in Australia are required to have a Unique Student Identifier (USI).

- A USI is a reference number that gives you access to your training records and results from all training completed in Australia.
- Without a USI, the College cannot issue you with a nationally recognised qualification or statement of attainment.
- If you have not already obtained a USI, the College can assist you to apply for one, or you can do so independently at www.usi.gov.au.
- If you already have a USI from previous study in Australia, you must provide this to the College at enrolment.

Students who have received a visa with conditions preventing application for a USI (e.g. offshore applicants not yet in Australia) may be temporarily exempted until they enter Australia.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances

https://www.usi.gov.au/exemptions

Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

PERMISSION TO WORK

As an international student, you must not work before your course commences. Once your course has started, you may work subject to the current visa conditions:

- From 1 July 2023, work conditions for international students were revised. Most students are permitted to work up to 48 hours per fortnight while their course is in session.
- During official course breaks, there is no limit on the number of hours you may work.
- It is your responsibility to ensure that you comply with these limits. Breaching work restrictions can result in the cancellation of your visa.

Important Notes:

- Work hours include both paid and unpaid work.
- Work must not interfere with your studies. The College may take disciplinary action or notify the Department of Home Affairs if your studies are being affected by excessive work commitments.

For the latest information on work rights and conditions, please visit the Department of Home Affairs.

OVERSEAS STUDENT HEALTH COVER (OSHC)

As a condition of your Student visa (subclass 500), you are required to maintain Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia.

OSHC provides access to:

- Medical and hospital treatment in Australia;
- Limited pharmaceuticals (prescription medicines); and
- Emergency ambulance services.

Your responsibilities:

- You must arrange and maintain OSHC from the day you arrive in Australia until the day you leave or your visa expires, whichever comes first.
- If the College arranges OSHC on your behalf, details will be provided in your Letter of Offer and Written Agreement.
- If you arrange OSHC yourself, you must provide evidence of coverage to the College at enrolment.

- You are responsible for renewing your OSHC policy before it expires and for understanding what is and isn't covered under your policy.

OSHC does not cover:

- Pre-existing conditions (within a waiting period),
- Dental, optical, or physiotherapy unless you take out additional cover,
- Some mental health services unless specified.

You may choose your own approved OSHC provider or use the provider arranged by the College. For more information, visit the Department of Health website: www.health.gov.au

FAIR WORK OMBUDSMAN

If you choose to work while studying in Australia, you are protected by Australian workplace laws. The Fair Work Ombudsman (FWO) provides free information and advice on your rights and responsibilities as an employee.

As a worker in Australia, you have the right to:

- Be paid at least the minimum wage;
- Receive a payslip each time you are paid;
- Work in a safe and healthy environment;
- Take breaks and rest periods;
- Be protected from unfair treatment or discrimination.

Your employer must not take advantage of your visa status. Even if you work in breach of your visa conditions, you are still entitled to fair pay and working conditions under Australian law.

How the Fair Work Ombudsman can help:

- Provide advice on your minimum pay and conditions;
- Assist with workplace disputes;
- Investigate underpayment claims;
- Support you in understanding your employment rights.

To learn more or to request assistance, visit the Fair Work Ombudsman website: www.fairwork.gov.au

You can also call the Fair Work Infoline on 13 13 94.

EDUCATION AGENTS

IESC works with a network of carefully selected education agents who are authorised to represent the College in promoting its courses and assisting international students with their application process. These agents act on behalf of the College but are not permitted to make decisions about admissions or enrolment.

Agent Responsibilities

Education agents must:

- Act honestly and in good faith
- Provide current and accurate information about IESC, its courses, fees, and facilities
- Provide accurate information on visa requirements and obligations
- Refer students to official government sources such as the Department of Home Affairs (DHA) for visa advice
- Protect the interests and welfare of prospective students

IESC ensures that all agents operate in accordance with Standard 4 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018. The College holds agents accountable for their conduct and will terminate agreements with any agent found to be dishonest, misleading, or acting against the best interests of students.

Student Responsibilities

Students should ensure that any education agent they engage:

- Is listed on the College's website as an authorised agent
- Provides transparent, accurate, and ethical advice
- Does not guarantee visa approval or promise employment outcomes
- Does not withhold your original documents or charge unreasonable fees

It is important to understand that you, the student, are ultimately responsible for the decisions you make during your enrolment and visa process—even if you are working with an agent.

Reporting Concerns

If you have concerns about the conduct of your education agent, or if you believe you have received misleading or inappropriate advice, you should notify the College immediately. You may also submit a formal complaint under the Complaints and Appeals process.

A list of authorised education agents representing IESC is available on the College website or upon request from Student Services.

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SECTION 3: ACADEMIC INFORMATION

VOCATIONAL EDUCATION AND TRAINING IN AUSTRALIAN

Australia's Vocational Education and Training (VET) sector plays a vital role in equipping students with the practical skills and knowledge required by employers across a wide range of industries. VET qualifications are nationally recognised and designed in consultation with industry to ensure relevance and quality.

Vocational Education and Training (VET) is competency-based training that prepares students for employment or further study. VET focuses on developing the skills and knowledge needed to perform effectively in a workplace. VET qualifications are delivered by Registered Training Organisations (RTOs), including TAFEs and private colleges such as IESC.

VET qualifications range from Certificate I to Graduate Diploma level and are recognised under the Australian Qualifications Framework (AQF). Many VET courses also provide pathways into higher education.

Qualifications and Statements of Attainment issued by the College are recognised across Australia. In turn, the College recognises AQF certification documentation issued by other RTOs. This process is called credit transfer, which enables students to avoid duplication of learning and move between providers or courses more easily.

COMPETENCY-BASED TRAINING AND TRAINING PACKAGES

Competency-based training (CBT) is an approach that focuses on outcomes rather than time-based delivery. Students are assessed on their ability to demonstrate that they have the required knowledge and skills as described in the relevant unit of competency.

Competency-based assessment is flexible and considers prior learning and workplace experience. Students are deemed either competent or not competent based on their ability to meet the performance criteria for each unit.

Training Packages are nationally endorsed documents developed by industry to define the skills and knowledge required for particular job roles. Each Training Package includes:

- Units of competency: the key building blocks of VET qualifications
- Qualification structures: outlining core and elective unit requirements
- Assessment requirements: specifying how competency must be demonstrated

Training Packages do not prescribe how training should be delivered. This allows the College to design flexible delivery and assessment strategies that suit the needs of students and industry.

COURSE ENROLMENT

Please review the College website which contains important information about our College, our courses and the Student Enrolment/ Application Form.

How to apply to study at IESC***:***

Step 1: Student reviews important documents from IESC *that outline the College's policies and procedures*
Step 2: Complete your application and ensure that the course is suitable for you:
Step 3: Submit your application
Step 4: The College Admissions team will review your application and confirm that the course is suitable for you
Step 5: If your application is successful you will be issued with a Letter of Offer and an International Student Agreement
Step 6: If you accept the enrolment offer, submit your signed Student Written Agreement and pay the required fees
Step 7: Acceptance and confirmation of your Enrolment
Step 8:Apply for your visa

Intake information

The college conducts new student intakes every five weeks. All learners are required to successfully complete the prerequisite units prior to progressing to the next block of study. For courses that include a work placement component, learners must complete all prerequisite units before commencing their work placement.

DELIVERY OF TRAINING

The College provides structured, engaging training that aligns with the requirements of the relevant Training Package. Training may include a combination of classroom-based instruction, practical activities, simulated environments, workplace learning and independent learning.
Training is delivered in accordance with Standard 1 of the Outcome Standards for RTOs 2025, ensuring that students are supported to attain the skills and knowledge described in the training product.

Students are required to undertake a minimum of 20 hours' study per week during terms. IESC's courses are structured to ensure the delivery and assessment process is both rigorous and relevant. This is comprised of 20 hours face to face classroom training, and 4 hours self-study per week. Some qualifications require work placement as part of the course, this has been identified in your written agreement if they are part of your course. Please see section below Work Placement / Work Integrated Learning

Face to Face Delivery

The face-to-face delivery includes lecture, videos, group activities, pair work and class presentations. Programs are designed to allow for the adoption of a range of learning approaches to cater for differences in learning preferences, learning interests and needs, and variations in learning opportunities. Students are expected to attend all scheduled training sessions and they are expected to undertake reading and research activities in their own time in conjunction with the delivery of face-to-face sessions.

Work Placement

Some courses offered by the College include a mandatory work placement component. This structured learning experience takes place in a real workplace and is an essential requirement for successful course completion.

Work placement allows you to:

- Apply your theoretical knowledge and skills in a practical, real-world setting
- Gain industry experience under supervision
- Meet the assessment requirements of specific units of competency
- Build professional confidence and employability skills
- Students enrolled in the Courses with Work Placement units are required to complete a minimum number of hours of structured work placement as part of their qualification. The RTO has designed a delivery model that supports both compliance with regulatory requirements and the wellbeing of students.
- Please refer to your letter of offer for specific work placement the minimum number of hours you need to complete

Work Placement Requirements

- Work placement is compulsory for certain courses and forms part of your overall course hours. You must complete the required number of hours to be eligible for graduation.
- You must attend the scheduled work placement orientation session prior to commencing your placement. You will be advised approximately five weeks prior to your placement when the orientation session will be held
- Work placement must be undertaken only with approved host organisations that meet the College's safety, supervision, and suitability standards.
- You must follow all workplace policies, including health and safety, confidentiality, and conduct expectations.
- A workplace supervisor will monitor your performance, and IESC workplace assessor will conduct scheduled workplace visits and assessments.
- You may not begin work placement until you have completed specified units and met any prerequisite training or licensing requirements.

- You are required to record your attendance in the Moodle platform each day you attend your Work Placement and instructions on how to do this will be given during the Work Placement orientation session.

Work Placement and Paid Employment

- Students who are already employed in relevant roles in the hospitality industry are able to have up to 20 hours of their paid employment recognised as work placement each week**.** This approach is explicitly permitted under the *National Code 2018* where students' existing, authentic workplace experience is relevant and appropriately supervised.
- During the work placement, you must continue to attend 20 hours of scheduled face-to-face/online training each week. This is mandatory for all students and is required by your visa.
- IESC will verify the suitability of your role and the workplace facilities prior to approval to use your paid employment for work placement hours
- This means you can complete 40 hours per week (20 hours in class/online + 20 hours in paid employment/placement), while still staying within your visa's work limit of 48 hours per fortnight.

Why This Is a Good Option

- You can complete your work placement requirements while earning an income.
- You don't have to give up paid work to attend unpaid placements – this helps avoid financial stress, sometimes called *"placement poverty"*.
- You gain real industry experience in a workplace that employs you, which is highly valued by future employers.

Important Rules

- You must still attend your 20 hours of face-to-face/online training every week – this cannot be replaced by work hours.
- Only employment in a relevant workplace (chef/cook roles in a commercial kitchen) can be counted towards placement.
- Your employer and the RTO must both approve and verify your work hours before they are recognised as placement.
- You must keep your work placement logbook up to date and have it signed by your supervisor each week.

Support During Placement

The College will provide you with a Work Placement Student information including your Workplace Log Book outlining expectations, workplace rights and responsibilities, and the support available to you during your placement. A dedicated Work Placement Coordinator is also available to assist you with preparation, placement allocation, and any issues that may arise while on placement.

Visa and Compliance Considerations

Work placement is classified as part of your formal study load and must be recorded in your Confirmation of Enrolment (CoE). Under Standard 11.2.3 of the National Code 2018, any work-based training included in your course must be necessary for you to gain your qualification and be appropriately supervised and assessed. You must attend your placement as scheduled and notify both the College and the host if you are unable to attend due to illness or another approved reason.

IESC will check your attendance, placement hours, and logbook regularly to make sure you are:

- meeting course requirements
- complying with visa conditions
- receiving the right support at work and in training.

If you have questions about how your work can count towards placement, please contact the Trainer or Work Placement Co-ordinator or Student Support Officer.

Self-Study

Successful completion of your course will require you to engage in unsupervised out of class self-study.

The purpose of self-study is to complement your formal class based learning by you completing a range of supplementary learning activities.

The research says that this improves your marks, understanding and confidence.

Self-study is designed to allow you some time to reflect and to research the unit you are studying at a deeper level and in your own time.

Self-study is a weekly activity, for a specified amount of time, which is in addition to your in-class study, and in addition to the assessments. It involves reading books and articles on the topic, watching educational videos, preparing your assessment tasks and working through practice questions to reinforce skills you have learned.

You are provided with a Self-Study Guide for each unit of competency. The Guide contains weekly learning activities, written exercises. and a guide to reading the text/learner guide by giving the page numbers for a set amount of reading for each week. The Self Study Guide is structured to assist you to:

- review and reinforce the learning content covered in class
- deepen understanding through the completion of learning activities
- undertake research in preparation for assessment completion

The amount of time students need to spend varies with the individual. However, the specified number of hours set for the week is appropriate for satisfactory course progression.

Your trainer will monitor your self-study activity by asking questions and conducting a discussion of the outcomes of the activity during your next training session.

LIBRARY

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

The State Library of New South Wales, part of which is known as the Mitchell Library, is a large heritage-listed special collections, reference and research library open to the public. It is the oldest library in Australia, being the first established in New South Wales in 1826

Library cards are free of charge. Students can sign up for a Library. Card **online** or when Students are at the Library.

With a Library card Students can:

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

The library's Proquest and EBSCO databases cover business, management, HR, marketing, finances, accounting, health, ageing and community services.

The databases are all online and are quick and easy use. Students can also consult online with a librarian if Students need any help in finding information.

IESC also has a library onsite at 140 Elizabeth Street with hard copy resource books covering a range of topics relating to our courses.

ASSESSMENT REQUIREMENTS

Assessment is a vital part of your training and ensures you have acquired the skills and knowledge required by each unit of competency in your course.
At the College:

- Assessment methods may include written tasks, projects, presentations, role plays, practical demonstrations and workplace evidence.
- You must submit assessments on time and complete them to a satisfactory standard in order to progress through your course.
- All assessments are conducted in accordance with the *Assessment Policy and Procedure*, which ensures validity, reliability, fairness, and flexibility.
- You will be given clear instructions, marking criteria, and reasonable timeframes for assessment tasks.
- If you are found not yet competent in a unit, you will be given feedback and an opportunity to be reassessed.
- Academic misconduct such as plagiarism, collusion, or cheating is not tolerated and may result in disciplinary action under the *Academic Integrity Policy*.

Your trainers and assessors are qualified and experienced, and they are there to support you in meeting assessment requirements. You are encouraged to ask questions and seek clarification whenever needed.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process that allows you to receive credit for skills and knowledge you have already acquired through formal or informal learning, work experience, or life experience.

- You may apply for RPL at the time of enrolment or during your course.
- To apply, you must provide valid, sufficient, current, and authentic evidence to demonstrate competence in the relevant units.
- The RPL process is conducted in line with the *RPL Policy and Procedure*, and you will be supported through the process by a qualified assessor.
- RPL decisions are based on the requirements of the relevant training package or accredited course.

Granting RPL does not reduce the duration of your visa automatically. If your course load is reduced as a result of RPL, the College must report this change to the Department of Home Affairs via PRISMS in accordance with *Standard 2 and Standard 8 of the National Code 2018*. Despite any reduction in course duration, the College will ensure you maintain a study load equivalent to 20 hours per week, making adjustments to your timetable or enrolment where necessary to meet this requirement.

Credit Transfer

Credit Transfer (CT) is the formal recognition of equivalent units previously completed at another Australian RTO or issuing body.

- You are eligible to apply for Credit Transfer if you have previously been awarded a Statement of Attainment or qualification that includes the same unit(s) of competency.
- Applications for Credit Transfer must be supported by certified copies of your academic transcripts.
- Additional fees are charged for Credit Transfer may apply.
- Credit Transfer decisions are made in accordance with the Credit Transfer Policy and Procedure.

If Credit Transfer is granted before or after the commencement of your studies and it results in a shorter overall course duration, this change will be reflected in your Confirmation of Enrolment (CoE) and reported to the Department of Home Affairs, as required under Standard 2 of the National Code 2018. Despite any reduction in course duration, the College will ensure you maintain a study load equivalent to 20 hours per week, making adjustments to your timetable or enrolment where necessary to meet this requirement.

RESULTS, CERTIFICATION AND STATEMENTS OF ATTAINMENT

Upon successful completion of all units of competency in a qualification, students will be issued with:

- A Certificate for the qualification, and
- A Record of Results listing all completed units

Where only part of a qualification is completed, the College may issue a Statement of Attainment listing the completed units. All AQF certification documentation is issued in accordance with the College's Certification Policy and the Compliance Requirements for the *Standards for RTOs 2025*.

Students may request a progress transcript at any time during their enrolment.

PLAGIARISM AND ACADEMIC INTEGRITY

All students are expected to maintain high standards of academic integrity. Academic integrity means being honest and responsible in all academic work. This includes submitting your own original work, acknowledging the ideas and contributions of others, and avoiding dishonest practices such as cheating, collusion, and plagiarism.

Plagiarism occurs when you use someone else's words, ideas, or work and present them as your own without proper acknowledgment. This includes copying from published sources, other students, or digital tools such as paraphrasing software or Artificial Intelligence (AI) platforms.

With the increased availability of AI tools such as ChatGPT and other content generators, it is important to understand that:

- Submitting work generated by AI as your own without attribution is considered academic misconduct.
- Using AI tools to assist with study or draft ideas must still comply with the College's expectations regarding originality and authorship.
- You must not rely on AI-generated responses to complete assessments unless explicitly permitted by your trainer or assessor.
- Where permitted, you must clearly acknowledge the use of AI tools in your submitted work, including which tool was used and how it supported your work.

Collusion is another form of academic misconduct and occurs when a student works with others to produce work that is supposed to be completed individually.

Contract cheating – submitting work completed by someone else, including paid services.

Such actions are considered serious breaches of the *Academic Integrity Policy* and may result in:

- Formal warnings;

- Re-assessment under supervision;
- Cancellation of results;
- Disciplinary action, including suspension or cancellation of enrolment (which must be reported to the Department of Home Affairs as required under *Standard 9 of the National Code 2018*).

Students are encouraged to seek clarification if they are unsure how to reference sources or complete tasks independently. Resources and academic support are available to help you meet integrity standards.

COURSE PROGRESS AND ATTENDANCE REQUIREMENTS

Understanding Your Academic Obligations

International students on a Student Visa are required by law to maintain satisfactory course progress and participate in full-time study, as outlined in Standards 8, 9 and 11 of the National Code 2018. These are visa conditions and failure to meet them can result in your visa being cancelled by the Department of Home Affairs.

The College monitors both academic progress and class attendance to ensure students remain on track and complete their course within the expected duration on their Confirmation of Enrolment (CoE).

Course Progress Requirements

To meet course progress requirements, students must:

- Achieve competency in at least 50% of their enrolled units in each term
- Submit all assessments by the due dates and participate in all assessment activities
- Engage in all required learning components, including face-to-face, distance, and self-study

If a student is at risk of not meeting course progress requirements, the College will contact the student and implement an intervention strategy. This may include:

- Additional support classes or tutorials
- Adjusted study plans
- Counselling or mentoring
- Referral to Student Support Services

If there is no improvement despite the intervention, the College is required to notify the Department of Education and report the student through PRISMS. Students have 20 working days to access the internal complaints and appeals process before any report is made.

Attendance Requirements

Attendance is monitored as a key factor affecting academic performance. Full-time study in Australia means:

- Attending 20 scheduled contact hours per week
- Being punctual and participating actively in all learning activities

- Notifying the College of any absences with valid documentation (e.g., medical certificate)

Students are expected to:

- Attend all classes according to their published timetable
- Notify the College in advance if they are unable to attend
- Catch up on missed content or assessments

Poor attendance is often associated with poor academic progress. Repeated absences without valid reason may trigger the College's Academic Monitoring Process and place the student at risk of being reported to immigration authorities.

Compassionate or Compelling Circumstances

If you are unable to meet course progress or attendance requirements due to circumstances beyond your control (e.g., serious illness, bereavement, natural disaster), you must notify the College immediately. You will need to provide supporting documentation, such as:

- Medical certificates
- Police reports
- Official documents from government or consular authorities

These situations will be assessed on a case-by-case basis. If approved, the College may suspend or adjust your study load without affecting your visa status.

Key Student Responsibilities

- Monitor your academic progress regularly
- Attend all scheduled classes and engage in learning activities
- Submit assessments on time
- Respond to College communication regarding intervention or support
- Seek help early if you are struggling academically or personally

Maintaining your course progress and attendance is essential for completing your qualification and complying with your visa conditions. If you are unsure about your responsibilities or need help, speak with your trainer, the Academic Manager, or Student Support Officer.

MISSED ASSESSMENTS AND REASSESSMENT

Missed Assessments:

- If you are unable to attend a scheduled assessment due to illness, personal circumstances, or other valid reasons, you must notify the College before the due date where possible.
- You may be asked to provide evidence (e.g. medical certificate) to support your absence.
- Where reasonable grounds exist, you will be given an opportunity to sit the assessment at an alternate time.

Reassessment:

- If you are assessed as Not Competent, your trainer will provide feedback
- Students who are not yet competent are provided with the opportunity of re assessment. (up to 2 attempts)
- There is a fee for re assessment please refer to the *Schedule of Fees and Charges*
- Repeated failure to complete or pass assessments may impact your course progress and result in intervention or reporting under visa regulations.

It is your responsibility to be aware of assessment dates, prepare adequately, and communicate early if difficulties arise.

SECTION 4: STUDENT SUPPORT

Student Support Services and Resources
IESC is committed to providing a high level of academic and personal support to all students throughout their training journey. The College recognises that students may come from diverse backgrounds and have varying needs, including support with language, literacy, numeracy, digital capability, health conditions or specific needs, emotional wellbeing, and adjustment to living in a new country.

In line with Standard 2 of the Outcome Standards for RTOs 2025 and Standard 6 of the National Code 2018, the College ensures that appropriate support services are available and accessible to assist students in achieving positive outcomes in their training and maintaining their wellbeing while studying in Australia.

All students and staff will be provided with training in the College's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The transition to life and study in a new country can involve significant adjustment. To support you during this period, the College provides a comprehensive orientation program prior to the commencement of classes. This program includes:

- An introduction to College policies, procedures and expectations
- A guided tour of the campus and its facilities
- Information on living in Australia, including local transport, shopping, health services, safety and emergency contacts
- Understanding your visa conditions, student responsibilities and access to complaints and appeals
- Cultural adjustment and respectful communication

- How to access academic and personal support throughout your course

Ongoing transition support is also available throughout your enrolment to assist with any personal, cultural, or academic concerns that arise.

INDIVIDUALISED SUPPORT PLANNING

To identify and meet the specific needs of each student, the College will:

- Determine individual support requirements during the pre-enrolment and orientation stages
- Ensure relevant staff (e.g. trainers, assessors and the Student Support Officer) are informed of identified support needs
- Continuously monitor and respond to emerging needs throughout the student's enrolment

Support needs may include, but are not limited to:

- Language, literacy, numeracy or digital capability (LLND) gaps
- Mental health or wellbeing concerns
- Learning difficulties or disabilities
- Cultural adjustment or social isolation
- Personal, family or financial issues
- Visa-related stress or accommodation difficulties

SUPPORT SERVICES AVAILABLE

The College provides or facilitates access to a range of support services at no additional cost to students, including free referrals to external providers; however, external service providers may charge their own fees. These services include:

Academic and Learning Support

- Language, literacy, numeracy and digital skills (LLND) assistance
- One-on-one academic coaching with trainers
- Flexible learning options or reasonable adjustment where required
- Access to supplementary materials such as eLearning modules, podcasts and YouTube tutorials
- Assistance with study planning, course progress and time management

Personal Support and Wellbeing

The College takes an holistic approach to student wellbeing. We understand that life circumstances, mental health, family matters, and emotional stress can affect your ability to concentrate and succeed.

If you are feeling overwhelmed, stressed, homesick, anxious or facing personal difficulties, you are encouraged to speak confidentially with the Student Support Officer. While the College does not employ in-house counsellors, we maintain a referral network of qualified external professionals, including:

- Mental health and counselling services
- Domestic violence and crisis support organisations
- Community health centres and welfare services
- Legal, tenancy and financial support agencies

All conversations are handled with sensitivity and confidentiality. Seeking support will never negatively impact your academic record or visa status.

Technology and Access

- Help with accessing College systems and learning platforms
- Support with using digital tools for assessment submission and communication
- Provision of assistive technology where needed

Legal, Visa and Community Referrals

- Basic advice on visa conditions and College responsibilities under the ESOS framework
- The College is not authorised to provide migration advice. If you require advice regarding your visa or immigration status, you will be referred to a registered migration agent or legal practitioner. A list of registered agents can be found on the Office of the Migration Agents Registration Authority (OMARA) website: www.mara.gov.au
- Access to Fair Work Ombudsman resources on employment rights
- Information on tenancy services, consumer protection and budgeting advice

Disability and Access Support

The College is committed to equity and inclusion. If you have a disability, health condition or additional support needs, we encourage you to notify the Student Support Officer early so that reasonable adjustments can be discussed and implemented. These may include:

- Modifications to physical access or learning environments
- Alternative formats for learning materials
- Adjustments to assessment methods
- Assistance with assistive technology
- Additional academic support

All adjustments are made in consultation with the student and in accordance with the principles of fairness, dignity and safety.

While the College is committed to making reasonable efforts to meet student needs sometimes those needs are beyond the assistance that can reasonably be provided by the College. In these circumstances, individuals who require substantial additional help with their literacy, numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.

Other Support Services

In addition to academic and personal support, the College can also assist with:

- Accommodation referrals: Information on short- and long-term housing options
- Transport and travel advice: Public transport routes and student discounts (if eligible).

- Community engagement: Information on local events, support groups and social clubs to help students build connections and enjoy their time in Australia

Confidentiality and Access

- Students are encouraged to seek assistance as early as possible. Support is provided in a confidential, respectful and culturally safe manner. Students will never be penalised or disadvantaged for seeking help.
- All students and staff receive training in the College's obligations under the ESOS framework, including how to identify when a student may require support

CRISIS, SAFETY AND EMERGENCY SUPPORT

Your safety and wellbeing are of utmost importance to the College. If you are experiencing a crisis or emergency situation, you can access support through:

- The College's **24-hour emergency contact number** (see Section 1 of this handbook)
- Direct assistance from College staff during office hours
- Referrals to police, medical, housing or welfare services where necessary
- On-campus emergency procedures and trained first aid personnel

Please report any incidents, concerns or emergencies to College staff immediately so that assistance can be provided.

ACCESSING SUPPORT

- You can request support at any time by contacting the **Student Support Officer** in person, by phone or by email. Appointments can be made for private, face-to-face or online meetings. Interpreter services may also be arranged if required.
- The College encourages all students to seek help early — no problem is too small. You are not alone, and support is always available.

ROLES AND RESPONSIBILITIES

The **Student Support Officer** is the designated point of contact for all student support matters. This role includes:

- Co-ordinating the delivery of support services across the College
- Assisting the College to meet its obligations under the ESOS Framework
- Assisting students in managing personal, academic and domestic challenges
- Maintaining a register of support services and up-to-date referral contacts
- Recording all support interactions in accordance with privacy legislation

Trainers and the Academic Manager are responsible for responding to academic concerns and referring students to support services as appropriate. Academic matters that may require intervention include:

- Assessment difficulties or repeated failures
- English language proficiency
- Learning support needs
- Course progression issues or disengagement
- Transitioning between courses or provider

CRITICAL INCIDENTS AND SAFETY

IESC is committed to maintaining a safe and supportive learning environment for all students. The College takes all reasonable steps to protect the health, safety and wellbeing of students during their studies and while participating in activities related to their course.

A critical incident is defined as a traumatic event or the threat of such an event which causes extreme stress, fear or injury. It may affect a student directly, or impact others within the College community. All critical incidents are treated seriously and are managed with sensitivity, urgency and professionalism.

What is a Critical Incident?

Critical incidents may include (but are not limited to):

- Serious injury, illness or death of a student or staff member
- A student or staff member going missing or being a victim of assault
- Natural disasters such as fire, flood or earthquake
- Domestic or international terrorist threats or events
- Serious threats to physical or emotional wellbeing (e.g. mental health crisis)
- Involvement in a serious traffic or other accident
- Drug or alcohol-related incidents
- Instances of physical or sexual assault, including harassment
- Incidents requiring police or emergency services intervention

How Critical Incidents Are Managed

The College has a Critical Incident Management Policy and Procedure in place to ensure that incidents are dealt with promptly and appropriately. Key steps include:

- Immediate action to ensure the safety and welfare of all involved
- Contacting emergency services where required (000 for Police, Fire or Ambulance)
- Notifying the Critical Incident Coordinator (usually the CEO or delegated officer)
- Providing support to affected individuals, including access to counselling or referral services
- Keeping records of the incident and the College's response
- Reporting the incident to regulators where required (e.g. PRISMS reporting if a student's wellbeing or enrolment is affected)
- Following up with students and staff post-incident to ensure wellbeing and safety

The Critical Incident Coordinator is responsible for overseeing the incident response and ensuring that appropriate actions are taken in accordance with policy and legislative requirements.

SAFETY ON CAMPUS

Student safety is a shared responsibility. The College promotes a culture of respect, awareness and proactive risk management. Students are expected to:

- Comply with all safety instructions and emergency procedures
- Report hazards, risks or concerning behaviour to staff immediately
- Refrain from actions that endanger themselves or others

- Cooperate with College staff and emergency services during evacuations or drills

Campus safety measures may include:

- Emergency exits and evacuation maps in each room
- Fire safety equipment and first aid kits
- Regular evacuation drills and staff training
- Secure storage of personal belongings
- Surveillance or monitoring where appropriate

Personal Safety and Support

The College also provides guidance to international students on personal safety while living and studying in Australia. This includes:

- How to travel safely on public transport or at night
- Understanding local laws and emergency contacts
- Tips for protecting personal information and belongings
- Respectful relationships and personal boundaries
- Accessing counselling or wellbeing services when needed

Students are strongly encouraged to keep their emergency contact details up to date with the College and to inform staff if they feel unsafe or unwell at any time.

In an Emergency

In an emergency, always call **000** for police, fire or ambulance services.
The College's **24-hour emergency contact** for international students is: **Annie Jin 0401006767**
Available 24 hours a day, 7 days a week.

Emergency Evacuation Procedures

IESC is committed to ensuring the health, safety and wellbeing of all students, staff and visitors. Emergency evacuation procedures are in place to ensure an organised and safe response in the event of an emergency such as a fire, gas leak, chemical spill, threat of violence or other safety-related incidents.

All students are expected to be familiar with the College's emergency evacuation protocols and to follow the directions of staff during any emergency or drill.

When an Emergency Occurs

If an emergency occurs on campus, the following actions must be taken:

1. Remain calm and follow all instructions from College staff or wardens.
2. Immediately evacuate the building when directed by the fire alarm or a staff member.
3. Do not use lifts or elevators during an evacuation.
4. Proceed to the designated Assembly Area, which is clearly marked on evacuation diagrams located throughout the campus.

5. Do not re-enter the building until the all-clear is given by the Chief Warden or emergency services.

Evacuation Diagrams
Evacuation diagrams are displayed in all classrooms, hallways and public spaces. These diagrams show:

- The location of emergency exits
- The nearest fire extinguishers and hose reels
- The evacuation route to the Assembly Area
- The location of the Assembly Area

Students should familiarise themselves with these diagrams as part of their orientation and daily awareness.

HOLIDAYS, SPECIAL LEAVE AND SICK LEAVE

The College understands that students may occasionally need time away from their studies for health reasons, personal matters or religious and cultural observances. However, because of the conditions of a student visa and the structured nature of vocational education and training, all absences must be managed carefully in accordance with visa and academic requirements.

Holidays and Term Breaks
The academic calendar includes scheduled term breaks and holidays. These breaks are built into your course duration and are the appropriate time to take extended personal leave or plan travel.

Students are not permitted to take holidays during study periods unless compassionate or compelling circumstances apply, and prior approval has been granted by the College.

SECTION 5: COMPLAINTS, APPEALS AND COURSE VARIATIONS

COMPLAINTS AND APPEALS

The College is committed to providing a positive and fair learning environment. All students have the right to raise concerns or complaints and to appeal decisions that affect their enrolment, academic progress, or experience at the College. The complaints and appeals process is designed to ensure all matters are handled respectfully, promptly, and in line with relevant standards and legislation.

Making a Complaint

A complaint is a statement of dissatisfaction with an aspect of your experience at the College. You have the right to raise concerns in a respectful and constructive manner, and to expect that these will be addressed fairly, promptly, and without negative consequences to you.
You are encouraged to resolve minor concerns informally by speaking with the relevant staff member or a Student Support Officer. If the matter is not resolved, or is more serious, you may submit a formal complaint using the Student Complaint Form.

There is no cost to lodge a complaint with the College.

You may make a complaint about any of the following:

- The College's education agents
- The actions or decisions of the College itself
- A staff member or trainer/assessor
- Another student
- Discrimination, bullying, harassment or vilification
- Academic or administrative decisions
- Course delivery, resources, or assessment processes
- The quality of services provided
- Misconduct or inappropriate behaviour
- Breaches of privacy or confidentiality
- Access to support services or facilities

The College will ensure all complaints are acknowledged, investigated fairly and confidentially, and resolved in a timely manner, consistent with the principles of natural justice and procedural fairness.

Lodging an Appeal

An appeal is a formal request to have a decision reviewed. This may include decisions about:

- Assessment outcomes
- Course progress or attendance monitoring
- Deferral, suspension, or cancellation of enrolment
- Complaints that you believe were not resolved fairly

You must lodge your appeal in writing within 20 working days of being notified of the original decision. The Student Appeals Form is available from Student Support or the College's website.

Process and Timeframes

The College follows a structured, three-stage process for all complaints and appeals:

1. Internal Review – Informal Resolution

Most issues are resolved at this stage through discussion with the staff member involved or with support from Student Services.

2. Internal Review – Formal Investigation

If unresolved, a formal written complaint or appeal is investigated by a senior staff member not involved in the original decision. You will receive a written response, normally within 10 working days.

3. External Appeal

If you are dissatisfied with the outcome of the internal process, you may seek an independent external review through:

- the Overseas Students Ombudsman at http://www.oso.gov.au/making-a-complaint phone:1300 362 072. The Commonwealth Ombudsman does not handle complaints about the quality of education being provided.
- The Resolution Institute can address these types of complaints. In addition, the Resolution Institute, the national association of dispute resolvers, is an appropriate third party. Head Office details as follows:

  Address: Level 1, 13 Bridge Street Sydney NSW
  Phone: (+61 2) 9251 3366
  Free call: 1800 651 650
  Email: infoaus@resolution.institute
  Website: https://www.resolution.institute

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

Your Rights and Responsibilities

- You may be accompanied by a support person or advocate throughout the process.
- The College will maintain your enrolment while the internal process is underway.
- No fees apply to lodging a complaint or appeal with the College.
- You must lodge your appeal within the specified timeframes to avoid cancellation of your CoE.

Confidentiality and Fairness

The College treats all complaints and appeals with confidentiality and impartiality. No student will be victimised for raising a concern or lodging an appeal. Records of complaints and appeals are securely maintained and monitored for patterns that may indicate areas for improvement.

Contact for Assistance

If you need help with the complaints or appeals process, please contact:

Student Support Services

Email:admin@iesc.nsw.edu.au

Phone: (02) 8068 4336

In person: Level 5, 140 Elizabeth Street Sydney 2000

COURSE VARIATIONS

During your studies, there may be circumstances where changes to your course enrolment are required. These changes, referred to as course variations**,** may be initiated by you or by the College and must be carefully managed to ensure compliance with your student visa conditions.

What Is a Course Variation?

A course variation refers to any change to your enrolment that affects your Confirmation of Enrolment (CoE). This may include:

- Deferring your course commencement
- Taking a temporary leave of absence (suspension)
- Changing courses or training products within the College
- Extending or shortening your course duration
- Cancelling your enrolment (withdrawal)
- Changes due to Credit Transfer or Recognition of Prior Learning
- Changes in delivery mode or study location

All course variations must be formally approved and recorded. Where required, the College will update your CoE and report the change to the Department of Home Affairs via PRISMS.

Student-Initiated Course Variations

If you need to vary your enrolment, you must submit a Course Variation Request Form along with any required supporting documentation. Common reasons for requesting a variation include:

- Compassionate or compelling circumstances (e.g. illness, bereavement, serious family issues)
- Academic advice from your trainer or Student Support
- Applying for Credit Transfer or Recognition of Prior Learning (RPL)
- Transferring to a different course or unit of competency

Your request will be assessed by the College, and you will be notified in writing of the outcome. **Important:** If your enrolment is suspended or deferred for any reason, or if your course duration changes, this may affect your visa. It is your responsibility to contact the Department of Home Affairs for advice on maintaining your visa status.

College-Initiated Course Variations

The College may vary your enrolment under specific circumstances, including:

- Unsatisfactory course progress or attendance (as per the Course Progress and Attendance Policy)
- Academic misconduct or breaches of College policies
- Non-payment of fees
- If the College is unable to deliver the course as originally offered

You will be notified in writing of any College-initiated changes, given an opportunity to respond, and informed of your right to access the internal appeals process.

Compassionate or Compelling Circumstances

Where a course variation is based on compassionate or compelling reasons, you may be asked to provide evidence such as:

- Medical certificates
- Police reports
- Death certificates or statutory declarations
- Letters from social workers or community leaders

These documents must be in English or accompanied by a certified translation. The College will assess your request in accordance with Standard 9 of the National Code 2018.

Recordkeeping and PRISMS Reporting

All approved course variations are recorded in your student file. Where required by legislation, the College will update your CoE and report changes to the Department of Home Affairs through the PRISMS system.

You will receive a copy of your updated CoE or written confirmation once the variation has been processed.

DEFERRING, SUSPENDING OR CANCELLING A COURSE

Under specific circumstances, your enrolment at the College may be deferred, temporarily suspended, or cancelled. These changes must be formally recorded and, where applicable, reported to the Department of Home Affairs via PRISMS, in accordance with the Education Services for Overseas Students Act 2000 and the National Code 2018.

Student-Initiated Requests

You may apply to defer, suspend, or cancel your enrolment by submitting a Course Variation Request Form along with supporting evidence. Acceptable reasons may include:

- Serious illness or injury (with medical certificate)
- Bereavement of close family members (parent, sibling, spouse, child)
- Major trauma or a natural disaster in your home country
- Compelling personal circumstances beyond your control

The College will assess your request in line with the requirements of the National Code 2018 and consider any compassionate or compelling circumstances you provide. You will be advised of the outcome in writing.

Important: A deferment or suspension of enrolment may affect your student visa. You should seek advice from a registered migration agent or contact the Department of Home Affairs.

Provider-Initiated Suspension or Cancellation

The College may suspend or cancel your enrolment if you:

- Fail to meet your academic progress or attendance requirements
- Commit serious misconduct or breach of the Student Code of Conduct
- Provide fraudulent or misleading documentation
- Fail to pay fees by the due date or breach other conditions of your written agreement

Before taking any such action, the College will:

- Notify you in writing of its intention to suspend or cancel your enrolment
- Provide you with 20 working days to access the internal complaints and appeals process
- Maintain your enrolment while any appeal is in progress

If the outcome upholds the College's decision, your enrolment will be updated in PRISMS and may affect your visa status.

Resumption of Studies

Students returning from an approved deferment or suspension will be supported to recommence study at the earliest opportunity, and the College will provide a revised training plan where necessary.

WITHDRAWAL AND CANCELLATION OF ENROLMENT

You may apply to withdraw from your course by completing a Course Variation and Withdrawal Form. Your withdrawal will be recorded in PRISMS and reported to the Department of Home Affairs, which may impact your student visa.

The College may also initiate cancellation of your enrolment due to:

- Academic misconduct or poor course progress
- Non-payment of fees
- Breach of visa or enrolment conditions
- Behaviour that contravenes the Student Code of Conduct

In such cases, you will be notified in writing of the intention to cancel your enrolment and given the opportunity to access the College's complaints and appeals process within 20 working days. Enrolment will not be cancelled until the process is complete or withdrawn by you.

TRANSFERRING TO ANOTHER PROVIDER

Under the *National Code 2018*, international students are restricted from transferring between registered education providers prior to completing the first six months of their principal course of study, unless:

- Exceptional circumstances apply, or
- The student is granted a release from their current provider.

IESC will only consider a release where the student provides a valid Letter of Offer from another CRICOS-registered provider. Students must complete the *Request to Transfer to Another Provider* form, and if approved, a release will be issued at no cost.

All requests for transfer, including approvals and refusals, are recorded in PRISMS, and a copy of the outcome is placed on the student's file.

If a transfer request is denied, the College will provide written reasons for the decision. Students have the right to appeal the decision through the College's internal complaints and appeals process within 20 working days.

Note: Students who have not yet completed six months of their principal course must not submit a Confirmation of Enrolment (CoE) from the new provider unless a release is granted.

Transfer Request Process:

a. Visit reception and complete the *Request to Transfer to Another Provider* form.
b. Provide a written explanation and supporting evidence outlining the reason for the request.
c. Book an appointment with the Student Service Manager to discuss the request.
d. During the meeting, the Student Service Manager will:
   - Explain the criteria for approval or refusal.
   - Evaluate whether the request is in the student's best educational interest.
   - Discuss any circumstances that may be considered detrimental to the student.
e. The decision will be made within 5 working days, unless additional documentation is required.
f. In straightforward cases, the Student Service Manager may sign off the application immediately.
g. Where further information is required, this will be documented, and the student will be advised of next steps.
h. If the request is denied, the student will be informed of their right to access the College's complaints and appeals process.
i. All documentation is retained on the student's file and recorded in the Student Management System (SMS).

EXTENSION OF STUDENT STUDY DURATION

IESC will only extend a student's enrolment duration if it is evident the student cannot complete their course within the expected duration as specified on the CoE due to:

- Compassionate or compelling circumstances (e.g. serious illness, supported by medical evidence, or unavailability of prerequisite units).
- Implementation of an intervention strategy for students at risk of not meeting satisfactory course progress.
- Approval of deferment or suspension of studies under Standard 9 of the National Code 2018.

Where an enrolment load variation affects the expected course duration, IESC will:

- Record the variation and its reasons in the student's file and the SMS.
- Report the change to the Department of Education through PRISMS and issue an updated CoE.

Students are responsible for contacting the Department of Home Affairs to understand the impact of this change on their visa, including the possibility of needing to apply for a new visa.

Unless covered by the above conditions, the student's course duration will not exceed the CRICOS-registered duration.

Reduction of Student Study

If a student is granted Recognition of Prior Learning (RPL) or Credit Transfer after course commencement, IESC will reduce the duration of the course on PRISMS and issue an updated CoE reflecting the new end date.

If a student completes their course earlier than the expected end date, IESC will notify the Department of Education through PRISMS of the early completion.

Where course duration is reduced, the College will ensure that students continue to meet their visa requirements by maintaining a full-time study load of at least 20 scheduled course contact hours per week, in accordance with the National Code 2018.

Refunds

Refund Eligibility

The College has a fair and transparent refund policy, which complies with the *Education Services for Overseas Students Act 2000*, the *National Code 2018*, and the *ESOS (Calculation of Refund) Specification 2024*. Refunds are calculated depending on the timing of the student's withdrawal or cancellation and whether the visa was refused.

A full copy of the Refund Policy is available on the College website and can also be requested from Student Services.

Situations Where a Refund May Be Granted

Refunds may be granted in the following circumstances:

- **Student visa refusal** (before or after the course start date)

- **Withdrawal** of enrolment prior to course commencement
- **Course not delivered** due to provider default
- **Student unable to commence** due to compassionate or compelling circumstances (supporting documentation required)
- **Overpayment or administrative error**

Situations Where a Refund May Not Be Granted

You may not be eligible for a refund if:

- You withdraw after the course commencement without compassionate or compelling reasons
- You are found to have provided false or misleading information
- You are terminated from the course for misconduct
- You cancel without providing the required notice period

How to Apply for a Refund

1. Submit a Refund Request Form, available from Reception or the student portal.
2. Attach supporting documentation (e.g. visa refusal notice, medical certificate).
3. The application will be reviewed in accordance with the College's Refund Policy.
4. You will be advised of the outcome in writing within 10 working days.

Refunds will be paid:

- To the person who entered into the contract with the College (usually the student) or student nominated person.
- In the original method of payment where possible
- In Australian dollars, unless otherwise agreed

Government Guidelines

The College's refund process is compliant with the ESOS Act 2000, National Code Standard 3, and the 2024 Refund Specification, which sets out minimum amounts to be refunded in specific circumstances.

For more information about your rights, visit:

- https://www.studyaustralia.gov.au
- https://www.legislation.gov.au/Details/F2024L00412 – ESOS (Calculation of Refund) Specification 2024

STATUTORY COOLING-OFF PERIOD

Under Australian Consumer Law, international students are entitled to a statutory cooling-off period when entering into a contract for services, including enrolment in a course with a registered provider.

IESC provides a ten (10) business day cooling-off period from the date a student signs the Written Agreement. During this time, students may withdraw from their course without

incurring financial penalty, provided that training and assessment have not yet commenced and no material costs have been incurred on their behalf.

To exercise your right to withdraw during the cooling-off period, you must notify the College in writing by submitting a Withdrawal Form to Student Services. If your request is received within the cooling-off period and meets the conditions above, any tuition fees paid will be refunded in full.

It is important to note that:

- The cooling-off period does not apply once training or assessment activities have commenced.
- The cooling-off period is separate from the provider's refund policy, which applies in
- all other circumstances.

If you have any questions about the cooling-off period or your enrolment rights, please contact Student Services for further information and support.

SECTION 6: ADMINISTRATIVE AND GENERAL INFORMATION

STUDENT CARD

All enrolled students at IESC are issued with a Student Identification Card. This card is an important form of identification and must be carried at all times while on campus. It is used to:

- Access campus facilities
- Confirm your identity during assessments
- Provide proof of student status for transport concessions (if eligible) and student discounts (if eligible).

If your card is lost, stolen, or damaged, you must report it to Reception immediately. A replacement card can be issued for a fee.

CHANGE OF ADDRESS OR CONTACT DETAILS

As part of your visa conditions, you are required by law to notify the College of any change in your residential address or contact details within 7 days of the change.

You must ensure your contact information with the College is always up to date, including:

- Residential address
- Mobile phone number
- Email address
- Emergency contact details

To update your information, please visit Reception and complete a Change of Contact Details Form.

Failure to update your details may result in serious visa compliance issues.

STUDENT RECEPTION AREA

The Student Reception Area is your central point of contact for:

- Course advice and academic support
- Personal support and wellbeing
- Information about College policies and procedures
- Forms, letters, and official documents
- Support with complaints or appeals
- Orientation and transition services

Friendly Student Support Officers are available to help you navigate college life and connect you with relevant services both on and off campus.

The area is open from 8:00am to 7:30pm, Monday to Friday.

RECEPTION AND SOCIAL ACTIVITIES

The College Reception is located at the main entrance on Level 5, 140 Elizabeth Street Sydney and is your first point of contact for general enquiries. Reception staff can assist with:

- Timetable and room information
- Appointments with staff
- Collecting or submitting documents
- Lost property

In addition, the College organises regular social and cultural activities throughout the year to support student wellbeing, promote cultural exchange, and encourage new friendships. Activities may include:

- Welcome events and student BBQ's
- Group excursions to local attractions
- Cultural celebration days
- End-of-term functions

Participation in social activities is optional but strongly encouraged as a way to build a sense of community and make the most of your experience as an international student.

General Campus Guidelines and Classroom Behaviour

The College is committed to providing a safe, respectful and inclusive learning environment. Students are expected to behave in a manner that supports a positive learning experience for all.

General Campus Expectations

- Respect College staff, fellow students, and property at all times
- Follow all safety instructions and campus signage
- Keep common areas clean and tidy
- **Smoking is not permitted in areas of the college**. (fines apply)
- Use mobile phones responsibly and turn them off during class
- Dress appropriately for an educational environment

Classroom Behaviour

Students are expected to arrive on time, be prepared, and actively participate in class. Disruptive behaviour, including excessive talking, inappropriate language, or refusal to follow reasonable directions from trainers, is not tolerated. Breaches of classroom conduct may result in disciplinary action in line with the Student Code of Conduct.

Banking, Doctors, Dentists, Hospitals, Transport

Banking

It is recommended that students open an Australian bank account soon after arrival. You will need your passport, visa, and Confirmation of Enrolment (CoE) to open an account.

Medical Services

If you need medical assistance, the College can refer you to local doctors, dentists, or hospitals. You may also search for health providers directly using your Overseas Student Health Cover (OSHC) provider's website.

Nearby services include:
General Practitioners (GPs) – routine medical care
Dentists – for dental check-ups or emergencies
Hospitals – for emergencies and specialist care

Medical Assistance

Following are contact details for medical centres, opticians and dentists that are located close to the College.

Medical & Dental Centre
44 Town Hall Arc, Sydney NSW 2000
Tel: (02) 9267 5399

Town Hall Medical Centre
Shop 41 Town Hall Square, (Town Hall Station), Sydney NSW 2000
Tel: (02) 9267 5399

Hospital

St Vincents Hospital Sydney
390 Victoria Street Darlinghurst Sydney 2010
Tel : (02) 8382 1111

Public Transport
Public transport options include buses, trains, and light rail depending on your location. Students. (NSW does not provide travel concessions unless with an eligible scholarship)

The Student Reception Area can assist you with information on local services and directions.

LIVING & STUDYING IN AUSTRALIA

Australia offers a high standard of living. The cost of living varies by location, lifestyle, and accommodation type, but students typically spend between AUD 1,400 and AUD 2,500 per month. This includes rent, food, transport, utilities, study materials, and personal expenses.

For a full academic year, the estimated total is between AUD 20,000 and AUD 36,000.

- **Accommodation**: Shared rental (AUD 95–215/week); Homestay (AUD 235–325/week)
- **Groceries/Transport/Utilities**: AUD 100–150/month for transport; AUD 300–500/month for food
- **Emergency funds**: Maintain a buffer of AUD 500–1,000 for unexpected costs

Use the Study Australia Cost of Living Calculator (studyaustralia.gov.au) for tailored estimates based on city and lifestyle.

Working While Studying
Students on a student visa may work up to 48 hours per fortnight during study periods and unlimited hours during breaks. Part-time jobs help with living costs and offer workplace experience.

Support and Safety Considerations
Australia is welcoming, but rising living costs and limited housing availability can be challenging. Some students face financial hardship or unsafe accommodation situations. The

College provides access to:

- Financial and welfare information/support
- Food assistance referrals
- Safe housing information
- Emergency counselling and wellbeing services

Students are encouraged to contact Student Support as early as possible if facing difficulties.

Study Costs and Financial Assistance
Tuition Fees**:** Vary widely (approx. AUD 14,000–36,000/year)
Scholarships**:** Available through government, institutions, and private sources

Budget strategies**:** Cook at home, use public transport, and share accommodation
Student discounts**:** Public transport (not in NSW), retail, and events

Comparing Cities

- Most Expensive**:** Sydney, Melbourne
- More Affordable: Adelaide, Brisbane, Hobart, Canberra

Takeaways for Students

Area	Summary
Budgeting	Plan for AUD 1,400–2,500/month; maintain emergency savings
Accommodation	Shared housing: AUD 95–215/week; Homestay: up to AUD 325/week
Food & Utilities	AUD 400–600/month combined
Work Rights	48 hours/fortnight during term; unlimited in holidays
Support Services	Student Support provides financial, housing, and welfare guidance
Location Costs	Consider smaller cities for more affordable living

Additional Resources

- Study Australia Cost of Living Calculator (studyaustralia.gov.au) for tailored estimates based on city and lifestyle.
- Job Search and Budget Tips are available through the Student Support Area.
- Department of Home Affairs for visa and work rights

Safety and Cultural Adjustment

Students should:

- Learn local laws and customs
- Access orientation programs
- Engage in social activities to build connections
- Report any safety or wellbeing concerns to the Student Support Team

Help is always available. You are encouraged to ask for support early to ensure a positive and safe experience while studying in Australia.

Accommodation Options

Students may choose from several types of accommodation, including:

- **Homestay** – live with an Australian family
- **Shared accommodation** – rent a room in a shared house or apartment
- **Student housing** – purpose-built residences for students

Homestay

Homestay provides a unique opportunity to live with a local family, practise English, and learn about Australian culture. The College works with trusted homestay providers to ensure safety and suitability.

If you require assistance finding accommodation or homestay, please contact Student Services.

SCHOOLING FOR DEPENDANTS

If you are an international student with school-aged dependants accompanying you to Australia, you are required to ensure they are enrolled in and attending school during your period of study.

Key considerations:

- Dependants must attend a government or registered non-government school
- You may be required to pay international student tuition fees for your dependants
- Evidence of appropriate schooling arrangements may be required as part of your visa conditions

The College can provide general advice and refer you to local schools, but it is your responsibility to arrange enrolment and cover any associated costs.

SECTION 7: LEGISLATIVE AND REGULATORY RESPONSIBILITIES

The College is committed to full compliance with Australian legislation and regulatory frameworks. All operations, services, and training and assessment activities are conducted in accordance with the law, and students are expected to cooperate with these obligations throughout their enrolment.

International students studying in Australia are protected under a broad range of Commonwealth and State legislation. Below is an overview of the key legislative and regulatory responsibilities relevant to the College and your rights as a student.

LEGISLATIVE AND REGULATORY RESPONSIBILITIES

The College must comply with all laws relevant to delivery of education services to international students. This includes:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Outcome Standards for NVR Registered Training Organisations 2025
- Migration Act 1958 (Cth) (insofar as it affects student visa obligations)
- Work Health and Safety (WHS) legislation
- Privacy legislation

- Anti-discrimination and equal opportunity legislation
- Fair Work and employment-related legislation
- Copyright and intellectual property law

The College provides induction, policies, and ongoing support to ensure students understand their rights and responsibilities under these laws. Staff are regularly trained in their legal obligations to ensure safe, lawful and equitable operations.

Work Health and Safety Act 2011 (NSW)
The Work Health and Safety Act 2011 (NSW) requires the College to provide a safe environment for students, staff and visitors. This includes:

- Identifying and managing risks
- Maintaining clean and accessible facilities
- Reporting and investigating hazards and incidents
- Providing clear safety procedures (e.g. emergency evacuation plans)

Students must follow all safety instructions and report hazards or injuries to College staff without delay.

Privacy Act 1988 (Cth)
The Privacy Act 1988 governs how the College collects, stores, uses and discloses personal information. Under the Act:

- Students' personal and academic records are securely stored
- Information is only shared with third parties (e.g. government departments, agents) when legally required or with student consent
- Students may request access to their records at any time

The College's Privacy Policy outlines how your information is managed. You are encouraged to contact Student Services if you have any concerns.

Anti-Discrimination and Equal Opportunity Legislation
The College is committed to a learning environment that is inclusive, respectful and free from discrimination or harassment. The following laws apply:

- Anti-Discrimination Act 1977 (NSW)
- Sex Discrimination Act 1984 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Racial Discrimination Act 1975 (Cth)

Unlawful discrimination includes treating someone unfairly based on gender, race, religion, disability, age, or sexual orientation. Students who feel they have experienced discrimination or harassment are encouraged to contact the Student Support Officer or lodge a formal complaint through the College's Complaints and Appeals Process.

Copyright Act 1968 (Cth)
The Copyright Act 1968 protects intellectual property rights in Australia. Students must:

- Not copy, share or distribute learning materials without permission

- Not download or share films, music or software illegally
- Only use College resources for educational purposes

Academic honesty and respect for intellectual property are essential to your studies. The College's Academic Integrity Policy outlines expectations around use of materials, referencing, and plagiarism.

Fair Work Act 2009 (Cth)
The Fair Work Act 2009 sets out minimum workplace rights and protections in Australia. If you work part-time or casually while studying, you are entitled to:

- A minimum wage
- Payslips and fair work conditions
- Protection from exploitation or underpayment

International students can seek assistance from the Fair Work Ombudsman at www.fairwork.gov.au. The College can also refer you to support services if you experience unfair treatment in the workplace.

SECTION 8: FEEDBACK AND CONTINUOUS IMPROVEMENT

STUDENT FEEDBACK

Your feedback is important. It helps the College understand what is working well and what could be improved. We encourage you to share your thoughts and experiences throughout your course. Opportunities to provide feedback include:

- Orientation surveys
- Unit or module evaluations
- Support services feedback
- End-of-course surveys
- Complaints and suggestions

You may also provide feedback directly to a trainer, student support staff member, or via the College's anonymous feedback form, available at Reception.

The feedback process is safe and confidential. You will not be disadvantaged in any way for providing honest feedback.

QUALITY ASSURANCE PROCESSES

The College has structured quality assurance processes in place to ensure the delivery of education and support services meets the highest possible standards. These processes include:

- Monitoring and reviewing of training and assessment strategies
- Trainer and assessor professional development
- Internal and external validation of assessments
- Regular student and staff consultation
- Compliance checks against national standards

These activities support the College's ongoing commitment to excellence and compliance with the *Standards for Registered Training Organisations 2025* and the *National Code 2018*.