



Version 4.0 March 2022

TACIS Student Handbook

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WELCOME MESSAGE

Welcome to The Australian College for International Studies (hereby refers to as "TACIS"), a trading name of CHC Services Pty Ltd, a Registered Training Organization (RTO No: 32463) (CRICOS Provider No: 03396F).

The programs offered at TACIS are based on the needs of the community. The qualifications offered at TACIS will give you the skills you need as a student whether it is to kick start your career or to further your current career prospects.

TACIS takes utmost care to support your learning to be a productive, fulfilling and rewarding experience. TACIS endeavours to provide you with the assistance and guidance as needed so that you gain the maximum benefit from your studies.

TACIS has qualified and devoted staff with current industry experience, who are passionate about being mentors to you and willing to share their wealth of knowledge and experience with you.

I trust that you will enjoy your learning journey with TACIS.

Yours Sincerely,



Marshall WEI

Principal Executive Officer

The Australian College for International Studies (TACIS) a

trading name of CHC Services Pty Ltd

INTRODUCTION

The purpose of this Student Handbook is to assist you with your studies and assessments while enrolled at TACIS. It provides vital information that will guide you through your time at TACIS. It is of prime importance that you read and understand all the content in this Handbook.

The Student Handbook outlines policies and procedures that govern the professional operation of TACIS. Each student has to comply with the rules and policies of TACIS published in this Handbook.

Due to the importance of this document, each new student will be attending an Orientation Session before starting their studies. During this session, all students will be explained the content of this Handbook and given the opportunities to ask any questions they might have.

On completion of the Orientation session, the students will be asked to sign an acknowledgment form that they have read and understood this document.

Being a Registered Training Organisation (RTO No: 32463) and a registered CRICOS Provider (Provider No: 03396F) in Australia, TACIS operates in compliance with the:

- Standards for RTOs 2015 by the Australian Skills Quality Authority (ASQA);
[Standards for Registered Training Organisations \(RTOs\) 2015 \(legislation.gov.au\)](https://www.legislation.gov.au/idx/doc/x0/2015/01/01/standards-for-registered-training-organisations-rto-2015).
- Education Services to Overseas Students (ESOS) Act 2000
- [Education Services for Overseas Students Act 2000 \(legislation.gov.au\)](https://www.legislation.gov.au/idx/doc/x0/2000/01/01/education-services-to-overseas-students-act-2000)
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(legislation.gov.au\)](https://www.legislation.gov.au/idx/doc/x0/2018/01/01/national-code-of-practice-for-providers-of-education-and-training-to-overseas-students-2018)
- If you would like to have a copy of any of the above mentioned legislative instruments please contact Student Services and request this via email at info@tacis.edu.au or admission@tacis.edu.au and an electronic copy will be emailed back to you or you can access the legislation at the links provided above.

Please note that TACIS is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

MISSION STATEMENT

TACIS's mission is to ensure that all its are trained by current and industry recognised trainers/assessors, thereby bringing student s with the current industry specific skills and knowledge, landing students to their chosen career destination as indicated in its moto:

"It is all about your destination."

ESSENTIAL CONTACT DETAILS

Principal Executive Officer: Marshall WEI

Phone 1300 891 598

E-mail: admission@tacis.edu.au and/or Marshall.Wei@tacis.edu.au

Address: Level 5, 841 George Street, Sydney NSW 2000

LIST OF ABBREVIATIONS

This list contains abbreviations that are used throughout this document:

AEI	Australian Education International
DHA	Department of Home Affairs Immigration and citizenship (homeaffairs.gov.au)
AQF	Australian Qualification Framework
ASQA	Australian Skills Quality Authority
COE	Confirmation of Enrolment
DESE	Department of Education, Skills and Employment
ESOS Act	Education Services to Overseas Students (ESOS) Act 2000
OSHC	Overseas Student Health Cover
PAYG	Pay As You Go (income tax deducted from wages)
PRISMS	Provider Registration and International Students Management System
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation (RTO)

CHC	CHC Services Pty Ltd (RTO No: 32463 CRICOS Provider: 03396F)
TPS	Tuition Protection Service
VETAssess	Vocational Education and Training Assessment
WHS	Workplace Health and Safety
CEO/PEO	Principal Executive Officer
TACIS/The College	The Australian College for International Studies, a trading name of CHC Services Pty Ltd (RTO No: 32463)
Students/Learners	Refers to students or learners enrolled at TACIS

FACILITIES

The training rooms at TACIS are fitted with comfortable desks and chairs as well as other appropriate equipment such as white boards, wireless internet, computers and projectors to support the learning process. All rooms are quiet, spacious and have access to natural sunlight.

There are also kitchen facilities and appropriate toilet facilities (including disabled toilet) in the building.

Furthermore, students also have access to a cosy student learning corner with relevant books and newspapers and e-Learning resources or equipment for learning purposes.

There is a specifically-created childcare corner for its Children's Playgroup to support the learning and practicum of students enrolled in Early Childhood Education qualifications.

It is recommended that each student will have a laptop with wireless internet access to facilitate their learning experience. There are laptops available on campus for students to borrow to assist their learning.

Study in Australia

Information about Australian education, living in Australia including estimated cost of living, Visa and Travel etc. For information about studying in Australia, please refer to [Study Australia](https://www.studyaustralia.gov.au), the Australian Government's official resources for international students. www.studyaustralia.gov.au.

Study Australia provides you with the necessary information about Australian education, living in Australia including estimated cost of living, Visa and Travel etc.

Study in Sydney NSW

TACIS campus is currently located in Sydney NSW, for more information about studying in Sydney, please refer to Study NSW website: www.study.sydney.

Health and Wellbeing

For information and services to help international students to stay physically, mentally and emotionally healthy, please refer to <https://www.studyaustralia.gov.au/english/visas-travel-and-covid-19/study-in-australia-student-support/health-and-wellbeing/health>. Information is available in relation to the followings:

Nutrition and exercises, Reaching out services including headspace, kid's Helpline, Youth Beyond Blue, Beyond Blue, National Coronavirus Helpline, Lifeline, Embrace Multicultural Mental Health, Head to Health, Transcultural Mental health centre, Life in Mind, mental health Australia, Time to Talk, Stay Informed and OSHC Provider Resources etc.

TACIS has an up-to-date list of medical professionals who are within easy access of the campus. Any student with medical concerns should inform the Student Support Officer, who will assist them in finding appropriate medical assistance. Alternatively, you can Google search for medical centres close to TACIS or near your accommodation.

Note: It is mandatory/compulsory for international students to have a valid overseas student health cover/insurance for the period of their visa. Medical costs in Sydney can be very expensive and from our experience it is economical for students to have overseas health cover to bear this cost in case of medical emergency. If you need more information regarding overseas health cover, please do not hesitate to contact the Student Services Officer who can refer you to your OSHC provider. Alternatively, you can visit following websites: <https://www.studyaustralia.gov.au/news/oshc-provider-contact-list>

International Student Legal Service NSW

Study NSW and the City of Sydney fund the International Student Legal Service NSW. This service gives free, confidential legal advice to international students living in New South Wales.

Free legal advice: Redfern Legal Centre

Redfern Legal Centre provides free, confidential legal advice to international students living in New South

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Wales.

International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. The Centre can also advise how these problems affect student visas.

Visit the [Redfern Legal Centre website](#) to find out more about their free legal advice service for international students.

Insider Guides

You are encouraged to refer to Inside Guide for a range of information in relation to your study in Australia. Inside Guide provides you information to prepare your arrival in Australia, setting up in Australia and etc. [International Student Resources and Advice - Insider Guides](#).

“Insider Guides produces best-practice guides to ensure international students are prepared, welcomed, connected and supported in Australia. ... Furthermore, with strong partnerships with industry and government, our guides are the most widely used resource in the industry.”

Working in Australia

Getting a job in Australia can be exciting – it’s a great way to learn about Australia, meet people and make some money while you study. While every workplace is different, remember, international students have the same workplace rights as all other workers in Australia.

When you start a new job there’s a lot to learn. The Fair Work Ombudsman (FWO) has some great information including handy facts to help you understand your rights at work. Watch a few short videos busting some common work myths and read on to find out more at: <https://www.youtube.com/user/FairWorkGovAu>

For more information on your rights in the workplace please visit the Fair Work Ombudsman website at following link:

<https://www.fairwork.gov.au/about-us/news-and-media-releases/2017-media-releases/september-2017/20170925-international-students-release>

Job search websites –

Seek.com – <https://www.seek.com.au>

Career One – <https://www.careerone.com.au/jobs>

Student Support Services

TACIS has qualified staff to look after your administrative and academic needs during your course of study. The following support services are available to all students:

Orientation Program

A compulsory orientation program is provided for all new students arriving on campus at the beginning of their course.

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1. Welcome to TACIS
2. Academic Matters by Program Coordinator
3. Introduction to TACIS Support Services
4. Introduction to TACIS Moodle-Learning Platform
5. Introduction to Intro to TACIS Resources and IT facilities
6. Introduction to TACIS Workplace Safety and Health Policy and Procedure by TACIS WHS representative
7. Student Life at TACIS by TACIS CEO
8. Compulsory Forms to be completed

Counselling Services

TACIS Student Support Officers are the first point of contact for assistance if any student is experiencing pressures and stress of student life and are the first point of contact for any assistance. So **Call Student Support** if you need assistance.

Student Support Officers can provide general advice and refer to internal sections of TACIS in a range of issues including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other issue that may be of concern. If the Student Support Officer feels further support may be required, a referral to program coordinator or the Dean or the CEO will be organized. TACIS has engaged a counselling service for students in need of professional counselling support. Students are also encouraged to contact their OHSC provider to seek further assistance that might be available.

For information and services to help international students to stay physically, mentally and emotionally healthy, please refer to <https://www.studyaustralia.gov.au/english/visas-travel-and-covid-19/study-in-australia-student-support/health-and-wellbeing/health>.

In the event of an acute personal crisis, 24hrs a day, 7 days per week assistance can be obtained from community support agencies such as *Reachout* and *Lifeline*. For more details you can visit their websites at:

<https://au.reachout.com> Tel: 02 8029 7777

<https://lifelinksydney.org> Tel: 13 11 14

Academic Support

TACIS monitors students' academic progress closely. Students are encouraged to seek assistance whenever required during their enrolment at TACIS. TACIS offers individual academic support to students in addition to their regular scheduled sessions when it is identified that students are not making the academic progress or at the request of students.

To assist students with their studies and assessments, workshops or one-on-one support are available in the following format:

- Individual academic counselling,
- workshops to improve study and assessment skills,
- Additional tutorials upon request,

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- Peer support group.

Social Programs

TACIS organises social events throughout the year to provide opportunities for all students to mingle and socialise. These events include the followings:

1. Lunch with the CEO/Program Manager
2. Excursion and sightseeing events;
3. TACIS Sporting events;
4. Christmas party
5. Cultural festivals.

Employment Assistance

TACIS keeps in close contact with local businesses and industry groups to identify suitable internship and/or employment opportunities for students.

Throughout your course TACIS staff will assist the students to gain employment by providing self-development activities such as writing effective resume, interview preparation and the like. Notices of such service are available from TACIS Learning Center Notice Board.

When you start a new job there's a lot to learn. The Fair Work Ombudsman(FWO) has some great information including handy facts to help you understand your rights at work. Watch a few short videos busting some common work myths and read on to find out more at:

<https://www.youtube.com/user/FairWorkGovAu>

For more information on your rights in the workplace please visit the Fair Work Ombudsman website at following link:

<https://www.fairwork.gov.au/about-us/news-and-media-releases/2017-media-releases/september-2017/20170925-international-students-release>

Students are also encouraged to find further information about working in Australian by visiting:

<https://www.studyaustralia.gov.au/english/live-in-australia/work>.

Personal Safety

Safety is the priority for all members of TACIS community, including our international students. TACIS treats all Work, Health and Safety (WHS) matters seriously and has a WHS policy to ensure the safety of TACIS staff and students on campus. There is a nominated WHS officer at TACIS to deal with personal safety and health issues on campus.

Students are encouraged to apply Common Sense at all times.

On campus, please refer to TACIS Campus Safety and Security and Emergency Procedure.

Off Campus: Stay Safe in our State - *advice for international students*

The NSW Police Force have created a safety video available to students studying in NSW. We encourage you to watch the video as it covers a range of topics and tips on how to stay safe and get help if you need it.

ENGLISH – <https://www.youtube.com/watch?v=uFqV0Ec3AJU&list=PLqi7EnTU21IK8doRApH39IDjUfjFwT5q0>

ARABIC – https://www.youtube.com/watch?v=NGN1ZDPX-U&list=PLqi7EnTU21IJ4lpG4utGF9rqvLTcM5_Sc

HINDI – https://www.youtube.com/watch?v=klqUdBHLAs0&list=PLqi7EnTU21IJ-6idx6Zb6demCEjys_Vi0

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THAI – https://www.youtube.com/watch?v=t_1G9uVAMrs&list=PLqi7EnTU21lInNrOemK8cnf73_U8VEkhu

VIETNAMESE –

<https://www.youtube.com/watch?v=hpg4bukpS2g&list=PLqi7EnTU21lKCe0RdBi1rqvEudm5gGxG5>

CHINESE –

<https://www.youtube.com/watch?v=JqdpTLFR0WY&list=PLqi7EnTU21lJTokygcKtHVE5eVH580eEm>

SPANISH –

<https://www.youtube.com/watch?v=5KF7J1CZgws&list=PLqi7EnTU21lLS1VoAATOJH6ChwyqA00T3>

JAPANESE – <https://www.youtube.com/watch?v=Vly4h17d6hY&list=PLqi7EnTU21lIvly-jzCIJn1YB8loqrMK>

KOREAN – <https://www.youtube.com/watch?v=QBF5fuxN8al&list=PLqi7EnTU21lIdrIHsMhld2Q2bh4XQKjNx>

Enjoy living in Australia and stay safe!

USEFUL PHONE NUMBERS

Name	General	Local Sydney
*Police	000	9265 6499
*Fire	000	9265 2799
*Ambulance	000	131233
Lifeline	131114	
Alcohol and drugs	1800 888 236	
Poison Information	131126	
State Emergency Service (SES)	(02) 4251 6111	
Emergency after hour contact with – TACIS CEO/PEO	0411 826 650	
Department of Immigration and Border Protection (DIBP)	13 12 32	
Public Transport Information Line (Timetables, routes etc.)	13 15 00	
Telstra Telephone Directory Service	12455	
Telstra International Directory Service	12 25	
Lifeline Counselling Service (Telephone Counselling)	13 11 14	
Domestic Violence Line (24 hours)	1800 656 463	
Australian Taxation Office (ATO)	13 28 61	
The Office of the Commonwealth Ombudsman investigates complaints that international students have with private education providers. A private education provider can be a school, college or university in Australia.	If you're unable to complete the online form, you can call 1300 362 072. Our phone service operates from 10:30am to 3:00pm Australian Eastern Daylight Time (AEDT) Monday to Friday.	

LIST OF QUALIFICATIONS OFFERED AT TACIS

National Code	Qualification	CRICOS Code	Duration
BSB40820	Certificate IV in Marketing and Communication	106987D	52 Weeks
BSB50620	Diploma of Marketing and Communication	106988C	52 Weeks
BSB50820	Diploma of Project Management	104055J	52 Weeks
BSB60720	Advanced Diploma of Program Management	104448C	52 Weeks
CHC30121	Certificate III in Early Childhood Education and Care	106989B	52 weeks
CHC50121	Diploma of Early Childhood Education and Care	106990J	52 weeks
SIT30616	Certificate III in Hospitality (Release 2)	Australian Domestic Students Only	

For details of individual qualification(s), please refer to TACIS Qualification Brochure available on www.tacis.edu.au.

APPLICATION PROCESS AT TACIS

Step 1: Obtaining TACIS Student Handbook & Qualification Booklet;

Students who are interested in the qualifications offered at TACIS are advised to read through the Student Handbook and/or Qualification Booklet prior to submitting application. Students will find all the relevant information they need to ensure they enrol in the right course of studies. Students can download the documents from TACIS website: www.tacis.edu.au.

Step 2: Consider Applying for Credit Transfer and/or Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) or Credit Transfer is an assessment process through which the skills, knowledge and experience that Students already have may count towards the achievement of a qualification. For details, please refer to TACIS RPL and Credit Transfer Policy and Procedure.

Students who believe they have prior knowledge or experience or relevant qualification, they are encouraged to apply for RPL or Credit Transfer at TACIS. Students can get access to TACIS RPL/Credit Transfer application from TACIS website: www.tacis.edu.au.

Step 3: Complete an Application Form

Should a student find the courses offered at TACIS will satisfy their needs and career plan, they should carefully read through the entry requirements to determine if they are eligible to apply. For details of the entry requirements for each qualification, please refer to the TACIS Qualification Brochure, available from TACIS website:

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Students will need to provide original or certified copies of the documents together with the completed application for their enrolment application to be assessed. Originals will be sighted, copied, and verified as true copies of the original and signed by the Program Manager.

Documents required may include:

- Proof of Identification documents such as a passport, driver's license, etc –refer to 100 point ID check.
- Certified copies of previous qualifications (including certificates, academic transcripts etc)
- Working experience certificate (including the name, address and contact details of the organisation or person which provides the certificate etc)
- Original or certified copy of English proficiency test results such as IELTS test report.
- Documents not in English must be accompanied with certified translation by a NAATI accredited translator.

Step 4: Complete a Formal Screening Interview (and completion of a Language, Literacy and Numeracy test, if applicable)

Student is required to complete a formal screening interview to assess his/her suitability for the qualification applying for. If, during the interview process, it is identified that the student is required to sit for a Language, Literacy and Numeracy (LLN) Test to assess their language, literacy and literacy skills to determine whether any additional support might be required for the students, a LLN test will be organized at this stage for the student(s).

Step 5: Enrolment Documents Verification Procedures

TACIS will assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought. All the relevant documents provided by the Student will be assessed and verified by TACIS Program Manager.

The verification might include a reference check, telephone or face-to-face interview with the Student or a request for the qualifications to be verified by the issuing authorities.

Step 6: Issuing Letter of Offer or Letter of Rejection

TACIS Program Manager will assess the application(s) and issue offer letters or letter of rejection.

1. A Letter of Offer will be issued to the successful applicant, or:

2. A Letter of Conditional Offer will be issued to successful applicant who needs to satisfy the conditions before a full offer can be issued or
3. A Letter of Rejection with reasons will be sent to the unsuccessful applicant.

All the original versions of documents will be verified and copies stored in the Student's files at TACIS for future reference. A Letter of Offer is valid for 28 days from date of issue.

Step 7: Accepting the Letter of Offer

Upon receiving of the Letter of Offer, Students will need to carefully read the terms and conditions attached with the letter of offer. If the Student must read, understand and agree the terms and conditions as attached with the letter of offer. Then they must sign Letter of Offer (and initial each page of the letter) and pay the tuition fee (as outlined in TACIS Fees and Charges Schedule).

The signed letter of offer and evidence of tuition fee payment receipt must be returned to TACIS before the enrolment can be confirmed. Please note the Letter of Offer must be signed by the student (a written or electronic signature are accepted by TACIS.)

Step 8: Confirmation of Enrolment

A Confirmation of Enrolment letter will be issued to international Students for visa purposes upon receipt of Student's tuition fee payment and signed Letter of Offer.

Please note that signed letter of offer (with evidence of payment) serves as a binding contract between TACIS and the student.

Step 9: Orientation Day

A compulsory Orientation Day Program is arranged for all students before course commencement. The following activities will take place on the Orientation Day:

1. Emergency evacuation directions & protocols;
2. Introduction and welcome by the academic and administrative staff;
3. Student registration process;
4. Introduction to Overseas Students Health Cover (OSHC);
5. Introduction to health and welfare services;
6. Introduction to course information, timetable, learning & assessment strategies, academic intervention strategies etc.;
7. A complete training and assessment schedule will be provided to students on the Orientation Day.

8. Introduction to student rights and responsibilities at TACIS;
9. Introduction to TACIS's complaints and appeals process;
10. Introduction to the library & computer facilities;
11. Introduction to Student support services including on how to access student counselling facilities.
12. If student has not previously completed a Language, Literacy and Numeracy (LLN)Test, they will be required, at this time, to sit for a Language, Literacy and Numeracy (LLN)Test to assess their language, literacy and literacy skills to determine whether any additional support might be required for the Students;
13. Details on student visa conditions regarding course progress and/or attendance;
14. Photo session with Students for the TACIS to generate student ID cards
15. Employment in Australia as an overseas student.
16. Students who miss the Orientation Day program and have a valid or compassionate and compelling reason for their absence will be given another opportunity to attend an Orientation program.
17. This Orientation will be held before course commencement and if the student fails to attend the Orientation program for a second time, he/she may risk having their enrolment cancelled unless the absence has been pre-approved by the CEO or his representative.

Step 10: Course Commencement

All Students will be given information regarding their course commencement date and time, training and assessment schedule, the classroom allocation, Moodle logon and passwords, and allocated trainers/assessors.

CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING (RPL) POLICY & PROCEDURE

Recognition of Prior Learning (RPL) is an assessment process whereby an assessment is completed which determines the individual's prior learning, achieved through work experience, informal and formal training, or other life experiences to clearly identify that the applicant has achieved the level of competency required.

The cost of RPL is \$250 per unit of competency (non-refundable).

Credit transfer involves assessing a previously completed course or unit of competency to ascertain if it provides equivalent outcomes to those specified in the current training package. If the student has a verified statement of attainment from another RTO for the exact same unit then credit is automatic, after the qualification has been verified with the issuing organisation.

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TACIS recognises evidence of completed units of competency in the form of certified copies of results (statement of attainments and AQF qualifications) issued by other Registered Training Organisations.

There is an one-off fee of \$200 for an application of credit transfer per qualification (non-refundable) to cover the costs of verification.

RPL Procedure

TACIS appoints the Program Manager to be responsible for the management of the RPL process.

Responsibilities of the Program Manager in the RPL Process include:

1. Advise intending Students regarding the RPL process prior to their enrolments at TACIS.
2. Assist Students with the preparation of their application form and evidence required.
3. Engage RPL Assessors who will make their judgment for granting RPL on the evidence provided by the Students.
4. Engage subject matter experts (if applicable) who shall be responsible for making recommendations on competencies being claimed to the RPL Assessor.
5. Inform Students in writing of the outcomes of their RPL applications and their rights for appeal.

Step 1: Submission of RPL application

1. All Students are informed of the RPL policy and process prior to their applications for the qualifications offered at TACIS. All Students will be given the opportunity to apply for Recognition of Prior Learning (RPL) for industry skills or life skills, or where credit or credit transfer may apply.
2. Students wishing to apply for RPL should speak to their Program Manager and/or head trainer at the time of 'enrolment'. The Program Manager will provide student with the relevant application form and a copy of the course outline and relevant section of training package for each competency they believe they may gain RPL.
3. RPL evidence must be submitted back to TACIS within two weeks of starting course. There will be no provision after this timeline has passed, unless extension provided by the Program Manager.

Step 2: Processing of RPL Application

1. The Program Manager ensures that RPL assessments are completed by appropriately qualified assessors who have the relevant vocational competencies at least to the level being assessed and have demonstrated current industry competencies relevant to the assessment being undertaken.
2. The appointed assessor will make his/her judgment for granting RPL on the evidence provided by the

applicant in their demonstration of the appropriate skills or a practical demonstration.

3. The Program Manager might engage subject matter experts (if applicable) who make recommendations on competencies being claimed to the RPL Assessor. This recommendation is to be accepted by the RPL Assessor unless they believe the correct process has not been followed.
4. The RPL application will be processed according to the criteria set out in this policy and will be granted for complete qualifications or units of competency.

Step 3: Notification of RPL Decisions

1. The Program Manager ensures that the student (s) are informed in writing of the outcomes of their application, Letter of RPL Outcome.
2. Students will need to sign a letter of confirmation accepting the RPL or Course Credit granted, a copy of this document will be placed on student's file.

Step 4: Appeal of RPL Decisions (if applicable)

1. Students who disagree with their RPL outcome or believe that the process may not have followed appropriate procedures may appeal the result of an RPL Application by submitting a complaint in writing to the RTO Manager/Program Manager.
2. If student wishes to appeal against a decision he/she must inform the RTO in writing within 1 week from receipt of Letter of RPL Outcome with new evidence (if applicable). There is no cost involved in the appeal process.
3. The appeal will be dealt with by the RPL assessor, the Program Manager.
4. Letter of appeal outcome will be forwarded to applicant within two weeks of final decision.
5. The student may appeal against the final decision via external appeal process as reflected in the complaint and appeal policy and procedure.

RECORDING OF COURSE CREDIT FOR INTERNATIONAL STUDENTS

Before Enrolment:

- ☐ If a student applies for and is approved for RPL or course credit and this will lead to a reduction in the student's course, the course coordinator will provide a Letter of Offer and acceptance which will reflect the details.
- ☐ The Confirmation of Enrolment will detail the reduction in course duration and the new course duration, this will be reflected on duration of 'course length' on the visa. (This will allow DIBP to grant a visa with a duration that reflects the actual course length).

After Enrolment:

- ❑ In the case that a student is provided with RPL or course credit after the student visa is granted, any change in course duration will be reported via PRISMS under section 19 of the ESOS Act. This must be done within 14 days after the event, as specified by the Act.
- ❑ This process will be completed by the CEO and once completed, the student will be advised of outcome and amendments will be detailed on the Students file.
- ❑ The record of the course credit must be acknowledged and accepted formally by the student and a copy of the course credit granted will be provided to the student.

Note: The student must apply for RPL or credit transfer within the first week (5 business days) of the commencement of the qualification.

FEES & CHARGES

TACIS is entitled to charge fees for services provided to student s undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, student services and training and assessment services.

Fees payable

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 10 days of receiving an invoice from TACIS. TACIS may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges are published within the current schedule of fees and charges.

Schedule of Fees and Charges

The CEO is responsible for approving TACIS Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by TACIS to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing student s, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to student s who are deemed not yet competent on completion of training and assessment.

Fees and Charges

Qualification (s)	Total Fees
BSB40820 Certificate IV in Marketing and Communication	\$10,8000 (includes administration fees, material fees and tuition fees)
BSB50620 Diploma of Marketing and Communication	\$10,8000 (includes administration fees, material fees and tuition fees)

CHC30121 Certificate III in Early Childhood Education and Care	\$10,8000 (includes administration fees, material fees and tuition fees)
CHC50121 Diploma of Early Childhood Education and Care	\$10,8000 (includes administration fees, material fees and tuition fees)
BSB50820 Diploma of Project Management	\$12,800 (includes administration fees, material fees and tuition fees)
BSB60720 Advanced Diploma of Program Management	\$12,800 (includes administration fees, material fees and tuition fees)
SIT30616 Certificate III in Hospitality	\$6,600 (includes administration fees, material fees and tuition fees)
Administration Fees (includes Enrolment)	\$300 (non-refundable)
Materials Fee (includes Textbooks, Student Guides...)	\$500 (non-refundable)
Other Fees and Charges (as required)	
Re-assessment if the student is deemed "Not Yet Competent" after 2 attempts	\$200/unit to be re-assessed (non-refundable)
Late Assessment Submission Fee	\$200/unit (non-refundable)
Recognition of Prior Learning (RPL) processing	\$250/unit (non-refundable)
Credit Transfer (per application - no limit of units)	\$200/application (non-refundable)
Re-issue of qualification/certificate	\$60 (non-refundable)
Re-issue of academic transcript or attendance letter	\$20 (non-refundable)
Re-issue of lost student card	\$20 (non-refundable)
Building access card	\$50 (refundable when card returned)
Overseas Student s Health Cover (for international student s only) – The cost of OSHC varies depending on the type of cover required and is in addition to the course and tuition fees. TACIS has an agreement with Allianz to ensure all student s benefit of the right cover. The average cost of minimum cover is as follows:	
3. Singles	\$437/12 months
4. Couples	\$1222/12 months
5. Single parents	\$1744/12 months
6. Family	\$2022/12 months

Protect prepaid fees by Students

TACIS acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by student s in advance of their training and assessment services being delivered. To meet our responsibilities TACIS may accept payment of no more than \$1,500 from each student prior to the commencement of the course. This requirement applies regardless of the payment for the fees are being made directly or through a third party.

Following the course commencement, TACIS may require payment of additional fees in scheduled payments in advance

from the student as shown above.

REFUND POLICY AND PROCEDURE

Refund Policy – Student 's Default

Any student who wishes to request a refund for whatever reason must complete an Application for Refund Form and addressed to the CEO, clearly stating the reason for the refund and/or cancellation.

Table below indicates a list of refund items:

Description of items	Refund status
Administration fee	Non-refundable
Course material fee	Non-refundable
Visa refused prior to course commencement	Full refund less enrolment and course material fees
Withdrawal prior to course commencement	30% refund less enrolment and course materials fees
Withdrawal of course after course commencement	No refund
Visa rejection due to students' actions including providing forged or fraudulent documents etc.	No refund
Visa cancellation due to student s actions	No refund
Enrolment cancelled due to actions of the student and results in serious breaches of CHC's policies and procedures	No refund
Compulsory Health Insurance (Student Visa only)	Refer to the OSHC provider
If TACIS withdraws its offer to deliver the course prior to course commencement date	Full refund including enrolment and course material fee
If TACIS withdraws its offer to deliver the course after course commencement date	Refund of the unused tuition fee

If the student fails to commence with or without notifying the College, no refund will be available, except in special circumstances.

"Special circumstances" under which a full refund will be considered and which are beyond the student 's control:

- ☐ In the case of serious illness – verified by a medical certificate
- ☐ Family or personal tragedy
- ☐ Acts of God
- ☐ Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- ☐ Where a Student 's Visa has not been granted

If required / or if TACIS agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, student kit, fees paid to education agents).

If a student withdraws from a course of study after commencing, for any reason outside those specified under "Special Circumstances", no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

TACIS agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, full payment will be made within 2 weeks (14 days). All monies paid shall be refunded in full.

TACIS will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person (the student) who enters into the contract with TACIS unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent or a family member. All refunds will be paid in Australian Dollars.

Note: This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. TACIS' dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Refund – Provider Default

In the unlikely event that TACIS is unable to deliver the course in full, the student will be offered a refund of all the course fees they have paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being offered/provided.

Alternatively, the student may be offered enrolment in another course/qualification by TACIS at no extra cost to the student.

The student has the right to choose whether they would prefer a refund of unused portion of the tuition fee (calculated according to the percentage of training and assessment already completed against the total duration of the qualification), or to accept a place in another course.

If the student chooses placement in another course, TACIS will ask the student to sign a document to indicate that they accept the placement.

Underpinned by the *Education Services for Overseas Students 2000* (the ESOS Act), the TPS framework protects international students on student visas when their provider defaults. That is, their provider closes, fails to start, or

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stops offering a course.

The TPS framework requires that if a provider defaults, they have a legal obligation to either arrange students to continue their studies at an alternative provider; or provide students with a refund on unspent tuition fees. Please refer to the website for further information: <https://www.dese.gov.au/tps/tuition-protection-international-providers>

Refund Procedure

The student will fill in the Refund Request Form with supporting documents and provide a copy of the same to the Student Services Officer in person or via email at info@tacis.edu.au

The Student Services Officer will forward this application to the CEO/RTO Manager who will in coordination with the Finance Manager start processing the application.

The CEO/RTO Manager will have a meeting with the CEO who will (based on the evidence provided), approve or reject the refund request. This decision will be conveyed to the Studentservices Officer.

The Student Services Officer will then provide a written outcome to the earner regarding refund application within 28 days from date of receipt of the refund application.

COMPLAINT AND APPEAL POLICY AND PROCEDURE

TACIS ensures that all Students will have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for Students to appeal against such decisions, which affect the student's progress. There is no charge for the student to access the internal complaints and appeal process.

Every effort will be made by TACIS to resolve the student's complaints or concern. To this end, the CEO is the person to refer formal complaints/concerns. At the time of enrolment, the complaints, relevant procedure and appeals policy will be outlined to the Students.

Where complaint/concern cannot be resolved internally, TACIS will refer the student to an external agency (please refer below for more information regarding external agency). There will be no cost to the student for this referral.

Directive

- ☐ All prospective students will be provided with a copy of the Complaints and Appeals Policy and Procedure document (Student Handbook).
- ☐ All complaints, concerns, or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- ☐ All parties will have a clear understanding of the steps involved in the complaints/concerns and appeals procedure.

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- ② Current students are provided with details of external authorities they can approach if they are not satisfied with college's decision.
- ② All complaints/concerns and appeals will be managed fairly and equitably and as efficiently as possible.
- ② All complaints/concerns and appeals and outcomes will be documented in writing.
- ② TACIS will attempt to resolve any complaints, concerns and appeals fairly and equitably within 10 working days from the lodgement of Complaint or Appeal form
- ② Any parties may be accompanied and assisted by a support person at relevant meetings.
- ② If an international student chooses to access TACIS complaints and appeals processes, that TACIS will maintain the student's enrolment whilst the complaints and appeals process is ongoing.
- ② If the internal or external complaint handling or appeal process results in a decision that supports the student, TACIS will immediately implement any decision and/or corrective and preventative action required.
- ② Where an international student has chosen not to access the complaints and appeals processes within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting TACIS, that they will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress or not meeting attendance requirements as soon as practicable.

Procedures

Students have a right to raise any matters of concern relating to training delivery and assessment, the quality of the learning, course amenities, discrimination, sexual harassment and other issues that may arise during their course of study.

This policy provides an avenue for most complaints, concerns and appeals to be addressed. However, in some cases alternative measures may need to be explored. It is advisable for the student to contact the CEO or his representative before lodging a formal complaint, to discuss other avenues available to them.

Steps for Students

- The Student should firstly discuss the matter with their trainer/assessor or the relevant staff concerned and manage to have the matter discussed. If they are still not satisfied, the student may then have the matter referred to the CEO or his representative for consideration.
- The student must complete the Complaint and Appeal form ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.
- The CEO or his representative will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.

- The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s). Meeting minutes and appropriate notes will be taken during all meetings.
- The CEO or his representative will discuss the circumstances with the trainer/assessor or any other staff member and make an informed decision.
- The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has further 5 working days to respond to a formal decision.
- A written statement of the appeal outcome, including reasons for the decision will also be documented and provided to student via email or face-to-face.
- A record of this written statement will also be filed in the student admin folder. Furthermore, if internal appeal process results in an outcome that supports the student, the RTO will take appropriate steps and will keep student informed about the course of action in this regard.
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, or if student is dissatisfied with college decision, they may access external appeals at no cost to them for this referral'.
- If external appeal process results in an outcome that supports the student, the TACIS will take appropriate steps and will keep student informed about the course of action in this regard.
- TACIS will maintain the student's enrolment whilst the complaints and appeals process are ongoing.

Assessment related matters

If the student has been advised that they are Not Competent, but they believe that:

1. they genuinely do have the required degree of competency; and
2. that they have provided reasonable proof of this to CHC Services.
3. The process is quite simple and is allowed by the RTO to ensure that all students are fully satisfied with the fairness and accuracy of our assessment processes.
4. The student should firstly discuss the matter with their appointed assessor. If they are still not satisfied, the student may then, have the matter referred to the CEO and/or Program Manager for consideration.
5. The student must complete the Complaint and Appeal form and ensure that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.

6. The CEO and/or Program Manager will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.
7. The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s).
8. The CEO and/or Program Manager will discuss the circumstances with the trainer/assessor or any other staff member and make an informed decision.
9. The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has further 5 working days to respond to a formal decision.
10. A written statement of the appeal outcome, including reasons for the decision will also be documented and provided to student via email or face-to-face.
11. A record of this written statement will also be filed in the student admin folder. Furthermore, if internal appeal process results in an outcome that supports the student, TACIS will take appropriate steps and will keep student informed about the course of action in this regard.
12. Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, TACIS acknowledges the need for a student to go for external appeal process (refer to external agency section for more details regarding this).
13. If external appeal process results in an outcome that supports the student, TACIS will take appropriate steps and will keep student informed about the course of action in this regard.
14. TACIS will maintain the student's enrolment whilst the complaints and appeals process is ongoing.

Note: TACIS will accept an appeal against an assessment decision for a period of no longer than 2 months after the assessment decision date.

EXTERNAL COMPLAINT AND APPEAL

If a student is not happy with internal appeal outcome the college will refer them to the Commonwealth Ombudsman, which investigates complaints about problems that overseas students or intending overseas students may have with private education and training providers in Australia. For detailed information, please refer to its website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>.

The Office of the Commonwealth Ombudsman investigates complaints that international students have with private education providers. A private education provider can be a school, college or university in Australia. We provide support

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to future, current or former students. Our service is free to students and we do not charge for making a complaint. We also provide information on best practice complaint-handling for [private education providers](#).

How we work:

- we investigate complaints about **private** education providers in Australia
- we provide information about best practice complaint-handling
- we publish reports on issues in international education.

What we can help you with:

You can complain about your private education provider if you believe they may not have followed the rules or treated you fairly. Complaints might be about:

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

To read more about how we can help, visit our [Tools and Resources](#) page or read our [factsheets](#) for further information about:

- attendance
- course progress
- education agents
- fees and refunds
- transferring between education providers
- written agreements
- overseas student health cover
- grades and assessments.

The Office of the Commonwealth Ombudsman cannot help you with:

- complaints about a public education provider
- complaints about the quality of your education provider. For example:
 - the qualifications and experience of your teachers
 - the quality of the teaching in your course
 - the resources at your school, college or university, for example: equipment or library resources
 - the building, class room and amount of space available for your course
 - issues about the relocation of your school, college or university campus.

You will need to contact the [Australian Skills Quality Authority](#) if you:

1. have information about the quality of a Vocational Education and Training (VET) course, or
2. have information about the quality of a stand-alone English language course.

Furthermore, external contacts provided below are a list of contacts that students may approach if they feel that TACIS has not handled or dealt with their complaint as per their expectations.

ASQA Complaints

If you are a student and have a complaint about a training provider, your first step should be to use the provider's own complaints and appeals process. Providers that are registered with ASQA are required to have a process that ensures students' complaints are managed effectively and efficiently.

If you have already used the provider's own complaints and appeals process and you are not satisfied with the outcome, learn about other options in [the Complaints section of this website](#).

outcome, learn about other options in [the Complaints section of this website](#).

For Domestic Students:

If a student is not happy with internal appeal outcome they can submit a complaint to ASQA by completing the online Complaint form. Except in exceptional circumstances, students must attach evidence to their complaint form showing:

- that they have followed TACIS formal complaints and appeals procedure, and
- TACIS's response/outcome.

Note:

ASQA's processes require students to identify themselves to ASQA as a complainant, although student may request that their identity is kept confidential throughout any investigation that ASQA undertakes.

Furthermore, external contacts provided below are a list of contacts that students may approach if they feel that the college has not handled or dealt with their complaint as per their expectations:

Description	Web link
NSW - Fair Trading	http://www.fairtrading.nsw.gov.au/
ACT – Office of Regulatory Services	http://www.ors.act.gov.au/
NT – Consumers Affairs	http://www.consumeraffairs.nt.gov.au/Pages/default.aspx
QLD – Office of Fair Trading	http://www.fairtrading.qld.gov.au/
SA – Consumer and Business Services	http://www.cbs.sa.gov.au/wcm/
TAS – Consumer Affairs and Fair Trading	http://www.consumer.tas.gov.au/
VIC – Consumer Affairs	http://www.consumer.vic.gov.au/
WA – Department of Commerce	http://www.commerce.wa.gov.au/consumerprotection/

Note:

1. If student s want to make a complaint in their language, they can call the Translating and Interpreting Service

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2. There will be no cost to the student for this referral.
3. TACIS will maintain student's enrolment till internal or external appeal process is ongoing. Students are strongly advised that they do come to class during this process and thereby maintain their attendance and course progress requirements.
4. ***The availability of this complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.***

Record keeping

TACIS will file records of all informal and formal complaints and appeal in the following compliance folders:

- ☐ Complaints – Complaints compliance folder
- ☐ Appeals – Appeals compliance folder

COURSE PROGRESS AND INTERVENTION POLICY AND PROCEDURE

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, TACIS will proactively monitor, review, assess and contact students who are at risk of failing to meet course progress requirements. TACIS will implement an intervention strategy for any students at risk.

TACIS has chosen to report on the Student's Course Progress while it will continue to monitor the Student's attendance, as well. Therefore, students who continue to breach the course progress requirements will be reported to the CEO / RTO Manager for intervention. Students will be advised that unsatisfactory course progress in two consecutive study periods for a course will lead to the student's enrolment being cancelled from TACIS.

Procedures:

TACIS monitors, records and assesses the progress of all students to ensure that they meet the expected duration of their course as stipulated in their CoEs, this includes checking the course progress for each unit of competency for successful completion within timelines of the course.

1. TACIS is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements.
2. TACIS takes the following actions for the monitoring and implementing the course progress policy for the benefit of the students who are enrolled with TACIS:
 - I. The Student Handbook contains this policy and is provided to students before enrolment. The Student Handbook is also available from both TACIS offices and its website so that students may view the document by download at any time.
 - II. The Course Progress and Intervention Policy explained to students during Orientation and explained to trainers and assessors and related staff in meetings;
 - III. Trainers/Assessors will identify and report students to the Program Manager to intervene who they find are not progressing and at risk of breaching progress policy; they will also report on class attendance levels, as required.
 - IV. An assessment of course progress is made by the Program Manager at the end of each study period. Course Progress is also monitored on an on-going monthly basis by the RTO Manager/Program Manager.
 - V. The RTO Manager/Program Manager will run a monthly report from the student management system and then verify data by checking the student's training plan.

- VI. The CEO/RTO Manager/Program Manager with assistance from the Student services Officer will contact students who are not performing well and at risk of breaching the progress and attendance policy.
- VII. If found that the student is not progressing before the end of the first study period, they will be sent their **“first warning letter”**. The Intervention Strategy will apply to help the student progress with their studies.
- VIII. If at the end of the second study period, the student is still found that they don't progress, they will be issued with a **“second warning letter”**. The Intervention Strategy will continue to be applied to help the student progress with their studies.
- IX. In the case that the intervention is needed, the activation of program and agreed terms of intervention strategy will be discussed and formally agreed on. Once an intervention strategy has been activated for a student, all documentation must be retained on the student's file.
- X. If the student fails to progress after the first two study periods, the student will be issued an “intention to report on course progress” and will be reported to the DESE and Department of Home Affairs via PRISMS.

Intervention Strategy:

- I. The strategies offered aim at helping students meet course progress requirements and would include any of the following but not limited to:
 - a. discuss opportunities for special make-up classes designed for intervention students only
 - b. counselling sessions with RTO Manager/Program Manager
 - c. individual case management
 - d. receiving counselling with our appointed external counsellor (this would be related to personal issues which are affecting student's progress)
 - e. a reduction in course load – in this case the program would be updated with new training plan and study/assessment mode
 - f. opportunity for re-assessment
- II. The intervention program will be monitored closely by the Program Manager
- III. Evidence of the intervention program and measures used to assist student will be documented and kept on the student's file.
- IV. The outcomes of intervention programs will be discussed at management review meetings for analysis and improvement.
- V. During the course of intervention process, the Program Manager will arrange weekly meetings with student, where parties will discuss the ongoing corrective action.

Reporting Obligations:

- Where TACIS might assess an international student as not achieving satisfactory course progress, the CEO/RTO Manager will notify the student in writing (first and second warning letters) of its intention to report the student for not achieving satisfactory course progress and the associated option for the student to access the RTO's complaints and appeals process within 20 working days.
- The student s concerned have access to the TACIS complaints and appeals processes and should do so within 20 working days from the time of feedback received from the trainer/assessor by completing the Complaint and Appeals form and ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc. in accordance with the Complaint and Appeal Policy and Procedure of TACIS.
- Where a student has chosen not to access the complaints and appeals process within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, then the organisation will notify the Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship through PRISMS of the student not achieving satisfactory course progress, as soon as practicable.
- TACIS will maintain the student's enrolment whilst the complaints and appeals process is ongoing.

TRAINING AND ASSESSMENT POLICY AND PROCEDURE

TACIS ensures that all assessments and evaluations be done in accordance with the assessment criteria of relevant training packages(s) and in line with STANDARDS FOR RTOS 2015.

Clause 1.8 of STANDARDS FOR RTOS 2015 SPECIFIES THAT:

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a. complies with the assessment requirements of the relevant training package or VET accredited course; and*
- b. is conducted in accordance with the Principles of Assessment and the Rules of Evidence.*

Clause 1.12 STANDARDS FOR RTOS 2015 SPECIFIES THAT AN RTO must develop and implement a system to ensure:

- 1. assessment judgements are consistently made on a sound basis*
- 2. validation of assessment judgements is carried out.*
- 3. An assessment system includes not only the actual materials used directly in conducting assessment, but also policies, procedures and other supporting documents that inform the way assessment is conducted within your RTO.*
- 4. For a student to be assessed as competent, your RTO must ensure the student demonstrates their:*
 - a. ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations*
 - b. understanding of what they are doing, and why, when performing tasks*
 - c. ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.*
- 5. A student must be assessed against all of the tasks identified in the elements of the unit or module*

TACIS ensures that assessment is a controlled and ordered process that is designed to ensure that assessment decisions are fair, valid, consistent, and reliable, in relation to individual student (s), different assessors and the current situation.

This policy and procedure will be:

- communicated to all trainers and assessors;
- communicated to, and understood by, students;

- readily available for staff to access;
- reviewed on a regular basis, with trainers and assessors, students and management (and possible validation and moderation partners) input.

Training/Assessment Plan

There is a Training/Assessment Plan for each qualification registered on the scope of TACIS. The plan is developed by assessor(s) that includes competencies to be assessed, the assessment schedule, assessment processes, methods, and instructions for students. Students are provided with a copy of the Training/Assessment Plan at the time of enrolment. Updates will be provided to students when changes occur.

Assessment Procedure:

1. At the commencement of the course, students are advised of the general assessment tasks, criteria and requirements of each unit of competency they will need to attain for the issuance of relevant qualifications.
2. All Students complete relevant assessments along with the training schedules and then submit the completed assessments for marking with signed statement of authenticity. Most of the assessments need to be submitted through MOODLE, our online learning platform. All Students will be provided with a unique online MOODLE learning platform password. By signing onto the online learning platform, the student automatically signs and acknowledges an authenticity declaration as part of submitting their assessments.
3. The RTO Manager/Program Manager/respective trainer will ensure that Students' submitted assessments are all signed and dated with a statement of authenticity.
4. The RTO Manager/Program Manager will ensure that all assessment will be marked/evaluated within 10 working days following the date of submission, unless otherwise agreed.
5. The appointed assessor returns the marked units' assessments (Competent or Not Yet Competent) with signed assessments feedback sheets to Students and notify the Program Manager or update the result into the system within 10 working days following the date of submission, unless otherwise agreed.
6. If being deemed Not Yet Competent in an assessment, Students will be offered the opportunity to resubmit. Students are given another opportunity to resubmit an assessment.

7. If non competency of resubmitted assessment leads to non-issuance of the qualification, written advice must be given to the students within 15 working days. There is a fee attached for additional resubmissions of assessment.
8. Student has the opportunity to dispute the assessors' decision and request for re-assessment according to CHC Services' complaints and appeal policy and procedure.
9. The RTO Manager/Program Manager will ensure that all Students' assessments as required have been marked as competent before recommending certificates and/or statement of attainment and/or statement of results.
10. All records will be scanned and stored in the Students' academic folder, which shall be securely stored.
11. All assessments submitted by Students, assessment feedback by the appointed assessor(s), resubmitted assessments, appeals etc. will be scanned and stored in the Students' electronic folders.
12. The CEO/RTO Manager will ensure that no qualification/certificates/transcripts will be issued until the final assessment checklist has been submitted by the Program Manager with the signature(s) of the approved assessor(s) with all assessments marked as Competent.

QUALIFICATION ISSUANCE POLICY AND PROCEDURE

This policy describes the process by which TACIS will record and issue Certificates and Statements of Attainment to Students who have met the requirements for a qualification that is listed on TACIS' scope of registration.

This policy applies to TACIS and its students addressing the course requirements for the awarding of a Certificate or a Statement of Attainment. The policy does not apply to non-AQF qualifications.

Responsible parties

The CEO is responsible to issue these documents.

The Program Manager is responsible for recommending the list of students to be issued with appropriate certificates depending on students' academic progress.

The CEO is responsible for issuing of Certificates and Statements of Attainment, including replacement certification documents and preserving the Student Management System (SMS) in current, compliant and operational status **within 30 days** from completion of the last assessment.

The TACIS Students Management database maintains all data, including all relevant student details and a register of Certificate and Statements of Attainment issued. The SMS has the ability to generate and provide AVETMISS data if and when required.

Policy & Procedure

Before a Certificate is awarded, the CEO/RTO Manager/Program Manager must ensure that all units of competency for the qualification have been completed and assessed as competent.

The Students will be advised within 2 weeks of completion of competency as to their results.

All Students who have successfully completed all units in a course will receive a Certificate and Statement of Attainment, listing all units completed successfully as part of the qualification.

All Students who have not completed all units in a course will receive a Statement of Attainment listing only the units that have been completed successfully.

If a student has any outstanding fees, the student will be notified by Studentsupport Services. The student must pay any outstanding fees before a Certificate or a **Statement of Attainment** is issued (this information is provided to students at induction/orientation, to avoid any misunderstanding).

Prior to issuing the certificate/statement of attainment to any student, Studentsupport Services will ensure that the student has paid all outstanding fees, and that the student has provided TACIS with a Unique Student Identification (USI) number before the Certificate and/or the Statement of Attainment is being issued. The Unique Student Identification number **MUST** be verified prior to the qualification being issued. This will be completed by Student support services via "aXcelerate".

Certificates

The Certificates for all AQF qualifications issued will identify the qualification as an AQF qualification either by the words 'The qualification is recognised within the Australian Qualifications Framework' or the use of any AQF logo.

TACIS maintains a register of all AQF qualifications they are authorised to issue. TACIS maintains a register of all AQF qualifications they issue to graduates.

TACIS ensures that it does not include a state or territory registering body logo on Certificates or Statement of Attainments.

Each and every Certificate issued has a unique Certificate Number.

Statements of Attainment

TACIS ensures that it does not include a state or territory registering body logo on Certificates or Statement of Attainments.

TACIS uses the NRT logo in accordance with current conditions of use and maintains a copy of NRT logo specifications on file.

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TACIS has developed the Statement of Attainment in a format so that it cannot be mistaken for a full AQF qualification and it includes the words 'Statement of Attainment' at the top of the document.

Each and every statement issued has a unique Statement of Attainment number. This policy document is made available to students as part of the Student Handbook.

Coding of Results

Results will be recorded as follows:

C	Competent
NYC	Not Yet Competent
CT	Credit Transfer
RPL	Recognition of Prior Learning

Mechanisms to Reduce Fraudulent Reproduction

The following elements have been added to reduce chances of fraudulent reproduction:

- All Certificates have a certificate number which is unique to the student who completed the course.
- All Statements of Attainment have a statement of attainment number which is unique to the student who completed the course.
- TACIS has an embossing machine with a die which includes as a text display TACIS' Name and National Code.
- The embosser is used to press a seal onto the Certificate and the Statement of Attainment.
- The seal not only adheres but also indents the shape of the die into the Certificate and Statement of Attainments - which cannot be removed without destroying the document.
- The embosser is locked in TACIS' CEO's office inside a safe; the only staff member with access to the safe is the CEO.
- TACIS' database has built in templates for Certificates and Statements of Attainment.
- To ensure templates remain compliant and current, the templates are password protected to ensure only approved staff members have the access to make changes or additions. This also ensures certification documentation is used consistently across the education and training sectors.
- Student's record files both academic and administrative are locked in a filing cabinet inside the Academic Manager's office and then relocated to the secure archive room once students have completed the course or part thereof.
- Hard copies of Certificates and/or Statement of Attainment registers are stored and kept in the CEO's office.
- Electronic copies of student data are maintained in TACIS' Student Management System (SMS – aXcelerate)) and also secured off site at the CEO's personal residence.

National Recognition

TACIS recognises Qualifications and Statements of Attainment issued by other Registered Training Organisations throughout Australia. The policy on National Recognition clearly states the recognition and application process.

Recognition is granted by direct recognition of the competency unit completed at another Registered Training Organization (RTO). The applicant must provide original Certificates for verification prior to acceptance of recognition. TACIS will record this as a credit transfer against the relevant unit(s) after positive verification of the qualification with the issuing RTO.

Re-issuing Qualifications

If the Certificate or Statement of Attainment is misplaced or damaged, the student or prior student may contact TACIS to order a replacement. TACIS will not re-issue a Certificate or Statement of Attainment; however, will issue a 'Certified Copy' of the original certification documentation with a statement on the documentation stating: 'this is a replacement of the original document.'

Students or prior students making requests for replacement certification must provide proof of identity including the student identification number in addition to a current Australian driver's license or a current passport. The Program Manager will then complete a verification check to ensure the person requesting documentation is the person previously enrolled in the stated course. The cost for a certified copy of the original award documentation is \$60.00, which is to be paid at the time of application for replacement documentation. It may take up to two weeks for the copy award document to be completed from the date of the application.

Issuance Procedure

1. The Trainer/Assessor provides copies of the student assessments documents including the completed students' assessments, the completed assessment task cover sheet with comments, the unit assessment outcome sheet, etc. to the Program Manager at end of the unit of competency. The Trainer/Assessor is responsible to make sure that all assessments are marked in a compliant manner per relevant standards and/or TACIS guidelines.
2. Marked assessments and results (including feedback) are to be provided to the Program Manager within two weeks of students completing assessments for a particular unit of competency.
3. The Program Manager MUST complete a quality and compliance check of all the completed/marked assessments and approve evidence as compliant and ready for data entry in TACIS Student Management System "aXcelerate".

- a. Evidence that is non-compliant will be handed back to the trainer and assessor with comments and details as to why evidence is not compliant – the trainer/assessor will be given one week to re-submit and fix all non-compliant evidence.
4. The Program Manager must ensure that all Units of Competencies required for the specific qualification have been assessed as competent before issuing the relevant qualification(s) by completing a Qualification Issue Recommendation Form.
 - a. The Academic Management will only be able to recommend for the issue of Statement of Attainment if the student or student has only completed certain units of competencies.
5. Qualification Issue Recommendation Form are then provided to Student Support Services. Student Support Services will check and confirm that the student has paid all outstanding fees and that the student has provided a valid Unique Student Identification (USI) number. The USI will be verified by Student Support Services via “aXcelerate” prior to the certificate being issued. Once all these are checked and confirmed, Student Support Services generates Certificates and or Statements of Attainment via the TACIS Student Management System “aXcelerate”.
6. Student Support Services provides printed Certificates and or Statement of Attainments to the Program Manager for verification and final check. The Program Manager MUST that the Certificates and or Statements of Attainment have correctly identified the student, qualification, unit of competency, date of completion, Certificate/Statement of Attainment (SOA) number, issue date and will perform all other checks (including valid USI) before the Certificate or Statement of Attainment is made available for the student to pick-up.
7. Once the above procedures have been completed, the Program Manager will provide formal notification to TACIS’ CEO stating that compliance checks have been completed and that the award documents are cleared for final processing which includes signing and embossing by the CEO, the formal notification will include relevant student details.
8. The CEO completes a final check of student records and also cross checks that the Certificate is clearly for the AQF qualification that is on scope. If all data is compliant, the CEO will place the RTO seal onto the Certificate and /or the Statement of Attainment via embossing machine and then sign and date the document. This is to be considered as the date of issue of award or the conferral date.
9. A final close-out check of the student’s admin and academic files is completed by the RTO Manager/Program Manager; a copy of the award documents is placed into the students file and then moved into the secure archive room.

10. Student Support Services arranges with the student to pick up the award documents or else mails via registered mail to the student. If the award documents are issued by mail, the envelope is to display the wording: "PLEASE DO NOT BEND" and a cardboard 300gsm is also placed in the envelope.
11. The Certificate or Statement of Attainment details are recorded in the Certificate Register or Statements of Attainment Register for reporting and audit purposes.
12. Student Support Services completes the register updates with the CEO, cross checking and initialling register.
13. The CEO might recall or cancel a Certificate or Statement of Attainment (SOA) if one of the following has occurred:
 - a. The student has provided incorrect or misleading information in the process of obtaining the certificate;
 - b. The student should have been marked as incompetent based on the evidence provided. Student will be provided the chance to rectify the issues identified via the Complaint and Appeal Policy or Procedure.
 - c. Any other circumstances where the Certificate or Statement of Attainment (SOA) should not have been issued under the relevant Standards of RTOs 2015.

When issuing certification, TACIS will:

1. issue in a timely manner (AQF certification documentation must be issued within 30 calendar days of the student's final assessment being completed or their exiting their course, providing all fees have been paid), so our students can provide proof of their competence to employers (or potential employers) and obtain any industry license or accreditations.
2. issue AQF certification documentation directly to the student, not to another party, such as an employer.
3. issue students who have completed all units or modules in a qualification with a testamur and a record of results.
4. issue a student who has completed one or more units/modules (but not a full qualification) and has finished their training with TACIS, with a statement of attainment (a record of results may also be issued in this case), and
5. ensure students can access records of certification issued to them.

STUDENTS RULES, RESPONSIBILITIES AND CONDUCTS

TACIS is committed to providing a learning environment that provides the best opportunities for students to meet their learning objectives and will interact with every student as an adult capable of reasonable and responsible behaviour. To ensure such a learning environment is provided, all students have rules, responsibilities and conduct guidelines they must follow.

These are in respect of:

- Administration
- Behaviour
- Dress Standards
- Classroom and Library Policy
- Academic Conduct
- Drugs and Alcohol

As part of the Orientation program, each student will be given a copy of this document, which includes these rules, responsibilities and guidelines.

Administration

- A. It is compulsory to attend the TACIS Orientation session. This is held prior to course commencement.
- B. Pay the tuition fees according to the "Fees and Charges Schedule".
- C. Return or renew library resources or other borrowed materials and equipment on time as stated in the library policy.
- D. Advise the Student Services Officer immediately of any changes to your personal details that TACIS has on record, including changes to address, telephone number or email address. Students need to be aware that letters posted to the last known address and or email addresses are considered as valid form of communication with students.
- E. Written advice to be provided to CEO and/or RTO manager if you wish to withdraw from your current course.
- F. Follow the rules and guidelines as listed in the TACIS Student Handbook.

Behaviour

- A. Demonstrate the highest standards of professional conduct at all times.
- B. Show respect and consideration for all staff, students and guest speakers.
- C. Comply with all lawful directions given by a TACIS employee to facilitate the conduct of learning activities or to ensure the safety of any person.
- D. Do not do anything, by act or omission that endangers the safety or health of any person on TACIS premises, or will cause them to fear for their safety.
- E. Do not damage or steal TACIS property or the property of staff or other students.
- F. Do not swear, use obscenities or make offensive or racist remarks.
- G. Do not do anything that could offend, embarrass or threaten TACIS staff or students.
- H. Do not engage in any form of harassment or behaviour that could impair TACIS staff or students from participating in the activities of TACIS.
- I. Do not assault or attempt to assault any TACIS staff or students.
- J. Do not enter TACIS premises with illegal drugs, alcohol or weapons or be under the influence of drugs or alcohol.

Dress Standards

TACIS is an adult learning environment that prepares you for industry and/or further career-related training. With this in mind, you should dress in a manner that would be expected in the workplace.

While on TACIS premises, the dress rules are as follows:

- Dress in a manner that is neat, clean and modest.
- Be adequately clothed in accordance with work health and safety requirements.
- Do not wear clothing that is likely to offend others in terms of its lack of modesty or cleanliness.
- Do not wear clothing that has symbols or graphic designs that may offend, provoke, intimidate, condemn or ridicule others.
- Do not wear dark glasses in the classroom unless they are required for medical/safety reasons.

Note: The CEO will have the final say on what is considered acceptable forms of dress code.

Classroom and Library Policy

- A. Actively participate in class lessons and group activities.
- B. Follow trainer's instructions at all times.
- C. Always speak in English while on campus.
- D. Turn off your mobile phone or switch it to a silent mode while the class is in session.
- E. Do not write on the classroom desks.
- F. Do not consume food or drink in the classrooms.
- G. Leave the classroom and library tidy and place all rubbish in a bin.
- H. Do not chew gum in the classroom.
- I. Smoking is not permitted anywhere in the building where CHC offices are located, including the lifts, stairwells and foyer.

Academic Conduct

- A. Attend scheduled lectures, tutorials, seminars and practical sessions regularly and punctually.
- B. Provide acceptable explanations for absences on a Student Leave Application Form available from reception.
- C. Submit all assessment work by the due dates that are specified on the unit outlines or on the assessment papers.
- D. Keep a copy of any submitted assignment.
- E. Do all assessment tasks and examinations honestly, without any form of cheating /plagiarism.

Academic Misconduct

Students must not engage in any form of academic misconduct or do anything that is intended to assist any other person in an act of academic misconduct. Academic misconduct includes but is not limited to cheating, plagiarism, collusion and falsifying documents or results.

By way of providing students with guidance as to what actions to avoid, the following actions are considered

to be examples of academic misconduct:

- A. Giving or receiving assistance during an examination or assessment that has not been agreed to by the trainer.
- B. Obtaining information about an examination before it is held, except for information provided to all the class by the trainer.
- C. Copying from another person's examination paper.
- D. Stealing, buying or obtaining in any other way, all, or part, of an examination before it is administered.
- E. Using any sources of information during an examination or assessment that has not been agreed to by the trainer.
- F. Substituting for another person to take an examination.
- G. Allowing another person to substitute for you in taking an examination.
- H. Giving your password to another person to enable that person to log on and undertake any academic activity, including assessments, on your behalf.
- I. Using another person's password in order to log on as that person and engage in any academic undertaking, including assessments, on their behalf.
- J. Working with other students to produce work in groups that has not been agreed to by the trainer. This is called collusion.
- K. Making false statements, including statements relating to your student status, entitlements or identity.
- L. Altering the record of any grade or result.
- M. Giving false information in order to obtain exemptions from program requirements.
- N. Bribery in any form. This includes offering or giving staff members money or any other benefit as a means of influencing them or their decisions.
- O. Claiming as your own, work that is derived from another source or work done by another person. This includes anything that you may have obtained from the internet or from books.
- P. Copying published or unpublished material without proper acknowledgement.
- Q. Using or developing another person's ideas without acknowledging them.

R. Using the work of other student s (with or without their permission) and claiming it as your own.

If a trainer believes that a student may have been involved in academic misconduct the matter will be referred to TACIS CEO and/or RTO Manager for formal investigation.

Drugs and Alcohol

- A. TACIS is a drug and alcohol-free environment.
- B. To ensure the integrity of TACIS the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any client on TACIS premises is strictly forbidden at all times.
- C. Any client who is affected by the use of drugs and/or alcohol whilst attending training is in breach of TACIS' policy and guidelines and is subject to severe disciplinary action. This can include suspension, expulsion, or any other penalty appropriate under the circumstances.

DISCIPLINE, STUDENTS' DISMISSAL PROCEDURE

TACIS is committed in providing a learning environment that provides the best chance for students to meet their learning objectives. To ensure such a learning environment is provided, all students have rights as well as rules, responsibilities and conduct guidelines they must follow. TACIS may initiate disciplinary action for breaches of these rules, responsibilities and conduct guidelines.

TACIS may suspend a student's enrolment in the following instances:

- Breach of TACIS's student rules, responsibilities and conduct.

TACIS may cancel a student's enrolment in the following limited circumstances:

- Regular breaches or a serious breach of CHC Services' student rules, responsibilities and conduct.
- Attending any TACIS course or activity under the influence of alcohol or drugs.
- Posing a threat to TACIS staff, students or property.
- Non-payment of outstanding fees.

TACIS has a disciplinary procedure as follows:

Step 1 – Verbal warning

This warning may be issued by any TACIS staff member and CEO/ RTO Manager will be advised regarding the matter. The student will be given an opportunity to respond. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, details of the incident will be recorded on

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the student's file.

Step 2 – Written Warning Letter

After verbal warning if a student repeats the same breach or break rules a written letter is issued to the student and the student will be required to meet with CEO. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student will be given an official warning letter and advised that further breaches may lead to suspension or dismissal. Details of the interview and a copy of the warning letter given to the student will be kept on the student's file.

Step 3 – Intention to Suspend enrolment

Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student will be suspended for a period of time determined by CEO. Details of the interview and a copy of the suspension letter given to the student will be kept on the student's file.

Step 4 – Intention to Cancel Enrolment

Used where a student has been previously suspended for a previous breach or for any breach considered very serious by the CEO. The student will be required to meet with the CEO. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student's enrolment will be cancelled. Details of the interview and a copy of the cancellation letter will be given to the student and a copy kept on the student's file.

Where a suspension or cancellation of enrolment occurs, all facts will be kept confidential, unless the CEO deems the student to be a risk to CHC students or staff. In these instances, information may be disclosed to relevant people to reduce or manage such risks.

In cases where disciplinary action involves suspension or cancellation of the student's enrolment, students will be notified in writing and given 20 working days to access CHC Services' internal Appeals process. If the student uses TACIS's internal Appeals process, the suspension or cancellation will not take effect until the appeal is completed. However, in situations where the CEO considers there is a risk to the safety of TACIS's staff or Students, or there is a risk to a productive learning environment being maintained on TACIS premises, the suspension or cancellation may take effect immediately.

STUDENT DETAILS AND FORMS

We, at TACIS like to promote a paperless society, however we have to rely on a few hardcopy documents and forms and as Students you will come across following forms or following critical information during your course of study with us.

Change of Address or Contact Details

Students must notify TACIS of any change to their contact details within 7 days of the change. Especially for international students, it is a requirement by the Department of Home Affairs (DHA). New Students are required to provide their Australian address on the Orientation Day. If you do not know your address, ensure that you inform the Student Support Services as soon as you can. Student Support Services will make a note on your file in our system and will follow-up with you to get relevant information.

Student Card

Every student will be issued with a student card within a week from the date of enrolment. The student card can be used as a concession card at museums, theatres, cinemas and for eligible discount offer on public transport.

OSHC Card (Overseas Student Health Cover)

Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. In most cases this will have been paid with the enrolment fees. An OSHC membership card is delivered to Student services after 3 – 4 weeks from commencement of the course. Please contact Student Services Officer to inquire when your card is ready to collect. Please note that it is of paramount importance that each and every student has an OSHC card on them.

Student Request Forms

As a student you will come across following forms via digital format.

- Document Request Form
- Leave Application Form
- Refund Request Form
- Release/Withdrawal Request Form

- Change of Personal Information Form
- RPL/Course Credit Application Form
- Assessment Extension Request Form
- Application for Review/Re-assessment
- Complaints and Appeals Form
- Defer, Suspend, Cancel Request Form
- Student Feedback Form

The forms can be obtained from a Student Services Officer, or from our website: www.tacis.edu.au.

TRAINERS/ASSESSORS QUALIFICATIONS

All TACIS programs are conducted by qualified trainers/assessors (as specified under the Clauses 1.13 – 1.16 of Standards for RTOs 2015, Training and Assessments) who have the relevant vocational competencies, current industry knowledge, are passionate and have the right attitude to train and assess.

STUDENT TRANSFER POLICY AND PROCEDURE

This policy applies to international students only.

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, TACIS will not knowingly enrol a student transferring from another education provider prior to the student completing six months of their principal course.

A student may apply to transfer to another provider after they have completed at least six months of their principal course. In the case of a package of courses for example, Cert III, Cert IV and finally Diploma, the principal course is the highest course – the Diploma. The only exceptions are the circumstances outlined in the National Code 2018.

This policy sets out the procedure for assessing requests from Students to transfer into and out of our college prior to the student completing six (6) months of their principal course.

The circumstance in which we release a student prior to completing six (6) months of their principal course will be assessed as detailed in this documented procedure.

The timeline for a response to application for transfer into and out of the RTO will be ten (10) business days from the date we have received the transfer application form. The form will be date stamped and signed as received by the Student Service Officer and in their absence by the RTO Manager.

This Student Transfer Policy is made available to all students and staff and clearly details the circumstances in which a transfer will and will not be granted.

Note: this policy has not been developed to cater for students under the age of 18 years. TACIS does not enrol students under the age of 18 years.

PROCEDURE - Transferring to TACIS

The student requests to transfer into our college

The Student Transfer Policy has been developed primarily to cater for international students holding a student visa and outlines the process with regard to transfer between providers. Noting that we require the transferring student to complete the Student Transfer Application form and provide supporting evidence.

Application Process

A student wishing to transfer to TACIS from another college must complete the Student Transfer Application form, available on our website or available from reception or from the RTO Manager.

Once completed, this document together with supporting evidence must be submitted to the RTO Manager for assessment. The application will be assessed within the timelines listed below.

Processing Timelines

The student's request will be assessed within ten (10) business days of application. Students who are transferring from another college and have not completed a minimum of six (6) months of their principal course will require to be released from the previous college and/or other appropriate documentation. All documentation and information must be placed in the student's records.

Decision

A formal decision will be provided to the student within the above timeline. The decision might be to:

1. approve transfer request
2. refuse transfer request or
3. to request more information from the student and require a resubmission of application with further documentation.

Process

The student will need to provide formal evidence that they have completed a minimum of 6 months of their principal course. If this is not provided, TACIS would not enrol them unless they have been released from their current provider or if any of the sub sections in the National Code 2018 have been met.

The CEO or RTO Manager will complete the investigation to ensure the course detailed by the student is in fact the principal course, this could easily be completed via checking dates on the student's visa. In the case where the student has enrolled in a package of courses for example, Cert III, Cert IV and finally Diploma, the Diploma is the principal course.

Therefore, if the student has only completed the first qualification – Certificate III then this would not be considered as acceptable to enrol the student without being released from the prior college or meeting other reasons as detailed in the National Code 2018.

Grounds for Accepting Students

There are several circumstances where a student transfer is acceptable:

1. In the case that the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered TACIS would be able to enroll the student before they had completed a minimum of six months of the principal course.
2. In assessing the application for transfer, TACIS further investigates the previous provider to ensure they indeed have ceased to be registered in providing the course in which the student was enrolled. Checks can be completed by going to the Department of Education website: www.cricos.education.gov.au. Once TACIS has completed the investigations and verified that the provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered the next step is to interview the student and then complete the enrolment process.
3. In the case that an international student wishes to enrol with TACIS and they have not completed at least 6 months of the principal course, but have supplied evidence/information regarding the release (ie email from previous provider), TACIS would accept this as evidence of release. The student will follow the standard enrolment procedures regarding entry requirements for the course of enrolment and supplying appropriate documentation in support of their application.
4. In the case that an international student wishes to enrol with TACIS and they have not completed at least 6 months of the principal course, but have stated in their application that the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course and the student has provided evidence to support this statement. In assessing the application for transfer, we would further investigate the evidence and if validated, TACIS would accept this as evidence and follow its Student Transfer Policy to enroll the student in the course of their choice.
5. In the case where the international student is government sponsored and the student has requested a transfer to TACIS without first completing the minimum six months of the principal course at the other registered provider, this transfer request would be approved with formal advice and approval from the government sponsor who has stated that they consider the changes to be in the student's best interest. In this case, there is no need for a letter of release from the previous registered provider. Evidence will be attached to the student's file and detailed in PRISMS when creating the CoE.

Conditional Offer

In some cases, a student may not have completed six months of their principal course, but may still wish to transfer to TACIS. In this circumstance TACIS will provide the student with a conditional offer letter which clearly details that the letter is only a Conditional Offer Letter contingent on the student providing evidence

of release from their current college. Once the student has provided the information from their current provider, it will be validated by the CEO.

Enrolment

Once the transfer has been approved, the CEO will complete the final enrolment documentation and update PRISMS with the student's data creating the CoE.

PROCEDURE - Transferring from TACIS Students

seeking to transfer to another college

Students wishing to transfer to another provider prior to completing minimum six (6) months of their principal course and requesting to be released must firstly access this policy to ensure they are aware of the requirements for release and then complete the Student Release Application form and attach the letter of offer from other registered provider and/or other supporting documentation.

Application Process

The application and supporting evidence will be assessed in accordance with our Student Transfer Policy. Should the documentation be assessed as a valid enrolment offer in line with our policy and the National Code Standards, TACIS will grant the student a release – which will be recorded onto PRISMS and end of our responsibility for the student. The student will formally acknowledge our decision and acceptance of release.

TACIS will formally notify the student of the date it will be cancelling their CoE via PRISMS and that they should contact DHA to advise of the change of the registered provider, as this may affect their student visa.

An email will be sent to the students, containing the information regarding the release and the date of cancellation of their CoE. This will be issued at no cost to the student.

Once the email is sent to the Student, TACIS will deem that the student was informed of the decision for release and cancellation of CoE.

Release Not Granted

A release will not be granted under the following circumstances:

1. The student has not provided a letter of offer from another provider
2. Documentation is either inaccurate and/or incomplete
3. Where it may jeopardize the student's progress through a course
4. Work commitments have been provided as a reason
5. Travel to and from campus has been provided as a reason

6. The student is using the release as a means to avoid being reported to DHA for failure to meet our requirements
7. The student does not want to study the course they are enrolled, anymore
8. There is a lack of sufficient documentation in support of their claim for compelling or exceptional circumstances
9. It is considered detrimental to the student to allow the release
10. The student has outstanding fees owing to CHC Services

Complaints and Appeals

In the event that TACIS does not allow a release, we will provide a formal reason for our decision and the student has the right to access our complaints and appeal process at little or no cost to the student.

DEFERRMENT, SUSPENSION AND CANCELLATION

Defer, suspend, cancellation application process

Students must complete the: Defer, suspend, cancellation application form (available from reception or RTO Manager). Once the application is completed it must be submitted to the CEO / RTO Manager through the Student Services Officer, a formal response will be provided within 5 business days from the RTO Manager. Applications must be submitted at least 10 business days before the deferral, suspension or cancellation date for the application to be processed.

Student request for deferral and / or suspension of studies

Where a student has applied for deferment or suspension of their studies due to compassionate or compelling circumstances, TACIS will in accordance with its policy assess the circumstances and grant or decline the student's request.

TACIS will only defer or temporarily suspend the enrolment of the student on the grounds of:

- ② compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or

❑ misbehaviour by the student

The following is a list of acceptable circumstances (not exhaustive) where we would approve application:

- ❑ Unavailability of units in the enrolled course
- ❑ Inability to commence study on commencement date due to student visa delay (international students only)
- ❑ Serious illness or injury, (a medical certificate must be provided stating that student is unable to attend class)
- ❑ Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided)
- ❑ A traumatic experience such as witnessing a serious accident or witnessing or being victim of a serious crime (police report must be provided)
- ❑ A major political upheaval in the student's home country which requires emergency travel that will effect Student studies (international students only)
- ❑ A natural disaster in the student's home country which requires emergency travel that will affect Student studies. (international students only)

Students may defer or suspend their studies for up to one term (one study period) for compelling or compassionate circumstances. Documented evidence is required.

The CEO / RTO Manager will convene a meeting with the student to discuss the application. Documented evidence must be provided by student to validate the claim. A formal response will be provided within 5 business days.

International students

Regardless of whether the suspension of enrolment is the result of a student request for suspension or provider-imposed suspension of enrolment due to misbehaviour, the period of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations.

Student Visa

Deferment, suspension or cancellation of enrolment may affect the students Visa. As such, we will refer the student to the Department of Home Affairs (DHA) website or helpline (131 881) for information, and the local DHA office for advice, on how the potential change to enrolment status may impact upon his or her visa.

In the case that a student's enrolment is deferred, suspended or cancelled we will notify DESE via PRISMS of the change in enrolment. Please note that misbehaviour of student may also be grounds for cancellation of studies.

Student request for cancellation of enrolment

Students who request cancelling their enrolment to go to another college must follow the 'Student Transfer Policy' and complete the appropriate documentation.

Students cancelling enrolment to return to their home country must complete the "Defer, suspend, cancellation application form" and supply supporting evidence such as airline ticket and departure date.

TACIS will notify DE via PRISMS of changes to a student's enrolment within 10 business days of duly received, signed and dated documents provided by the student.

Should TACIS reject the cancellation application, the student will receive a refusal letter and have the right to access CHC Services' internal complaints and appeals process within 20 working days of date on refusal letter (allow extra 3 days for postage).

Fees will be refunded (if applicable) in accordance with our Refund Policy.

Provider initiated suspension or cancellation of student's enrolment

Misbehaviour by the student may result in the suspension or in the worst case scenario the cancellation of enrolment. TACIS may suspend further study or cancel enrolment for both academic and non-academic misconduct.

Misbehaviour

The CEO will convene a meeting with the student to discuss the misbehaviour by the student.

If TACIS initiates the suspension or cancellation of a student's enrolment, TACIS will formally notify the student of its intention and allow the student 20 working days to access the internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student applies. The severity of the individual case will decide whether the enrolment should be suspended or cancelled.

In cases of student misbehaviour of a criminal nature: TACIS will inform the police of any suspected or alleged criminal activity. And to assist DHA, TACIS will give as much information as possible regarding any criminal activity when it suspends or cancels the enrolment of the student.

Non-Payment of tuition fees

Student's enrolment can also be suspended or cancelled for not paying tuition fees as per the payment schedule. The college will give two warnings to student(s) whose fees are due and will also provide a good support mechanism in terms of flexible payment option if the student is having financial constraint. However, if this non-payment problem persists for a month from the date of the first warning letter the student is given a final intention to report letter and as per the date stipulated in this letter the student will be reported to DESE/DHA for non-payment of tuition fees.

Procedural fairness

In the case where a student has been regarded as misbehaving, until all due investigation is completed the student must be treated as innocent until they have admitted liability or via other evidence such as bona fide witnesses.

Provider's grounds for deferment of commencement studies

This may be granted on the grounds of compassionate or compelling circumstances.

Non-Commencement reporting by TACIS (International students)

TACIS can report students for non-commencement of studies on PRISMS in following two scenarios:

- If the student cannot start their course on the course commencement date, TACIS will report all students under this category for non-commencement of studies on PRISMS after 14 working days. 14 days will be calculated from the course commencement date. This action will cancel the student's current eCoE.
- During the course of study, TACIS can also report students as inactive student (Student notifying cessation of studies) and cancel their eCoE on PRISMS if they fail to come back after a scheduled term break. TACIS will report all students under this category after 14 days from the date of course/term commencement. This is applicable to students who are in the middle of the course and is also applicable to students who have completed one course and are due to start a new course.

Recording a Deferment, Suspension or Cancellation - eCoE Outcomes

There are three different outcomes for the student's Confirmation of Enrolment:

- 2 The provider notifies DESE through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the eCoE. In this case there is no change to the eCoE or the student's enrolment status on PRISMS i.e. the student's eCOE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to DHA. This information will be kept in the student admin file for future reference.

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- ② The provider notifies DET/DHA through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the eCoE. In such situations, PRISMS will cancel the original eCoE, and immediately offer the provider the opportunity to create a new eCoE with a more appropriate end date. If the provider does not know when the student will return, it can choose not to create a new eCoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new eCoE.
- ② The provider notifies DET/DIBP through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's eCoE status will be listed as 'cancelled'.

UNIQUE STUDENT IDENTIFIER (USI) POLICY AND PROCEDURE:

As an education provider, TACIS is required to collect and report your students' Unique Student Identifier (USI) numbers. TACIS requires a USI from all students in order to graduate and receive their award at TACIS. A USI is a reference number made up of numbers and letters. The USI will allow Learners online access to their training records and results (transcript) through their online USI account.

In respect of certificates relating to nationally recognised training being issued by TACIS, the following rules apply:

- TACIS ensures that it will not include the Student's USI on either the qualification or statement of attainment. This requirement is specified within the Student Identifiers Act 2014.
- TACIS ensures that any USI provided to TACIS by a student must be verified with the USI Registrar.
- Student Identifier details and all related documentation under the control of TACIS will be kept secure.
- TACIS ensures that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014.
- Where an exemption described in Clause 3.6 (b) of the Standards for RTOs 2015 applies, TACIS will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated transcript prepared by TACIS.
- TACIS ensures that it maintains the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

The [USI data access guidelines](https://www.usi.gov.au/about-us) under the [Student Identifiers Act 2014](https://www.usi.gov.au/about-us) are available from USI website:
<https://www.usi.gov.au/about-us>.

INTERNATIONAL STUDENT POLICY ON COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

TACIS, at all times, monitors the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's CoE(s).

TACIS ensures that students do not exceed more than 30 (%) of the student's total course by distance and/or online learning. In monitoring this enrolment load, the registered provider will ensure that in each compulsory study period or term for a course, the student is studying at least one unit that is not by distance or online learning.

TACIS only enables students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

Policy for Repeating of Units for International Students

If a student is required to repeat a unit of study due to failure to be deemed competent in that unit they are not required to be enrolled TACIS in a full time capacity.

The student must re-do the relevant unit at an additional cost to them which will be determined upon written request from the student.

Students are not permitted to repeat a unit of study more than once. However, the code does not preclude a student from repeating a unit of study more than once while in a full-time course of study where there are reasons to allow this such as not completing certain course components due to illness, evidenced by a medical certificate, or other exceptional circumstances beyond the control of the student, eg bereavement.

Procedure for Monitoring Progress to Ensure Students Complete within the Expected Duration

- ☐ Student enrolls with CHC Services
- ☐ Student course progress is monitored on a regular basis through the review of attendance, participation, mid course assessments and final assessment to ensure completion within time frame
- ☐ Student course progress is satisfactory
- ☐ No change in course length required

Student files will be maintained at all times and may include the following; a student's unit enrolment type, documents relating to any compassionate and compelling circumstances that have interfered with the student's ability to complete the course within the expected duration, documents relating to any approved deferment or suspension, documents that relate to the student's poor academic progress and action taken to intervene.

Procedure to Ensure Students Do Not Exceed the Allowable Portion of Online or Distance Learning

TACIS will not allow the student to undertake more than 30% of the student's total course by distance and/or online learning.

- ☐ TACIS established a formal timetable for each course.
- ☐ Each course offered by the provider has a portion offered by distance.
- ☐ The portion of the course timetabled for distance study does not exceed 20% of each term's total hours.
- ☐ TACIS will not enrol any student exclusively in distance or online learning units in any compulsory study period or term.

Procedure for Altering the Students CoE, and Reporting Students to Department of Home Affairs Immigration and Citizenship

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

1. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre- requisite unit)
2. the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
3. an approved deferment or suspension of study has been granted under Standard 13 (course credit).

Where there is a variation in the student's load which may affect the student's expected duration of study, TACIS will:

1. continue to monitor student course progress to ensure completion within time frame,
2. implemented Intervention strategy to help student complete the course as best as possible within required time frame,
3. if necessary, increase the course length to enable student to meet academic progress requirements,
4. record any variation and the reasons on the student file,
5. correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

WORK HEALTH AND SAFETY (WHS) POLICY AND PROCEDURE

TACIS strives through a process of continuous improvement to fully integrate health and safety into all facets of its operations and activities.

TACIS promotes a proactive health and safety management philosophy based on effective communication and consultation, the systematic identification, assessment and control of hazards and the encouragement of continuous improvement and innovation.

TACIS has in place policies and procedures to ensure that staff, students, visitors and guests are provided with a safe environment in accordance with the Work Health and Safety Act (2011).

Requirement

Standards for RTOs 2015

This policy applies to all employees, students and contractors. On entering the workplace of TACIS, visitors, clients and customers will be required to comply with this policy.

Responsible parties

Members of Management are held accountable for their performance in managing Work Health and Safety in areas under their control.

It is TACIS's policy in the allocation of resources that a high priority should be given to items with significant WHS implications.

WHS issues must be included in the meeting agendas at regular intervals and agenda items tabled in meeting minutes.

While the CEO has the final responsibility for the WHS of staff at TACIS, all managers are responsible for planning, implementing and maintaining WHS standards and practices in all areas and activities under their control.

Policy & Procedures

All staff are responsible for enacting this policy and it is their responsibility to safeguard the welfare of, and to provide a healthy and safe environment for, their fellow staff members, students, visitors and contractors

and to ensure that the standards and practices adopted are in conformity with statutory requirements and the provisions of TACIS's policy.

Expressly to:

- ☐ Lead by example in relation to work health and safety standards and awareness.
- ☐ Facilitate requests by staff to elect Work Health and Safety representatives and / or form a Work Health and Safety committee with appropriately qualified staff (ensure that the staff attend appropriate training).
- ☐ Familiarise themselves with the Work Health and Safety Act, 2011 and in particular with those sections relating to employer responsibilities and the powers and rights of health and safety representatives.
- ☐ Appoint appropriately trained emergency personnel.
- ☐ Address or delegate action to address health and safety issues raised by health and safety representatives.
- ☐ Consult with the relevant health and safety representatives, where practicable, on all changes which may affect the work health and safety of staff, students, visitors or contractors.
- ☐ Ensure that work health and safety appears on the agenda of departmental or equivalent meetings at regular intervals, at a frequency consistent with the number of hazards and degree of risk.
- ☐ Arrange for work health and safety rules to be developed, documented and issued to all staff and where appropriate, student, visitors and contractors.
- ☐ Ensure that all staff, students, visitors and contractors receive a safety induction that includes information pertaining to emergency response procedures and personnel.
- ☐ Ensure that all staff, students, visitors and contractors receive pertinent information, instruction and training necessary for them to perform work safely and with the hazards to which they are exposed.
- ☐ Ensure that contractors are appropriately licensed and qualified to carry out the duties they are engaged to perform.
- ☐ Ensure that adequate emergency equipment is provided and properly maintained, that regular training in the use of the equipment is carried out and that at least two emergency evacuation exercises per annum take place.
- ☐ Ensure that the work health and safety implications of all new work and building alterations are fully assessed at the planning stage.
- ☐ Ensure that the health and safety implications of new equipment and new materials are fully assessed prior to purchase.
- ☐ Ensure that adequate financial provisions are made for work health and safety equipment and materials and the maintenance of work health and safety standards.

- ☐ Ensure that hazard identification and risk assessment procedures are developed, documented and maintained for the use, handling, storage, transport and disposal of equipment, materials and substances, and that appropriate risk controls are implemented and maintained.
- ☐ Ensure that the facilities and equipment provided are safe and suitable for the types of work to be carried out and that healthy and safe work methods are developed and adopted.
- ☐ Ensure that records are maintained in relation to all of the above.
- ☐ Indicate safety compliance as part of staff performance appraisal.
- ☐ Complete random department WHS audits at least quarterly.
- ☐ Complete full site WHS audits annually or earlier.

Managers have a particular responsibility for ensuring that the work for which they are responsible is carried out in ways which safeguard the work health and safety of staff, students in their charge and contractors that they are responsible for.

Managers must:

- ☐ Actively practice and develop in their staff proper attitudes towards work health and safety matters
- ☐ Control the risks associated with the work that they supervise using a documented risk management process.
- ☐ Ensure that safe work practices are developed and maintained at all times.
- ☐ Arrange for their staff to be instructed in safe and healthy work procedures, and ensure that they are fully informed about particular hazards, and to avoid, eliminate or minimize them.
- ☐ Ensure that good housekeeping standards are developed and maintained in the areas under their control.
- ☐ Ensure that staff under their control use safety equipment provided when required and in a correct manner.
- ☐ Gain a knowledge of employer responsibilities and the powers and rights of health and safety representatives under the Work Health and Safety Act 2011, through attendance at an WHS training course or by other means; and
- ☐ Indicate safety compliance as part of staff performance appraisal.

TACIS staff who engage or manage contractors

The WHS Act states that independent contractors and their employees are to be regarded as employees of the organization engaging the independent contractor in terms of responsibility for work health and safety. TACIS staff who engage or manage contractors are therefore responsible for the health and safety of the contractor and the contractor's employees, in relation to all matters over which TACIS controls.

TACIS staff that engage or manage contractors must therefore ensure that:

- ☐ Contractors and their employees receive a site specific safety induction which includes TACIS emergency response and incident reporting procedures and information on site specific hazards.
- ☐ The equipment and material used by contractors is safe and is used in a manner that does not pose a risk to the contractor(s) or to TACIS staff, students and visitors.
- ☐ The contractors are not exposed to health and safety risks arising out of the activities of TACIS.
- ☐ The contractors use appropriate personal protective equipment and safety equipment at all times.
- ☐ The contractors use safe work methods at all times.
- ☐ All contractors have statutory compensation and liability insurance.

Individuals

While responsibility for work health and safety at TACIS is a prime function of all levels of management, each member of staff has an overriding moral and legal responsibility for ensuring that his or her own work environment is conducive to good work health and safety by:

- ☐ Taking action to avoid, eliminate or minimise hazards of which he or she is aware.
- ☐ Take reasonable care for own safety and safety of others.
- ☐ Complying with all work health and safety instructions, policies and procedures including departmental safety manuals.
- ☐ Report all identified hazards and accidents or near misses or other incidents to their manager.
- ☐ Making proper use of all safety devices and personal protective equipment.
- ☐ Complying with the instructions given by emergency response personnel such as emergency wardens and first aiders.
- ☐ Not wilfully placing at risk the health and safety of any person at the workplace.
- ☐ Seeking information or advice where necessary before carrying out new or unfamiliar work.
- ☐ Maintaining dress standards appropriate for the work being done.
- ☐ Appropriate protective clothing and footwear must be worn at all times.
- ☐ Consuming or storing food and drink in only those areas designated.
- ☐ Being familiar with emergency and evacuation procedures and the location of, and if appropriately trained, in the use of, emergency equipment.

Safety Officers

Management is responsible for appointing a suitable safety officer for the areas under their control. The safety officer is deemed to be the employer's representative (as required by the WHS Act) at the local level.

Safety Officers should be free to devote as much time as necessary to work health and safety matters. All staff should have direct access to their safety officer.

The main role of a safety officer is to act as a local point for all work health and safety matters arising at the particular location. Carrying out the role involves:

1. Identifying hazards and making recommendations to eliminate or reduce risks associated with those hazards.
2. Providing advice on local work health and safety matters and obtaining advice on areas outside their expertise from WHS or other sources.
3. Bringing to the attention of work health and safety, hazards associated with their work.
4. Monitoring health and safety standards and compliance with WHS rules, policies and procedures.
5. Bringing to the attention of Management unresolved work health and safety matters.
6. Investigating and reporting on all incidents, injuries and work health problems and notifying WHS of incidents and hazards in line with reporting requirements.
7. Assisting with the promotion of work health and safety awareness.

All accidents or near occurrences must be reported. **An Incident Report Form** must be completed and submitted to the CEO in the case of an injury or near miss occurring. Any staff member of TACIS or student can fill in this form.

CHANGE OF OWNERSHIP OR MANAGEMENT POLICY

Under this policy, TACIS will advise the Department of Education and Training (DET), ASQA, as well as any other relevant authority in writing of:

- a. any prospective changes to the ownership of TACIS as soon as practicable prior to the change taking effect, and
- b. any prospective or actual change to high managerial agent (as defined in section 5 of the ESOS Act) as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect.

TACIS must provide the Department with information on the new owner or high managerial agent for the purpose of making an assessment under section 9(6) of the ESOS Act.

Procedure

In the event that there are any prospective changes to the ownership of TACIS or any prospective or actual change to high managerial agent the CEO of TACIS will:

- 1) advise the Department of Education and ASQA by way of Letter on the Company letterhead stating the proposed changes or actual changes.
- 2) request confirmation that changes have been received and noted.
- 3) confirm any other information needed to be provided to them, and
- 4) ensure they provide any other required information to any other relevant department such as DET and DHA.

Notification will be sent as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect.

National Code of Practice for Providers of Education and Training to Overseas Students 2018

The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 (ESOS Act) and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.

The National Code 2018 commenced on 1 January 2018. Education providers must comply with the National Code to maintain their registration to provide education services to overseas students.

National Code 2018 Factsheets

- [General Factsheet](#)
- [Standard 1: Marketing information and practices](#)
- [Standard 2: Recruitment of an overseas student](#)
- [Standard 3: Formalisation of enrolment and written agreements](#)
- [Standard 4: Education Agents](#)
- [Standard 5: Younger overseas students](#)
- [Standard 6: Overseas student support services](#)
- [Standard 7: Overseas student transfers](#)
- [Standard 8: Overseas student visa requirements](#)
- [Standard 9: Deferring, suspending or cancelling the overseas student's enrolment](#)
- [Standard 10: Complaints and appeals](#)
- [Standard 11: Additional requirements](#)

The National Code 2018 factsheets will continue to be updated to reflect questions from the sector.

INTRODUCTION TO STANDARDS FOR RTO'S 2015 AND ASQA

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. For more information, please visit www.asqa.gov.au

ASQA has developed this Standards Guide to assist RTOs to understand their obligations under the revised **STANDARDS FOR RTOS 2015**.

Copyright Act 1968 and Copyright Amendment (Digital Agenda) Act 2000

Students must comply with licenses for the use of intellectual property, including software. All software loaded on college computers or provided by the Institute is licensed and this software cannot be copied unless permitted by the license. If you need further information about your copyright obligations please contact the TACIS Student Services or see the Australian Copyright Council website. This act applies to:

- Hardcopy and web/digital material
- For study and research purposes you are allowed to copy up to 10% or one chapter of a book or one article per issue of a journal
- copyright royalty payments apply for the reproduction above this rule
- no permission to copy software unless permitted by the license

<http://www.copyright.org.au/>

<http://www.comlaw.gov.au/Series/C2004A07378>

<http://www.comlaw.gov.au/Details/C2004C01235>

Access and Equity

TACIS integrates and applies equal opportunity and affirmative action principles in all its operations and is committed to providing a learning environment where all students are given equal opportunity to achieve their learning goals that is free from any form of harassment or discrimination.

It is important that if a student has any disability or impairment, whether it is temporary or permanent, that may inhibit their ability to access or participate in learning programs, that they advise a TACIS staff member. TACIS will then provide learning and assessment strategies that are appropriate for these students so that they have similar opportunities as other students to participate and successfully complete their course of study. Following legislation

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applies:

Disability Discrimination Act 1992

Disability Discrimination Amendment (Education Standards) Act 2005

Disability Discrimination and Other Human Rights Legislation Amendment Bill 2009 Disability

Discrimination Regulations 1996

Equal Employment Opportunity Act 1987

Discrimination occurs if an employee is treated less favourably on the basis of a prohibited ground of discrimination (sex, age, race, etc.). This is direct discrimination.

Indirect discrimination occurs where there is a requirement for all but it impacts on certain groups (such as people of a certain gender) and is not reasonable in the circumstances.

Anti-Discrimination

An essential part of providing equal opportunity to students is to have a learning environment that is free from any form of discrimination or harassment.

Australia has legislation which makes it unlawful to discriminate against a person based on race, colour, sex, sexual preference, age, physical or mental disability, marital status, family or carer's responsibility, pregnancy, religion, political opinion or social origin.

Racial Discrimination Act 1975

Racial discrimination occurs when someone is treated less fairly than someone else because of their race, colour, descent or national or ethnic origin.

Racial discrimination can also occur when a policy or rule appears to treat everyone in the same way but actually has an unfair effect on more people of a particular race, colour, descent or national or ethnic origin.

Age Discrimination Act 2004

To eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises etc.

To allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older.

Harassment

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Australia has legislation which makes it unlawful to harass another person and this law applies to behaviour within TACIS premises. Harassment is offensive, belittling or threatening behaviour directed at an individual worker or group of workers. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. It covers a wide range of behaviours ranging from subtle intimidation to more obvious aggressive tactics.

Consistent with the principles of access and equity, students have rights to be:

- ☐ Treated with respect, fairness and without discrimination.
- ☐ Free from all forms of intimidation or harassment.
- ☐ Learn in a supportive environment without interference from others.

Students also have a responsibility to ensure their behaviour allows the rights of other students and staff to be respected.

Sexual Harassment

It is the responsibility of all students and staff to contribute to a learning environment that is free from sexual harassment.

Examples of sexual harassment may include but is not restricted to the following:

- Distribution or display of offensive pictures or written material.
- Repeated unwelcome requests for social outings or dates.
- Offensive comments about a person's appearance, dress or private life.
- Unsolicited comments, messages or telephone calls of a sexual nature.
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity.

The *Commonwealth Sex Discrimination Act 1984* makes it unlawful to engage in any form of sexual harassment.

Disciplinary action will be taken against anyone found to have committed sexual harassment.

Sex Discrimination Act 1984

- prohibits discrimination on the basis of sex, marital status, pregnancy or potential pregnancy in a range of areas of public life and this includes work and education.
- eliminate sexual harassment.
- create recognition and acceptance of the principle of the equality of men and women.

Privacy Act 1988 / Privacy Amendment Act 2004

The [Privacy Act 1988](#) (Privacy Act) was introduced to promote and protect the privacy of individuals and to regulate how Australian Government agencies and organisations with an annual turnover of more than \$3 million, and [some](#)

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other organisations, handle [personal information](#). <https://www.oaic.gov.au/privacy/the-privacy-act/>

The Privacy Act includes 13 [Australian Privacy Principles](#) (APPs), which apply to some private sector organisations, as well as most Australian Government agencies. These are collectively referred to as 'APP entities'.

TACIS will ensure the followings in accordance with relevant Acts and regulations of each state it operates in.

- Only information relevant to TACIS' functions must be collected.
- Students and staff have a right to know who will see the information.
- Those in charge of storing the information have obligations to ensure it is secure.
- Students and staff will also have the right to access information about themselves.

Victimisation

TACIS is committed to protecting students and staff from any threatening behavior as a result of exercising their right to complain about possible behavior that is discriminatory or harassing. Victimisation is threatening or harassing a person because they:

- ☐ Have made a complaint or intend to make a complaint.
- ☐ Are acting as a witness or intend to act as a witness.
- ☐ Are supporting a victim or intend to support a victim.

Any incident that may involve victimisation must be reported to TACIS CEO as soon as possible.

Work Health and Safety Act 2011

WHS is designed to protect the health, safety and welfare of all at work, including all staff, students and visitors.

All staff and students have a duty to take care for their own health and safety and that of others.

TACIS is committed to providing a safe and healthy work and study environment to all its students and staff. TACIS has a WHS policy, the main purpose of this policy is to establish a framework for CHC, its employees, students, and contractors, and for other persons with a legal right to be on premises controlled or managed by CHC Services, to comply with the requirements of the Work Health and Safety Act 2011 and the Work Health and Safety Regulations 2011.

Everyone who uses TACIS facilities or enters TACIS premises has a responsibility to ensure a safe and healthy work and study environment. This includes students, employees, training staff, academic and operational managers and TACIS executive management team.

TACIS strives to minimise the number of WHS related injuries and incidents in its workplace. It will take a proactive approach to health and safety by having procedures that will identify present or potential hazards and take appropriate steps to eliminate or manage the risks that they present.

Reporting Incidents of Discrimination, Harassment, Sexual Harassment, and Victimisation

Discrimination, harassment sexual harassment or victimisation will not be tolerated at CHC Services. If you wish to make a complaint about any of these behaviors, please contact TACISCEO as soon as possible. Any complaint of discrimination, harassment, sexual harassment or victimisation will be treated seriously and investigated promptly, discreetly, confidentially and impartially. It is not essential for the complaint to be in writing.

If an investigation verifies the allegation, TACIS will view the matter seriously and will take appropriate action. This may include counseling or disciplinary action. If the complainant is dissatisfied with the action taken, he/she is entitled to use CHC Services' complaints and appeals processes.

Fair Work Act 2009 (Fair Work Act)

The Fair Work Commission is Australia's national workplace relations tribunal. It was established by the Fair Work Act 2009 (Fair Work Act) and is responsible for administering the provisions of the Fair Work Act.

The Commission and General Manager also have responsibilities in relation to the registration, amalgamation and cancellation of registered organisations and the making and alteration of their rules under the Fair Work (Registered Organisations) Act 2009.

Fair Work Ombudsman has prepared a Fact Sheet for International Students. And This fact sheet will help you understand your basic workplace rights, where to obtain further information, and how to seek assistance from the Fair Work Ombudsman. For more information, contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au.

Privacy and Confidentiality of Student Information

TACIS is committed to the privacy and confidentiality of student information. TACIS will only collect personal information that is required to meet its professional and legal obligations as a Registered Training Organisation (RTO). TACIS is committed to complying with Australia's National Privacy Principles under the Privacy Act 1998.

Informing students and staff of any changes to legislative and regulatory requirements that affect the services delivered.

TACIS will try to keep students and staff informed about any changes to legislative and regulatory requirements via the following means:

- ❑ publishing updates on legislation on students learning platform
- ❑ sending regular newsletters to staff and students
- ❑ publishing online information about relevant changes via news updates on its website.

Student Visa Rules

Many international students studying abroad in Australia will want to work during their time spent studying in the country. Australian student visas usually allow full time degree students (undergraduate and postgraduate) to work

up to 40 hours per fortnight in the academic year and unlimited hours during summer holidays.

Family members (spouses and children) accompanying the international student under their student visa have the same work rights as the student – 40 hours per fortnight. Unlike the students, family members may not exceed 40 hours per fortnight, even during holidays.

PRIVACY POLICY

TACIS is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways during your application and enrolment at TACIS and/or from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to

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ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

TACIS will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at: admission@tacis.edu.au

CRITICAL INCIDENTS POLICY AND PROCEDURE

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. This policy details the procedure for dealing with a critical incident including reporting, approach, action, support, media, counselling services, training, evaluation and follow- up, review and return to normality. SII will ensure that the Australian Privacy Principles and also refer to state or territory legislation or other regulatory requirements, in relation to privacy principles, appropriate to the jurisdiction in which they operate will apply in the implementation of this policy.

What is a Critical Incident?

The National Code defines a critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. This does not include serious academic misconduct.

Critical incidents are not limited to, but could include:

- serious injury or any threat of these
- severe verbal or psychological aggression
- Natural disaster
- Acts of terrorism
- Fire, bomb threat, explosion
- Issues of domestic violence, sexual assault
- Drug or alcohol abuse
- issues such as domestic violence, physical, sexual or other abuse; and □
- other non-life threatening events

Procedure

Prior Preparation

TACIS will ensure of the followings:

1. students are properly orientated in how to respond to a critical incident and what support is available to them
2. all facilities are subject to regular maintenance (refer *Facilities and Resources Review and Improvement Policy and Procedure*)
3. emergency exits are clearly marked and kept clear of obstacles at all times
4. fire prevention measures and protection equipment is in place (e.g. fire wardens appointed, smoke detectors, alarm systems and fire extinguishers are in place and maintained);
5. normal safe work practices are followed routinely and staff are familiar with fire drill and emergency evacuation procedures; and
6. back-ups of computer records are stored off-site and retrievable (refer *Records Management and Security Procedure*).

The Student Orientation Program starts with an induction presentation on the first day of class; this induction includes the presentation of PowerPoint slides which include information regarding the Critical Incident Policy and associated procedures covering actions to be followed in the event of a critical incident.

All current and new staff are provided with an induction which includes information regarding the Critical Incident Policy and Associated procedures covering actions to be followed in the event of a critical incident.

Actions to be taken when a critical incident occurs

- If a Critical Incident has or is occurring the first response staff member should take action to:
 - secure the safety of staff and students and themselves
 - then contact the emergency services (if fire, police or ambulance is required)
 - then contact the Course Coordinator on 0411 826 650 and
 - finally contact the Critical Incident Team (if Critical Incident Team members are not in attendance at

college, contact them on their emergency numbers)

- ② The Critical Incident Team will meet and assess the incident with regard to first response actions and risk to the safety of all staff, students and others.
- ② The Critical Incident team will contact the police, the Department of Home Affairs, the overseas student's family, and any other relevant organisations that may be able to assist in such a situation, for example community organisations or phone counselling services.
- ② If an associated risk is still active, they will action a strategy to implement further measures which may include identifying emergency response requirements and further action to ensure staff, students and others are removed from harm's way
- ② A member of the Critical Incident Team will contact emergency services (fire, police, ambulance) and relevant external bodies if necessary
- ② The Critical Incident Team will determine the arrangements for informing staff, students and stakeholders of the incident.
- ② Media response will be dealt with by the Course Coordinator, as such; staff are not to provide any comments to the media in regards to a critical incident.

Example 1 of Detailed Actions

In the unfortunate situation that a student dies and the RTO has been advised by Police of the incident:

1. The Police in consultation with the Course Coordinator would contact the student's parents or next of kin and advise of the situation – will an interpreter be required?
2. The Police may require an official identification of the deceased and so this may involve the use of a staff member who has known the student
3. The Police may also interview staff as part of investigations
4. Decide on what assistance we may provide to family, i.e. arranging funeral, death notices, attendance from family members, crisis support referral to counselling services, refund student fees, legal assistance, accommodation and student personal belongings
5. Contacting the Department of Immigration and Citizenship with details
6. The incident would need to be recorded in the student's file and in the Critical Incident Report including: time/date of death, how incident occurred and location and noting who was involved
7. The regulatory authorities would be notified as soon as practicable after the incident, this may include updating PRISMS
8. Design a formal bulletin to staff and other students
9. Send a condolence letter to family
10. A formal debriefing session with staff and students and have our counsellor in attendance

Example 2 of Detailed Actions

In the event of an emergency that requires the evacuation of TACIS premises, all staff must follow the instructions of the fire safety warden. Trainers must bring the Student Attendance Sheet and accompany their class to ensure that students follow the instructions of the fire safety warden. The procedures are as follows:

1. When an alarm sounds, gather your personal belongings and prepare to evacuate.
2. Wait for the signal by the floor warden (they have red or yellow hardhats) to evacuate. When the signal is given, follow your fire warden to the assembly area using the fire stairs marked with a green 'exit' sign. In the

event of fire do not use the lifts. The assembly area after evacuating the building is in front of the Chinese Garden.

5. Trainers must ensure that all students in their class follow the instructions of the fire safety warden. When leaving the classroom, trainers must take the Student Attendance sheet to account for the whereabouts of all students during and after evacuating.
6. Wait in the assembly area for further instructions.
7. Trainers will conduct a roll call to account for everyone. Do not leave the assembly area until told to do so.

As part of the orientation program all students and staff are given a document outlining procedures to follow in the event of an emergence and also a floor plan of the building identifying the location of the fire exits.

After the Event

1. When the risk has passed, the first response staff member will complete the Critical Incident Report.
2. When the risk has passed, the Course Coordinator will convene a meeting with the Critical Incident Team and finalise the Critical Incident Report.
3. The Course Coordinator will notify DIAC as soon as possible after the incident, this may include reporting via PRISMS.
4. The Critical Incident Team will review the incident and evaluate the response and actions for closeout and lessons learned.
5. If changes are required to policies, procedures, these will be made via documenting on the critical incident report form and actioning a corrective action
6. TACIS must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student under the ESOS Act.

Special Assistance to Affected Students

If it is identified that the critical incidents that could affect an overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm, TACIS will provide special assistance to the affected students during and after the critical incidences. The assistance provided by TACIS will include any of the followings or combination of the followings.

1. Special training and assessment arrangements to suit the needs of the student(s).
2. Special consideration for suspension or cancellation or deferral of studies.
3. Special tuition fee arrangements to suit the needs of the students.
4. Special assistance including counselling services, financial assistance as required.
5. Or any other assistance as determined necessary and appropriate to the incidents.

Critical Incident Team:

To ensure critical incidents are attended to with the highest level of priority the policy has delegated a team which comprises of CEO, Program Manager, Student Service Officer and trainers and assessors.

Emergency numbers:

Name	General	Local Sydney
*Police	000	9265 6499
*Fire	000	9265 2799
*Ambulance	000	131233
Lifeline	131114	
Alcohol and drugs	1800 888 236	
Rape helpline	1800 424 017	
Sydney Hospital: 8 Macquarie Street, Sydney		9382 7111
Sydney City Central Police Station: 192 Day Street, Sydney	000	9265 6499
City of Sydney Fire Station: 211 Castlereagh Street, Sydney	000	9265 2799
Australia Red Cross	131 495	
Electricity	131081	
Poison Information	131126	
State Emergency Service (SES)	(02)42516111	

DISCLAIMER

According to Clause 4.1 of STANDARDS FOR RTOS 2015, TACIS does not guarantee that:

- ❑ a student will successfully complete a training product on its scope of registration, or
- ❑ a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2 of the Standards for RTOs 2015 or
- ❑ a student will obtain a particular employment outcome where this is outside the control of CHC Services.
- ❑ For an electronic copy of the Standards for RTOs 2015, please visit ASQA website: www.asqa.gov.au.

Under the National Code 2018, TACIS as a registered provider, must not:

- claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the registered provider
- guarantee a successful education assessment outcome for the student or intending student.
- For an electronic copy of the Standards for RTOs 2015, please visit ASQA website: www.asqa.gov.au. To access the latest version of the National Code 2018, please follow this link: <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>.

According to Clause 3.1 1 of STANDARDS FOR RTOS 2015, TACIS only issues AQF [Australian Qualifications Framework] certification documentation only to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET [vocational education and training] accredited course.

***Note:** The Student Handbook is accurate and correct at time of publication. TACIS endeavours to ensure that this brochure is updated in time of change. For accurate information, please always speak to one of TACIS Staff.

STUDENT HANDBOOK ACKNOWLEDGEMENT FORM

(This form must be signed and returned to TACIS before course commencement)

Name of Student:	
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I confirm that I have read and understood **TACIS Student Handbook**. I acknowledge that this information is made available to me through TACIS website at www.tacis.edu.au and/or by email request.

Declaration:

I hereby declare that I have read and understood all pages of the **TACIS Student Handbook**
(Version 4.1 October 2022)

I acknowledge that have been provided and explained in full the content of **TACIS Student Handbook** during the Orientation Day Program.

I declare that during my studies with TACIS, I will follow and abide by the rules, policies and procedures outlined in this **TACIS Student Handbook**

Signature of Student:	
Date of Signature:	