Version 4.0 January 2026

# TACIS Student Handbook

*TACIS Student Handbook V4.0 January 2026 by MW*

# Contents

# Welcome Message

Welcome to The Australian College for International Studies (TACIS), a trading name of CHC Services Pty Ltd, a Registered Training Organisation (RTO No: 32463) and a registered CRICOS Provider (Provider No: 03396F).

At TACIS, our programs are designed to meet the evolving needs of the community and industry. The qualifications we offer are intended to equip you with practical skills and knowledge to either commence your career or further develop your existing professional pathways.

We are committed to supporting your learning journey and ensuring that your experience with TACIS is productive, fulfilling, and rewarding. Our team endeavours to provide appropriate guidance, academic support, and student services to help you gain the maximum benefit from your studies.

TACIS is proud to have a team of qualified and dedicated staff with current industry experience. Our trainers and assessors are passionate educators who value their role as mentors and are committed to sharing their knowledge and professional insights to support your success.

We trust that your time at TACIS will be a positive and enriching learning experience, and we wish you every success in your studies.

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 support you throughout your studies and assessments while enrolled at TACIS. It provides essential information to guide you during your time with the Institute and to help you understand your rights, responsibilities, and available support services.

It is important that you carefully read and understand all content contained in this Handbook.

This Handbook outlines the policies, procedures, and standards that govern the professional operation of TACIS. All students are required to comply with the rules, policies, and procedures published in this document as a condition of enrolment.

Due to the importance of this information, all new students are required to attend a compulsory Orientation Session prior to commencing their studies. During this session, the contents of the Student Handbook will be explained, and students will have the opportunity to ask questions and seek clarification on any matters discussed.

At the conclusion of the Orientation Session, students will be required to sign an acknowledgment confirming that they have read, understood, and agree to comply with the policies and procedures contained in this Handbook.

**Regulatory Framework and Compliance**

TACIS is a Registered Training Organisation (RTO No: 32463) and a registered CRICOS Provider (Provider No: 03396F) in Australia. TACIS operates in full compliance with the following legislative and regulatory frameworks:

- **Standards for Registered Training Organisations (RTOs) 2015**, regulated by the Australian Skills Quality Authority (ASQA)
- **Education Services for Overseas Students (ESOS) Act 2000**
- **National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)**

Students may request an electronic copy of any of the above legislative instruments by contacting Student Services via email at **info@tacis.edu.au** or **admission@tacis.edu.au**. Alternatively, these documents can be accessed directly through the Australian Government legislation website using the links provided.

TACIS is responsible for ensuring the quality of all training and assessment delivered in accordance with these standards and for the issuance of Australian Qualifications Framework (AQF) certification documentation to eligible students.

# 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

Sydney Campus Address: Ground Floor, 13-15 Smail Street, Ultimo NSW 2007

# 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 |

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

| | |
|---|---|
| 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 |
| 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 |

**The Australian College for International Studies**
Address: Ground Floor, 13-15 Smail St. Ultimo NSW 2007
T: 61 1300 891 598 E: admission@tacis.edu.au W: tacis.edu.au

ABN: 77 151209 264        RTO: 32463        CRICOS: 03396F

# Facilities

The training room at TACIS is fitted with movable desks and chairs as well as other appropriate equipment such as white boards, wireless internet, computers and projectors to support the learning process.

This training room can be converted into a simulated childcare corner to support the learning and practicum of students enrolled in Early Childhood Education qualifications. The required list of resources and facilities are stored onsite in Garage when required during training.

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.

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

**Studying in Australia**
For comprehensive and up-to-date information about studying and living in Australia, including education systems, estimated cost of living, visa requirements, and travel information, students are encouraged to visit Study Australia, the Australian Government's official resource for international students:
 www.studyaustralia.gov.au
Study Australia provides reliable guidance to help students prepare for life in Australia and make informed decisions throughout their study journey.

**Health and Wellbeing Support**
Maintaining your physical, mental, and emotional wellbeing is essential for academic success. A wide range of health and wellbeing information and services for international students is available through Study Australia:
https://www.studyaustralia.gov.au/english/visas-travel-and-covid-19/study-in-australia-student-support/health-and-wellbeing/health
Information and support services include (but are not limited to):
- Nutrition and physical exercise
- Mental health and counselling services
- Crisis and outreach support, including:
    - Headspace
    - Kids Helpline
    - Beyond Blue and Youth Beyond Blue
    - Lifeline
    - National Coronavirus Helpline
    - Embrace Multicultural Mental Health
    - Head to Health
    - Transcultural Mental Health Centres
    - Life in Mind

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

- o   Mental Health Australia
- o   Time to Talk
- OSHC provider resources and health information

**Overseas Student Health Cover (OSHC)**

It is mandatory for all international students to hold valid Overseas Student Health Cover (OSHC) for the entire duration of their student visa.

Medical treatment in Australia, particularly in cities such as Sydney, can be costly. OSHC helps cover medical expenses in case of illness or emergency.

For assistance with OSHC, please contact the Student Services Officer, who can direct you to your OSHC provider. You may also access the official OSHC provider contact list at:

https://www.studyaustralia.gov.au/news/oshc-provider-contact-list

**Legal Support for International Students (NSW)**

International Student Legal Service NSW

The International Student Legal Service NSW is funded by Study NSW and the City of Sydney and provides free, confidential legal advice to international students living in New South Wales.

Redfern Legal Centre

Redfern Legal Centre offers free legal advice to international students on matters including:

- Housing and tenancy issues
- Employment rights
- Fines and debts
- Car accidents
- Discrimination
- Family and domestic violence
- Complaints involving education providers
- Visa-related legal implications

International students are encouraged to visit the Redfern Legal Centre website for further details about accessing this service.

**Working in Australia**

Working while studying can be a valuable way to gain experience, meet people, and earn income. International students in Australia have the same workplace rights as all other workers.

The Fair Work Ombudsman (FWO) provides essential information about workplace rights, pay, and conditions:

Fair Work Ombudsman – International Students: https://www.fairwork.gov.au

🔗 Study Australia – Working in Australia:https://www.studyaustralia.gov.au/english/live-in-australia/work

Job Search Websites

- Seek – https://www.seek.com.au
- CareerOne – https://www.careerone.com.au

# TACIS Student Support Services

TACIS ensures that each learner is properly informed, supported, and protected during their course of study. Student support services are provided in accordance with Standards for RTOs 2015 – Standard 5, and are designed to support successful course completion, wellbeing, and employability outcomes.

### 1. Pre-Enrolment and Enrolment Support

Prior to enrolment or commencement of training and assessment (whichever comes first), TACIS provides clear, accurate, and current information to enable prospective learners to make informed decisions about:

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

- The suitability of the training product to their needs, existing skills, and competencies
- Entry requirements and completion obligations
- Training and assessment arrangements
- Fees, payment schedules, refunds, and consumer rights

Students receive access to:
- TACIS Qualification Brochure
- TACIS Student Handbook
- Letter of Offer outlining agreed training, fees, and obligations

TACIS confirms its responsibility for:
- The quality of training and assessment
- Compliance with the Standards for RTOs
- Issuance of AQF certification documentation

## 2. Orientation Program

All students participate in a structured orientation program at course commencement, covering:
- Emergency evacuation procedures (on-campus students)
- Welcome and institutional overview
- Student support and welfare services
- Training and assessment requirements
- Student Code of Conduct
- Complaints and appeals processes
- Visa conditions (for international students)
- Critical Incident Policy
- Learning Management System (Moodle)
- Student ID issuance

## 3. Academic Support

TACIS provides ongoing academic assistance through:
- Individual academic counselling with Trainers/Assessors
- Study skills and assessment workshops
- Additional learning support sessions as required

Academic support is designed to assist students to:
- Understand assessment requirements
- Develop academic writing and research skills
- Improve time management and study strategies

## 4. Counselling and Wellbeing Support

Students have access to counselling support for issues including:
- Stress, anxiety, and wellbeing concerns
- Homesickness and cultural adjustment
- Study-life balance
- Personal or emotional challenges

Student Services Officers act as the first point of contact and provide referrals where specialised support is required.

## 4. English Language Support

Where required, TACIS provides:

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

- On-demand English language support sessions
- Referral to ELICOS providers for English for Academic Purposes programs
- Financial support for approved English language assistance programs (where applicable)

5. **Student Engagement and Feedback**

TACIS actively engages students through:
- Regular meetings with senior management
- Student surveys, including:
    - Learning Needs Survey
    - Unit and Trainer Feedback
    - Learning Experience Survey
    - Exit Survey
- Student ambassador opportunities

Feedback is reviewed and used to inform continuous improvement.

6. **Financial Hardship Support**

Students experiencing genuine financial hardship may apply for support via the Student Support Officer. Possible support options include:
- Fee deferral
- Payment instalments
- Limited scholarships (subject to availability)

Applications must be supported by evidence (e.g. bank statements, medical certificates).

7. **Workplace Arrangement Support – ECEC Qualifications**

For students enrolled in Early Childhood Education and Care (ECEC) qualifications, TACIS provides structured support to assist students to identify, secure, and successfully complete mandatory workplace placement requirements, in line with training package requirements.

7.1 Support in Selecting and Securing a Workplace
TACIS supports students to:
- Understand mandatory placement hours and competency requirements
- Identify suitable approved ECEC services (long day care, family day care, preschool/kindergarten)
- Assess workplace suitability against qualification requirements
- Prepare resumes and introductory communication for employers

Students are provided with guidance on:
- Workplace expectations and professional conduct
- Child safety, supervision, and regulatory requirements

7.2 Workplace Agreements and Documentation
TACIS assists with:
- Explaining workplace placement agreements and roles
- Issuing and managing required placement documentation
- Ensuring workplace supervisors understand assessment responsibilities
- Verifying compliance with insurance, supervision, and regulatory requirements

7.3 Liaison with Workplace Supervisors

TACIS maintains active communication with workplace supervisors by:

- Explaining assessment tasks and evidence requirements
- Clarifying supervisor roles in observation, validation, and sign-off
- Providing contact points for support or clarification
- Responding promptly to workplace concerns or issues

7.4 Ongoing Support During Placement

During placement, TACIS provides:

- Regular check-ins with students
- Monitoring of attendance and progress
- Support with workplace challenges or disputes
- Intervention strategies if placement risks are identified

7.5 Completion and Verification

TACIS ensures:

- Workplace evidence is valid, sufficient, current, and authentic
- Placement hours are accurately recorded
- Assessment decisions align with training package requirements

## 8. Record Keeping and Compliance

All student support activities, including ECEC workplace support, are:

- Documented
- Stored securely
- Retained in accordance with regulatory requirements

# List of Qualifications currently available @ TACIS

| National Code | Qualification | CRICOS Code | Duration | Location(s) |
|---|---|---|---|---|
| CHC30121 | Certificate III in Early Childhood Education and Care | 106989B | 52 weeks | Sydney |
| CHC50125 | Diploma of Early Childhood Education and Care | 118896H | 52 Weeks | |
| CPP41419 | Certificate IV in Real Estate Practice | Australian Domestic Students ONLY. | | |
| CPP51122 | Diploma of Property (Agency Management) | Australian Domestic Students ONLY. | | |
| BSB50820 | Diploma of Project Management | Australian Domestic Students ONLY. | | |
| BSB60720 | Advanced Diploma of Program Management | Australian Domestic Students ONLY. | | |
| BSB80120 | Graduate Diploma of Management (Learning) | Australian Domestic Students ONLY. | | |

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

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

# Credit Transfer & Recognition of Prior Learning (RPL) Policy & Procedure

## 1. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that evaluates an individual's existing skills, knowledge, and competencies gained through formal training, non-formal training, work experience, or life experience to determine whether they meet the requirements of the relevant unit(s) of competency.

RPL enables students to receive formal recognition for competencies already achieved, provided sufficient evidence demonstrates that the required standards have been met.

RPL Fees

- $250 per unit of competency
- Fees are non-refundable, regardless of the outcome

## 2. Credit Transfer

Credit transfer is a process that recognises previously completed units of competency or qualifications that are equivalent to those specified in the current training package.

Where a student provides a verified Statement of Attainment or AQF qualification issued by another Registered Training Organisation (RTO) for the exact same unit(s), credit transfer will be granted automatically, subject to verification with the issuing organisation.

Evidence Accepted

TACIS recognises credit transfer based on:

- Certified copies of Statements of Attainment
- AQF Qualifications issued by other RTOs
- Verification conducted with the issuing organisation

Credit Transfer Fees

- One-off application fee of $200 per qualification
- Fee is non-refundable and covers verification and administrative costs

RPL Procedure

Responsibility

TACIS appoints the Program Manager as the officer responsible for managing the RPL process.

Program Manager Responsibilities

The Program Manager is responsible for:

- Advising prospective students about RPL prior to enrolment
- Assisting students with RPL application forms and evidence requirements
- Appointing qualified RPL assessors
- Engaging subject matter experts where required
- Notifying students in writing of RPL outcomes
- Informing students of their appeal rights

Step 1: Submission of RPL Application

- All students are informed of RPL and credit transfer options prior to enrolment.
- Students wishing to apply for RPL must consult their Program Manager or Head Trainer at enrolment.
- Students will be provided with:
  - RPL application form
  - Course outline
  - Relevant units and training package requirements
- RPL evidence must be submitted within two (2) weeks of course commencement.
- Applications submitted after this timeframe will not be accepted unless an extension is approved in writing by

*TACIS Student Handbook V4.0 2026 by MW*

the Program Manager.

Step 2: Processing of RPL Application
- RPL assessments are conducted by appropriately qualified assessors who:
  - Hold vocational competencies at or above the level being assessed
  - Demonstrate current industry skills and knowledge
- Assessors evaluate evidence through:
  - Documentary evidence
  - Demonstration of skills
  - Practical assessment (where required)
- Subject matter experts may be engaged to provide recommendations, which will be accepted unless procedural deficiencies are identified.
- RPL may be granted for individual units of competency or full qualifications, where evidence supports competency.

Step 3: Notification of RPL Outcome
- Students are notified in writing of the RPL decision via a Letter of RPL Outcome.
- Students must sign a written confirmation accepting the RPL or credit granted.
- Copies of all correspondence and confirmations are retained on the student's file.

Step 4: Appeal of RPL Decisions
Students who disagree with the outcome or believe the process was not correctly followed may appeal.
- Appeals must be submitted in writing within one (1) week of receiving the RPL outcome letter.
- Appeals must include new or additional evidence (if applicable).
- There is no cost associated with lodging an appeal.
- Appeals are reviewed by the RPL Assessor and Program Manager.
- Students are notified of the appeal outcome within two (2) weeks of the final decision.
- If dissatisfied, students may access the external appeals process as outlined in the TACIS Complaints and Appeals Policy.

Recording of Course Credit for International Students
Before Enrolment
Where RPL or credit transfer is approved prior to enrolment and results in a reduction in course duration:
- The Letter of Offer and Acceptance will reflect the adjusted course duration.
- The Confirmation of Enrolment (CoE) will show the revised course length, ensuring visa duration accurately reflects the reduced study period.

After Enrolment
Where RPL or credit transfer is granted after a student visa has been issued:
- Any reduction in course duration will be reported via PRISMS in accordance with Section 19 of the ESOS Act.
- Reporting will occur within 14 days of the change.
- This process is completed by the CEO.
- The student will be formally notified, and all changes will be documented on the student file.
- Students must formally acknowledge acceptance of the credit granted and will receive a copy of the course credit record.

Important Timing Requirement
Students must apply for RPL or credit transfer within the first five (5) business days of course commencement. Applications submitted after this timeframe will not be accepted unless exceptional circumstances apply and written approval is granted by the Program Manager.

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

# Fees & Charges

## 1. Authority to Charge Fees

The Australian College for International Studies (TACIS) is entitled to charge fees for services provided to students undertaking training and assessment that lead to a **nationally recognised outcome**.

These fees may include (but are not limited to):

- Tuition and training services
- Assessment services
- Course materials and textbooks
- Student services and administrative costs

## 2. Fees Payable

- Fees become payable once a student has received a Confirmation of Enrolment (CoE) or written enrolment confirmation.
- The initial payment must be made prior to commencement of training or within ten (10) days of invoice issue, whichever occurs first.
- TACIS reserves the right to suspend or discontinue training where fees are not paid in accordance with the agreed payment schedule.
- All current fees are published in the Schedule of Fees and Charges, which is available upon request or via Student Services.

## 3. Schedule of Fees and Charges

The Chief Executive Officer (CEO) is responsible for approving and maintaining the TACIS Schedule of Fees and Charges. The Schedule must clearly outline:

- The total amount of all fees, including tuition, administration, materials, and any additional charges;
- Payment terms, including due dates, instalment options, and any non-refundable deposits;
- The nature of TACIS's guarantee to deliver training and assessment services once a student has commenced study;
- Any discounts, fee reductions, or exemptions (e.g. multiple enrolments, continuing students, group bookings, concession holders);
- Fees for additional or optional services, including reassessment, replacement certification, and support services.

## 4. Qualification Fees

| Qualification | Total Fees |
|---|---|
| CHC30121 Certificate III in Early Childhood Education and Care | $10,800 (inclusive of tuition, administration, and materials) |
| CHC50121 Diploma of Early Childhood Education and Care | $10,800 (inclusive of tuition, administration, and materials) |
| BSB50820 Diploma of Project Management | $3,800 (inclusive of tuition, administration, and materials) |
| BSB60720 Advanced Diploma of Program Management | $3,800 (inclusive of tuition, administration, and materials) |
| CPP41419 Certificate IV in Real Estate Practice | $3,800 (inclusive of tuition, administration, and materials) |
| CPP51122 Diploma of Real Estate Practice | $3,800 (inclusive of tuition, administration, and materials) |

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

## 5. Administration and Materials Fees

| Fee Type | Amount |
| --- | --- |
| Administration Fee (includes enrolment processing) | $300 (non-refundable) |
| Materials Fee (textbooks, student guides, resources) | $500 (non-refundable) |

## 6. Other Fees and Charges (As Applicable)

| Service | Fee |
| --- | --- |
| Re-assessment (after two unsuccessful attempts) | $200 per unit (non-refundable) |
| Late Assessment Submission | $200 per unit (non-refundable) |
| Recognition of Prior Learning (RPL) | $250 per unit (non-refundable) |
| Credit Transfer (per qualification application) | $200 (non-refundable) |
| Re-issue of qualification or certificate | $60 (non-refundable) |
| Re-issue of transcript or attendance letter | $20 (non-refundable) |
| Replacement student card | $20 (non-refundable) |
| Building access card | $50 (refundable upon return) |

## 7. Overseas Student Health Cover (OSHC)

*(International Students Only)*

International students are required to maintain valid Overseas Student Health Cover (OSHC) for the duration of their student visa.

TACIS has an arrangement with Allianz OSHC to assist students in obtaining appropriate coverage. OSHC costs are additional to course fees and vary depending on the type of cover selected.

Approximate minimum annual costs:

- Single: $437 / 12 months
- Couple: $1,222 / 12 months
- Single Parent: $1,744 / 12 months
- Family: $2,022 / 12 months

## 8. Protection of Prepaid Student Fees

In accordance with the Standards for Registered Training Organisations (RTOs) 2015, TACIS limits the amount of fees collected in advance of training and assessment delivery.

- TACIS will not collect more than $1,500 per student prior to course commencement.
- This limit applies regardless of whether payment is made directly by the student or via a third party.
- Following commencement, additional fees may be collected in scheduled instalments, as outlined in the agreed payment plan.

## 9. Fee Review and Transparency

- All fees are reviewed annually.
- Students will be notified in writing of any changes prior to implementation.
- TACIS ensures fees are transparent, reasonable, and aligned with regulatory requirements.

# Refund Policy & Procedure

1. Refunds – Student Default
1.1 Application for Refund
Any student who wishes to request a refund for any reason must:

- Complete an Application for Refund Form; and

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

- Address the application to the Chief Executive Officer (CEO); and
- Clearly state the reason for the refund and/or cancellation; and
- Provide supporting evidence where required.

Incomplete applications may delay processing.

### 1.2 Refund Entitlements (Student Default)

The following table outlines TACIS's refund arrangements in the event of student default:

| Description | Refund Status |
|---|---|
| Administration (Enrolment) Fee | Non-refundable |
| Course Materials Fee | Non-refundable |
| Visa refused prior to course commencement | Full refund of tuition fees, less administration and course materials fees |
| Withdrawal prior to course commencement | 30% refund of tuition fees, less administration and course materials fees |
| Withdrawal after course commencement | No refund |
| Visa refusal due to student actions (e.g. fraudulent or forged documents) | No refund |
| Visa cancellation due to student actions | No refund |
| Enrolment cancelled due to serious breach of TACIS policies and procedures | No refund |
| Overseas Student Health Cover (OSHC) | Refunds managed directly by OSHC provider |
| TACIS withdraws course prior to commencement | Full refund, including administration and materials fees |
| TACIS withdraws course after commencement | Refund of unused tuition fees only |

### 1.3 Non-Commencement

If a student fails to commence their course with or without notifying TACIS, no refund will be provided, except in cases of approved *special circumstances* (see below).

### 1.4 Special Circumstances

A full or partial refund may be considered where circumstances are beyond the student's control, including:

- Serious illness (supported by a medical certificate);
- Family or personal tragedy;
- Acts of God (e.g. natural disasters);
- Acts of Government authorities preventing course commencement; or
- Where a student visa has not been granted.

Each case will be assessed individually based on documentary evidence.

### 1.5 Timing and Method of Refund

- Approved refunds will be processed within four (4) weeks of receiving a complete refund application.
- Refunds will include tuition fees paid, less:
  - Administration fees;
  - Course materials fees; and
  - Fees paid to education agents (if applicable).
- All refunds will be:
  - Paid in Australian Dollars (AUD); and
  - Made to the student who entered into the contract, unless written authorisation is provided directing payment to another party.
- Refunds will not be paid to education agents or family members without written authorisation from the student.

TACIS will provide the student with a written statement detailing how the refund amount was calculated.

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

## 1.6 Student Withdrawal After Commencement

Where a student withdraws from a course after commencement for reasons other than approved special circumstances:
- No refund will be issued; and
- The student remains liable for any unpaid fees in accordance with their enrolment agreement.

## 1.7 Consumer Protection

This agreement, and the availability of TACIS's complaints and appeals processes, does not remove a student's right to pursue remedies under Australian Consumer Law. TACIS's internal dispute resolution processes do not limit access to external legal remedies.

## 2. Refunds – Provider Default

### 2.1 Provider Default

Provider default occurs when TACIS:
- Fails to commence a course on the agreed start date; or
- Ceases to provide a course after commencement; or
- Is unable to deliver the course in full.

### 2.2 Refund or Alternative Placement

In the event of provider default:
- TACIS will offer the student a refund of all unspent tuition fees, payable within two (2) weeks of the course ceasing; or
- Offer enrolment in an alternative course or qualification at no additional cost to the student.

The student has the right to choose between:
- A refund of the unused portion of tuition fees (calculated pro-rata); or
- Placement in another course.

If the student accepts an alternative placement, they must sign a written agreement confirming acceptance.

### 2.3 Tuition Protection Service (TPS)

In accordance with the Education Services for Overseas Students Act 2000, international students are protected under the Tuition Protection Service (TPS) framework.

If TACIS defaults, it has a legal obligation to:
- Place students with an alternative provider; or
- Provide a refund of unspent tuition fees.

Further information is available at: https://www.dese.gov.au/tps/tuition-protection-international-providers

## 3. Refund Procedure

1. The student completes the Refund Request Form and submits it with supporting documents to the Student Services Officer, either:
   - In person; or
   - Via email at info@tacis.edu.au
2. The Student Services Officer forwards the application to the CEO/RTO Manager.
3. The CEO/RTO Manager, in consultation with the Finance Manager, assesses the request.
4. The CEO approves or rejects the refund request based on evidence provided.
5. **The Student Services Officer notifies the student in writing of the outcome within 28 days of receipt of the completed application.**

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

# Compliant and Appeal Policy and Procedure

## 1. Purpose
TACIS is committed to providing all students with a fair, equitable, timely, and transparent process for resolving complaints, concerns, and appeals. This policy ensures that students have the right to raise issues and appeal decisions that affect their studies, academic progress, or wellbeing.

There is no cost to students for accessing TACIS's internal complaints and appeals process.

## 2. Scope
This policy applies to all current and prospective students of TACIS and covers complaints, concerns, and appeals relating to, but not limited to:
- Training and assessment processes
- Academic outcomes and progression
- Quality of teaching and learning
- Student services and facilities
- Discrimination, bullying, or sexual harassment
- Administrative decisions
- Attendance or course progress decisions

## 3. Principles
TACIS ensures that:
- All complaints and appeals are handled professionally, confidentially, and without bias
- All parties understand the steps involved in the process
- Students are treated fairly and equitably
- Complaints and appeals are resolved as efficiently as possible
- Written records are maintained for all complaints, appeals, and outcomes
- Students may be accompanied by a support person at any stage
- Students' enrolment is maintained while an internal or external appeal is ongoing (for international students)

## 4. Access to Information
- All prospective students receive a copy of this policy through the Student Handbook prior to enrolment
- The complaints and appeals process is explained during orientation
- Current students are informed of external authorities they may contact if dissatisfied with an internal decision

## 5. Timeframes
- TACIS will attempt to resolve complaints or appeals within 10 working days of receiving a completed Complaint or Appeal Form
- Students will be notified in writing of outcomes and reasons for decisions
- Students have 5 working days to respond to a formal decision

## 6. Internal Complaints and Appeals Procedure
Step 1: Informal Resolution (Where Appropriate)
Students are encouraged, where appropriate, to first raise the matter with:
- Their trainer/assessor; or
- The relevant staff member.

If the issue is not resolved satisfactorily, the student may proceed to a formal complaint or appeal.

**Step 2: Lodgement of Formal Complaint or Appeal**

The student must:
- Complete a Complaint and Appeal Form
- Provide full details including:
  - Nature of the complaint or appeal
  - Parties involved
  - Supporting evidence or witnesses (if applicable)

The completed form must be submitted to the CEO or their nominee.

## Step 3: Acknowledgement and Meeting
- The CEO (or representative) will acknowledge receipt within 24 hours
- A formal meeting will be scheduled within 5 working days
- The student may bring a support person
- Accurate notes and meeting minutes will be recorded

## Step 4: Investigation and Decision
- The CEO (or delegate) will:
  - Review all evidence
  - Consult relevant staff
  - Make an informed and impartial decision
- The outcome will be communicated to the student within 10 working days of lodgement

## Step 5: Outcome and Documentation
- A written statement outlining:
  - The decision
  - Reasons for the decision
  - Any corrective actions

will be provided to the student.
- Records are securely stored in the student's administrative file.

If the outcome supports the student, TACIS will immediately implement corrective or preventative actions and keep the student informed.

## 7. External Complaints and Appeals
If a complaint or appeal cannot be resolved internally, or the student is dissatisfied with the outcome:
- TACIS will refer the student to an **external appeals body at no cost**
- TACIS will cooperate fully with the external process
- If the external decision supports the student, TACIS will **implement the outcome immediately**

## 8. International Students – PRISMS Reporting
For international students:
- TACIS will maintain enrolment while an internal or external appeal is in progress
- Where:
  - The student does not lodge an appeal within 20 working days; or
  - Withdraws from the appeal process; or
  - The appeal outcome supports TACIS

TACIS will notify the Secretary of DEWR through PRISMS as required.

## 9. Assessment-Related Appeals
Students may appeal an assessment outcome where they believe that:
1. They have achieved the required competency; and

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

| | The Australian College for International Studies |
|---|---|
| TACIS | **The Australian College for International Studies** |
| *It's all about your destination* | Address: Ground Floor, 13-15 Smail St. Ultimo NSW 2007 |
| | T: 61 1300 891 598 E: admission@tacis.edu.au  W: tacis.edu.au |
| | ABN: 77 151209 264      RTO: 32463      CRICOS: 03396F |

2. They have provided reasonable evidence to support this claim.

**Assessment Appeal Process**

1. Student discusses the matter with the assessor
2. If unresolved, lodges a formal Complaint and Appeal Form
3. CEO and/or Program Manager:
   o Acknowledges receipt within 24 hours
   o Schedules a meeting within 5 working days
4. Investigation and decision completed within 10 working days
5. Written outcome provided to the student
6. External appeal available if the student remains dissatisfied

Note: Appeals against assessment decisions must be lodged within two (2) months of the assessment decision date.

## 10. Record Keeping

All complaints, appeals, meetings, decisions, and outcomes are:

- Documented in writing
- Stored securely
- Managed in accordance with TACIS's privacy and records management policies

# External Complaint and Appeal

If a student is not satisfied with the outcome of TACIS's internal complaints or appeals process, they may access an external complaints body at no cost.

**For International Students – Commonwealth Ombudsman**

International students may lodge a complaint with the Office of the Commonwealth Ombudsman, which investigates complaints about private education and training providers in Australia.

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

The Ombudsman's service is free and supports:

- Future, current, and former international students
- Complaints where a provider may not have followed rules or acted fairly

**The Commonwealth Ombudsman can assist with complaints about:**

- Admission to a course
- Fees and refunds
- Course or provider transfers
- Course progress or attendance
- Cancellation of enrolment
- Accommodation or work arranged by the provider
- Incorrect advice provided by an education agent

They also publish information and fact sheets on topics such as:

- Attendance and course progress
- Fees and refunds

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

- Transfers between providers

- Written agreements

- Overseas Student Health Cover (OSHC)

- Grades and assessment processes

For concerns about the **quality of VET or English language courses**, students should contact the **Australian Skills Quality Authority (ASQA)**.

**For Domestic Students – ASQA Complaints**

Domestic students who are not satisfied with TACIS's internal complaints or appeals outcome may submit a complaint to **ASQA**.

ASQA Complaints Information: https://www.asqa.gov.au/complaints

Before lodging a complaint with ASQA, students must:

- First complete TACIS's internal complaints and appeals process

- Provide evidence showing:

    o The complaint or appeal was lodged with TACIS, and

    o TACIS's written response or outcome

Note: ASQA requires students to identify themselves when lodging a complaint, but students may request that their identity remains confidential during any investigation.

**State and Territory Consumer Protection Agencies**

Students may also seek advice or assistance from consumer protection agencies in their state or territory:

| State / Territory | Agency | Website |
|---|---|---|
| NSW | NSW Fair Trading | http://www.fairtrading.nsw.gov.au |
| ACT | Office of Regulatory Services | http://www.ors.act.gov.au |
| NT | Consumer Affairs | http://www.consumeraffairs.nt.gov.au |
| QLD | Office of Fair Trading | http://www.fairtrading.qld.gov.au |
| SA | Consumer and Business Services | http://www.cbs.sa.gov.au |
| TAS | Consumer Affairs and Fair Trading | http://www.consumer.tas.gov.au |
| VIC | Consumer Affairs Victoria | http://www.consumer.vic.gov.au |
| WA | Consumer Protection | http://www.commerce.wa.gov.au/consumerprotection |

**Additional Information**

- Students may access free interpreting services through the Translating and Interpreting Service (TIS) on 131 450

- There is no cost to students for accessing external complaints bodies

- TACIS will maintain a student's enrolment while an internal or external appeal is in progress

- Students are encouraged to continue attending classes and meeting course progress requirements during this time

- Access to complaints and appeals processes does not limit a student's rights under Australian consumer protection laws

*TACIS Student Handbook V4.0 2026 by MW*

The Australian College for International Studies
Address: Ground Floor, 13-15 Smail St. Ultimo NSW 2007
T: 61 1300 891 598 E: admission@tacis.edu.au  W:tacis.edu.au

ABN: 77 151209 264        RTO: 32463        CRICOS: 03396F

**Record Keeping**

TACIS maintains secure records of all complaints and appeals in accordance with regulatory requirements:

- Complaints Compliance Folder
- Appeals Compliance Folder

# Course Progress and Intervention Policy and Procedure

*(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 proactively monitors, reviews, and assesses student course progress to identify students at risk of not meeting course progress requirements. Where a student is identified as at risk, TACIS will implement a documented Intervention Strategy to support the student's academic progression.

TACIS reports international students on course progress, while continuing to monitor attendance as a supporting indicator. Students who fail to meet satisfactory course progress requirements in two consecutive study periods may have their enrolment cancelled and be reported to the relevant government authorities via PRISMS.

**Monitoring Course Progress**

TACIS monitors, records, and assesses student course progress to ensure students can complete their course within the expected duration specified on their Confirmation of Enrolment (CoE). Monitoring includes progress in each unit of competency against the approved training and assessment schedule.

**Monitoring Measures**

TACIS ensures effective course progress monitoring through the following measures:

1. **Student Awareness**

   o This policy is included in the Student Handbook, provided prior to enrolment and available on the TACIS website.

   o Course progress requirements are explained during Orientation.

2. **Staff Awareness**

   o Trainers, assessors, and relevant staff are informed of course progress requirements through meetings and internal communications.

3. **Trainer and Assessor Reporting**

   o Trainers and assessors identify and report students who are not progressing satisfactorily to the Program Manager.

*TACIS Student Handbook V4.0 2026 by MW*

The Australian College for International Studies
Address: Ground Floor, 13-15 Smail St. Ultimo NSW 2007
T: 61 1300 891 598 E: admission@tacis.edu.au  W: tacis.edu.au

ABN: 77 151209 264        RTO: 32463        CRICOS: 03396F

o   Attendance concerns are also reported where relevant.

4. **Regular Review**

   o   Formal course progress assessments are conducted at the end of each study period.

   o   Ongoing monitoring occurs monthly via reports generated from the Student Management System and verified against each student's training plan.

5. **Early Intervention**

   o   Students identified as at risk before the end of the first study period are contacted and issued a **First Warning Letter**, and an intervention strategy is implemented.

6. **Escalation**

   o   If unsatisfactory progress continues into the second study period, a Second Warning Letter is issued and the intervention strategy is continued and reviewed.

7. **Intention to Report**

   o   If a student fails to achieve satisfactory course progress after two consecutive study periods, TACIS will issue an **Intention to Report for Unsatisfactory Course Progress** and report the student to **DESE** and the **Department of Home Affairs** via PRISMS, subject to appeals.

All monitoring actions and decisions are documented and retained on the student's file.

**Intervention Strategy**

The purpose of the intervention strategy is to support students to regain satisfactory course progress. Intervention strategies may include, but are not limited to:

- additional or targeted support classes;

- individual counselling sessions with the Program Manager or RTO Manager;

- individual case management and study planning;

- referral to an external counsellor for personal or wellbeing issues impacting progress;

- reduction of course load with an updated training plan (where permitted);

- opportunities for reassessment in accordance with assessment policy.

**Managing Intervention**

- Intervention strategies are formally agreed with the student and documented.

- The **Program Manager** monitors the intervention program closely.

- Weekly meetings may be scheduled during the intervention period to review progress and corrective actions.

- Evidence of support provided and outcomes achieved is retained on the student's file.

- Intervention outcomes are reviewed at management meetings for continuous improvement.

**Reporting Obligations**

Where TACIS assesses an international student as not achieving satisfactory course progress:

- The student will be notified in writing of the concern and TACIS's intention to report them.

- The student will be informed of their right to access TACIS's Complaints and Appeals Process within 20 working days.

- During this period, the student's enrolment will be maintained.

- If the student:

  o does not access the appeals process within 20 working days;

  o withdraws from the appeals process; or

  o completes the appeals process and the decision supports TACIS,

TACIS will report the student to DESE and the Department of Home Affairs via PRISMS as soon as practicable.

# Training and Assessment Policy

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.

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.

*It's all about your destination*

**Training/Assessment Plan**

A **Training and Assessment Plan (TAP)** is developed and maintained for each qualification on TACIS's scope of registration.

Each TAP:

- Is developed by qualified assessors;
- Identifies:
    - Units of competency to be assessed,
    - Assessment methods and tools,
    - Assessment schedules and conditions,
    - Instructions and guidance for students; and
- Ensures assessment is conducted in accordance with training package requirements.

Students are provided with a copy of the relevant TAP at the time of enrolment.

Any updates to the TAP are communicated to students in a timely manner.

**Assessment Procedure**

1. **Assessment Information**

   At the commencement of the course, students are informed of:
    - Assessment tasks and methods,
    - Assessment criteria and evidence requirements, and
    - The standards required to achieve competency in each unit.

2. **Assessment Submission**
    - Students complete assessments in accordance with the training schedule.
    - Most assessments are submitted through Moodle, TACIS's online learning platform.
    - Each student is issued with a unique Moodle login.
    - Submission through Moodle constitutes an electronic declaration of authenticity.

3. **Authenticity Verification**
    - The RTO Manager, Program Manager, or trainer ensures that all submitted assessments include a signed or electronic statement of authenticity.

4. **Assessment Timeframes**
    - Assessments are marked within 10 working days of submission, unless otherwise agreed with the student.

5. **Assessment Outcome and Feedback**
    - The appointed assessor:
        - Assesses the submission as Competent (C) or Not Yet Competent (NYC),

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

- ▪ Provides written feedback, and
- ▪ Records the outcome in the student management system within 10 working days.

6. **Resubmission Opportunity**

   o Students assessed as **Not Yet Competent** are provided with at least one opportunity to resubmit their assessment.

7. **Further non-competency**

   o Where competency is still not achieved after resubmission:

   - ▪ The student is notified in writing within 15 working days, and
   - ▪ Fees may apply for additional reassessment attempts, in accordance with the Schedule of Fees and Charges.

8. **Appeals**

   o Students may dispute an assessment decision and request a reassessment in accordance with TACIS's Complaints and Appeals Policy and Procedure.

9. **Certification Eligibility**

   o The CEOor Program Manager ensures that:

   - ▪ All required assessments have been completed, and
   - ▪ All units have been assessed as **Competent**,

     before recommending the issuance of:

   - ▪ AQF qualifications,
   - ▪ Statements of Attainment, or
   - ▪ Statements of Results.

10. **Records Management**

    o All assessment-related documents, including:

    - ▪ Student submissions,
    - ▪ Assessor feedback,
    - ▪ Resubmissions,
    - ▪ Appeals and outcomes,

      are securely scanned and stored in the student's electronic academic file.

11. **Certification Controls**

    o The CEO/CEOensures that no certificates, transcripts, or qualifications are issued until:

    - ▪ A final assessment checklist is submitted by the Program Manager, and
    - ▪ All assessments are confirmed as **Competent** and signed by approved assessors.
    - ▪

# Qualification Insurance Policy and Procedure

## 1. Purpose and Scope

This policy outlines the processes by which TACIS records, issues, replaces, and manages Certificates and Statements of Attainment for students who have met the requirements of qualifications listed on TACIS's scope of registration.

This policy:

- Applies to AQF qualifications and units of competency only; and
- Does not apply to non-AQF or non-nationally recognised training.

## 2. Responsible Parties

- **Chief Executive Officer (CEO)**
  - Has final authority for issuing Certificates and Statements of Attainment;
  - Signs and embosses all certification documentation; and
  - Ensures certification is issued within 30 calendar days of course completion.
- **Program Manager**
  - Confirms student competency completion;
  - Conducts quality and compliance checks; and
  - Recommends students for certification.
- **Student Support Services**
  - Verifies fee payment status and **USI** validity;
  - Generates certification documents via the Student Management System (SMS); and
  - Maintains certification registers.

## 3. Student Management System (SMS)

TACIS maintains a secure Student Management System which:

- Stores all student academic and administrative records;
- Maintains registers of Certificates and Statements of Attainment issued; and
- Supports AVETMISS reporting when required.

## 4. Certification Eligibility

Before certification is issued, TACIS must confirm that:

- All required units of competency have been completed and assessed as Competent;
- All assessment evidence has passed quality and compliance checks;
- All fees have been paid in full; and
- The student's Unique Student Identifier (USI) has been provided and verified.

Students are notified of their final results within two (2) weeks of completing competency requirements.

## 5. Types of Certification Issued

- **Full Qualification Completed**
  → Student receives:
  - AQF Certificate (Testamur); and
  - Statement of Attainment listing all units achieved.
    - **Partial Completion Only**
      → Student receive Statement of Attainment listing only completed units.

Certification will **not** be issued where outstanding fees or missing USI details remain.

## 6. Unique Student Identifier (USI)

- All students must provide a valid USI prior to certification issuance.
- USI verification is conducted by Student Support Services via aXcelerate.

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

- Certification cannot be issued without a verified USI.

### 7. Certification Format and Compliance

**7.1 Certificates (AQF Qualifications)**

TACIS ensures that:

- AQF wording or AQF logo is included;
- No state or territory registering body logos appear;
- Each certificate contains a unique certificate number; and
- A register of all AQF qualifications issued is maintained.

**7.2 Statements of Attainment**

TACIS ensures that:

- The document is clearly labelled "Statement of Attainment";
- It cannot be mistaken for a full AQF qualification;
- The NRT logo is used in accordance with current conditions of use; and
- Each Statement has a unique Statement of Attainment number.

### 8. Recording of Results

Assessment outcomes are recorded as follows:

| Code | Description |
|------|-------------|
| C | Competent |
| NYC | Not Yet Competent |
| CT | Credit Transfer |
| RPL | Recognition of Prior Learning |

### 9. Fraud Prevention and Security Controls

To prevent fraudulent reproduction, TACIS implements the following controls:

- Unique numbering for all Certificates and Statements of Attainment;
- Secure embossing seal displaying TACIS name and National Code;
- Embossing machine locked in a safe in the CEO's office;
- Restricted access to certificate templates (password protected);
- Secure physical and electronic storage of student records;
- Off-site secure data backup; and
- Controlled access to certification registers.

### 10. National Recognition

TACIS recognises AQF qualifications and Statements of Attainment issued by other RTOs.

Recognition is granted through:

- Verification of original certification documents; and
- Recording successful outcomes as **Credit Transfer (CT)** after confirmation with the issuing RTO.

### 11. Replacement of Certification

- TACIS does not re-issue originals, but provides certified copies marked: "This is a replacement of the original document."
- Proof of identity is required.
- Replacement fee: $60 (non-refundable).
- Processing timeframe: up to two (2) weeks.

### 12. Issuance Procedure (Summary)

1. Trainer/Assessor submits completed assessments to Program Manager.

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

2. Program Manager conducts compliance and quality checks.
3. Non-compliant evidence is returned for correction within one week.
4. Program Manager completes **Qualification Issue Recommendation Form**.
5. Student Support Services:
   - o   Confirms fees paid;
   - o   Verifies USI; and
   - o   Generates certification via SMS.
6. Program Manager conducts final verification.
7. CEO performs final compliance check, embosses, signs, and dates documents.
8. Certification is recorded in registers and archived securely.
9. Documents are issued to the student in person or by registered mail.

## 13. Recall or Cancellation of Certification

The CEO may recall or cancel certification if:

- False or misleading information was provided;
- Assessment evidence was later found invalid; or
- Certification was issued contrary to the Standards for RTOs 2015.

Students are provided procedural fairness through TACIS's Complaints and Appeals Policy.

## 14. Certification Issuance Commitments

TACIS commits to:

- Issuing certification within 30 calendar days of course completion or withdrawal;
- Issuing directly to students (not third parties);
- Issuing Testamur + record of results for full qualifications; and Statement of Attainment for partial completion; and
- Maintaining accessible records of certification issued.

*TACIS Student Handbook V4.0 2026 by MW*

# Students' Code of Conduct

TACIS is TACIS is committed to providing a safe, respectful, and supportive learning environment that enables students to achieve their learning objectives. Students are treated as responsible adults and are expected to act in a reasonable, professional, and respectful manner at all times.

To maintain a positive learning environment, all students must comply with the rules, responsibilities, and conduct standards outlined below.

This Code of Conduct applies to the following areas:

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

Each student is provided with this document as part of the **compulsory Orientation Program**.

## 1. Administrative Responsibilities

Students must:

- Attend the mandatory TACIS Orientation session prior to course commencement.
- Pay all tuition and related fees in accordance with the Fees and Charges Schedule.
- Return or renew library resources and borrowed equipment on time.
- Notify the Student Services Officer immediately of any changes to personal details (address, phone number, email).
  *Official communication sent to the last recorded contact details is considered valid.*
- Provide written notice to the CEO and/or CEOif withdrawing from a course.
- Follow all rules and policies outlined in the TACIS Student Handbook.

## 2. Behaviour Expectations

Students are expected to:

- Maintain high standards of professional conduct at all times.
- Treat staff, fellow students, and visitors with respect and courtesy.
- Follow all lawful and reasonable instructions given by TACIS staff.
- Act in a manner that does not endanger health, safety, or wellbeing.
- Respect TACIS property and the property of others.

Students must **not**:

- Use offensive, abusive, racist, or discriminatory language.
- Engage in threatening, intimidating, harassing, or violent behaviour.
- Damage, steal, or misuse property.
- Enter TACIS premises under the influence of drugs or alcohol, or bring illegal drugs, alcohol, or weapons onto campus.

## 3. Dress Standards

TACIS is an adult learning environment that prepares students for professional workplaces.

Students must:

- Dress neatly, cleanly, and modestly.
- Comply with Work Health and Safety (WHS) requirements.
- Avoid clothing that may offend, provoke, intimidate, or ridicule others.
- Refrain from wearing dark sunglasses in class unless required for medical or safety reasons.

Note: The CEO has final authority on acceptable dress standards.

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

## 4. Classroom and Library Conduct

Students are required to:

- Actively participate in learning activities.
- Follow trainer instructions at all times.
- Speak **English on campus**.
- Set mobiles/electrical devices to silent during classes.
- Keep classrooms and library areas clean and tidy.

Students must **not**:

- Write on desks or furniture.
- Consume food or drinks in classrooms.
- Chew gum in class.
- Smoke anywhere in the building, including lifts, stairwells, and foyers.

## 5. Academic Conduct

Students must:

- Attend scheduled classes punctually and regularly.
- Submit a Student Leave Application Form with acceptable reasons for absences.
- Submit all assessments by the due dates.
- Retain copies of submitted assessments.
- Complete all assessment tasks honestly and independently.

## 6. Academic Misconduct

Academic misconduct is strictly prohibited. This includes (but is not limited to):

- Cheating, plagiarism, collusion, or falsification of documents.
- Copying or sharing assessment answers without approval.
- Using unauthorised materials during assessments.
- Allowing another person to complete assessments or exams on your behalf.
- Sharing login passwords or using another student's login details.
- Submitting work created by others (including internet sources) without proper acknowledgement.
- Bribery or attempts to improperly influence staff decisions.

Any suspected academic misconduct will be referred to the CEO and/or CEOfor formal investigation and may result in disciplinary action.

## 7. Drugs and Alcohol

TACIS is a drug- and alcohol-free environment.
Students must not:

- Consume, possess, distribute, or be under the influence of alcohol or prohibited drugs on TACIS premises.
- Attend training while affected by drugs or alcohol.

Breaches of this policy may result in serious disciplinary action, including suspension or expulsion.

## 8. Disciplinary Action

Failure to comply with this Code of Conduct may result in disciplinary action in accordance with TACIS policies, including warnings, suspension, or exclusion from study.

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

# Students' Discipline, Dismissal Procedure

TACIS is committed to providing a safe, respectful, and supportive learning environment that maximises students' opportunities to achieve their learning objectives. To support this environment, all students have rights, as well as rules, responsibilities, and conduct standards they are required to follow.

TACIS may take disciplinary action where a student breaches these rules, responsibilities, or conduct standards.

## Grounds for Suspension of Enrolment

TACIS may suspend a student's enrolment where the student has:

- Breached TACIS's Student Rules, Responsibilities, or Code of Conduct.

## Grounds for Cancellation of Enrolment

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

- Repeated breaches or a serious breach of TACIS/CHC Services' Student Rules, Responsibilities, or Code of Conduct.
- Attending any TACIS course, activity, or premises while under the influence of alcohol or drugs.
- Posing a threat to the safety of TACIS staff, students, or property.
- Failure to pay outstanding fees in accordance with the agreed payment schedule.

## Disciplinary Procedure

TACIS follows a staged and proportionate disciplinary process, unless the seriousness of the matter warrants immediate action.

### Step 1 – Verbal Warning

- A verbal warning may be issued by any TACIS staff member.
- The CEO and/or CEOwill be informed of the incident.
- The student will be given an opportunity to respond.
- Where the breach is substantiated and no acceptable explanation is provided, details of the incident will be recorded on the student's file.

### Step 2 – Written Warning

- If the student repeats the breach or commits a further breach, a written warning will be issued.
- The student will be required to attend a meeting with the CEO.
- The student will be formally advised that further breaches may result in suspension or cancellation of enrolment.
- A copy of the warning letter and meeting notes will be placed on the student's file.

### Step 3 – Intention to Suspend Enrolment

- If further breaches occur, or the breach is considered serious, the student may be suspended for a period determined by the CEO.
- The student will be notified in writing of the suspension.
- Records of the decision and correspondence will be retained on the student's file.

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

**Step 4 – Intention to Cancel Enrolment**

- This step applies where:
    - A student has previously been suspended and commits a further breach; or
    - The breach is considered serious by the CEO.
- The student will be required to meet with the CEO.
- If the breach is substantiated and no acceptable explanation is provided, the student's enrolment will be cancelled.
- Written notification will be provided to the student, and a copy will be retained on file.

**Confidentiality and Risk Management**

All disciplinary matters are treated as confidential.

Information will only be disclosed where the CEO determines that the student poses a risk to staff, students, or the

learning environment, and disclosure is necessary to manage that risk.

**Appeals and Student Rights**

Where disciplinary action results in **suspension or cancellation of enrolment**:

- The student will be notified in writing.
- The student will be given **20 working days** to access TACIS's internal Complaints and Appeals process.
- If an appeal is lodged, the suspension or cancellation will **not take effect until the appeal is finalised**, unless immediate action is required.

**Immediate Action Exception:**

If the CEO determines that the student presents a risk to:

- the safety of staff or students; or
- the maintenance of a safe and productive learning environment,

the suspension or cancellation may take effect **immediately**, pending the outcome of any appeal.

*it's all about your destination*

*TACIS Student Handbook V4.0 2026 by MW*

# Students Details

**Paperless Communication and Student Forms**

At TACIS, we aim to operate as a paper-light, environmentally responsible organisation. Wherever possible, student records, communications, and requests are managed electronically. However, some hardcopy documents and formal records are still required. During your course of study, you may be required to complete or access the forms and information outlined below.

**Change of Address or Contact Details**

Students must notify TACIS within 7 days of any change to their personal or contact details, including address, phone number, or email address.

For international students, this is a mandatory requirement under the Department of Home Affairs (DHA) regulations.

- New students must provide their Australian residential address on Orientation Day.

- If your address is not yet known, you must inform Student Support Services as soon as possible.

- Student Support Services will record this temporarily and follow up to ensure accurate details are updated in the system.

Failure to update contact details may result in missed official communications, which are considered valid if sent to the last recorded address or email.

**Student Card**

Each student will be issued a TACIS Student Card within one week of enrolment.

The student card may be used as:

- proof of enrolment; and

- a concession card at selected museums, theatres, cinemas, and for eligible public transport discounts.

**OSHC Card (Overseas Student Health Cover)**

All student visa holders are required to maintain valid Overseas Student Health Cover (OSHC) for the duration of their stay in Australia.

- In most cases, OSHC is paid as part of enrolment fees.

- OSHC membership cards are typically delivered to Student Services within 3–4 weeks of course commencement.

*it's all about your destination*

- Students should contact the Student Services Officer to confirm when their card is ready for collection.

Students are strongly advised to carry their OSHC card at all times, as it is essential for accessing medical services.

**Student Request Forms**

Students may be required to complete the following forms, which are generally available in digital format:

1. Document Request Form

2. Leave Application Form

3. Refund Request Form

4. Release / Withdrawal Request Form

5. Change of Personal Information Form

6. RPL / Course Credit Application Form

7. Assessment Extension Request Form

8. Application for Review / Re-assessment

9. Complaints and Appeals Form

10. Defer, Suspend or Cancel Request Form

11. Student Feedback Form

These forms can be obtained:

- from a Student Services Officer,

it's all about your destination

# Students Transfer Policy and Procedure

*(Applies to International Students Only)*

## 1. Purpose and Scope

This policy applies only to international students enrolled at TACIS on a student visa.

In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), TACIS will not knowingly enrol an international student who is seeking to transfer from another registered provider before completing six (6) months of their principal course, unless an approved exception under the National Code applies.

This policy sets out the procedures for:

- assessing requests to transfer into TACIS, and
- assessing requests to transfer from TACIS to another provider
  before a student has completed six (6) months of their principal course.

Note: TACIS does not enrol students under 18 years of age. This policy does not apply to minors.

## 2. Definition of Principal Course

Where a student is enrolled in a package of courses (e.g. Certificate III → Certificate IV → Diploma), the principal course is the highest qualification in the package (e.g. the Diploma).

Completion of a lower-level qualification within a package does not constitute completion of six (6) months of the principal course.

## 3. Application and Decision Timeframes

- All transfer applications (into or out of TACIS) will be assessed within ten (10) business days of receipt.
- Applications will be date-stamped and acknowledged by the Student Services Officer, or by the CEOin their absence.
- A written outcome will be provided to the student within this timeframe.

## PART A – Transferring Into TACIS

## 4. Application Process

A student seeking to transfer to TACIS from another provider must:

1. Complete the Student Transfer Application Form (available online or from reception); and
2. Submit the form to the RTO Manager, together with all required supporting evidence.

## 5. Assessment Process

The CEO or CEOwill:

- verify whether the student has completed at least six (6) months of their principal course, including by checking visa dates; and
- assess whether any National Code exceptions apply.

If the student has **not** completed six (6) months of their principal course, TACIS will only proceed if one of the permitted exceptions applies.

## 6. Grounds for Accepting a Transfer Before Six Months

A transfer may be approved where one or more of the following applies:

1. **Provider or Course Ceased**
   - The student's previous provider has ceased to be registered; or
   - The course in which the student was enrolled has ceased to be registered.
     TACIS will verify this via the CRICOS register (www.cricos.education.gov.au).
2. **Release from Previous Provider**

- o The student provides written evidence of release from their current provider (e.g. formal email or letter).
- o The student must still meet TACIS entry requirements.

3. **Government Sanction**
   - o A sanction has been imposed on the student's previous provider that prevents continuation of the principal course.
   - o Supporting evidence must be provided and verified.

4. **Government-Sponsored Students**
   - o The student is government-sponsored and provides written approval from the sponsor confirming the transfer is in the student's best interest.
   - o A release letter from the previous provider is not required.

## 7. Conditional Offers

Where a student has not completed six (6) months of their principal course and does not yet have a release letter, TACIS may issue a Conditional Offer Letter.

The conditional offer:
- clearly states that enrolment is subject to receipt and verification of a valid release from the current provider; and
- does not guarantee enrolment until all conditions are met.

## 8. Enrolment and PRISMS

Once transfer approval is confirmed:
- the CEO will finalise enrolment documentation; and
- PRISMS will be updated and a **Confirmation of Enrolment (CoE)** issued.

## PART B – Transferring From TACIS
## 9. Application for Release

A student seeking to transfer from TACIS to another provider before completing six (6) months of their principal course must:
1. Review this policy; and
2. Submit a Student Release Application Form, together with:
   - o a valid Letter of Offer from the new provider; and
   - o any supporting documentation.

## 10. Assessment and Outcome

Applications will be assessed in line with the National Code 2018 and this policy.

If approved:
- TACIS will record the release in PRISMS;
- the student will be formally notified in writing; and
- TACIS's responsibility for the student will cease from the CoE cancellation date.

The student will be advised to contact the Department of Home Affairs (DHA), as the transfer may affect their visa.

There is no cost to the student for the release.

## 11. Grounds for Refusing a Release

A release will **not** be granted where:
- no valid letter of offer from another provider is provided;
- documentation is incomplete or inaccurate;
- the transfer would jeopardise the student's academic progress;
- reasons relate to work commitments or travel convenience;

- the request is made to avoid reporting to DHA;
- the student no longer wishes to study the enrolled course without compelling reasons;
- insufficient evidence of compelling or exceptional circumstances is provided;
- the transfer is assessed as detrimental to the student; or
- the student has **outstanding fees** owing to TACIS.

## 12. Complaints and Appeals

Where a release is refused:

- TACIS will provide written reasons for the decision; and
- the student has the right to access TACIS's Complaints and Appeals Policy and Procedure at little or no cost.

# Deferral, Suspension and Cancellation

Students *(International and Domestic Students – where applicable)*

### 1. Application Process

Students seeking to defer, suspend, or cancel their enrolment must complete the Defer, Suspend, Cancellation Application Form (available from Reception or the RTO Manager).

- Completed applications must be submitted to Student Services, addressed to the CEO / RTO Manager.
- Applications must be submitted at least 10 business days before the requested effective date.
- A formal written response will be provided within 5 business days of receipt.

### 2. Student-Initiated Deferment or Suspension of Studies

TACIS may approve a deferment or temporary suspension of enrolment only on the following grounds:

- Compassionate or compelling circumstances, or
- Student misbehaviour (provider-initiated).

Acceptable Compassionate or Compelling Circumstances

*(not exhaustive – documentary evidence required)*

- Unavailability of units in the enrolled course
- Delay in student visa grant (international students only)
- Serious illness or injury (medical certificate required)
- Bereavement of close family members (death certificate required)
- Traumatic events (e.g. serious accident or crime – police report required)
- Major political upheaval requiring emergency travel (international students only)
- Natural disaster requiring emergency travel (international students only)

Students may defer or suspend studies for up to one study period (one term).

The CEO / CEOwill meet with the student to assess the application and supporting evidence. A written decision will be issued within 5 business days.

**It's all about your destination**

### 3. International Students – Attendance and Visa Implications

- Periods of approved suspension (student-initiated or provider-initiated) are not included in attendance monitoring calculations.
- Deferment, suspension, or cancellation may affect a student visa.
- Students will be referred to the Department of Home Affairs (DHA) website or helpline (131 881) for visa advice.
- TACIS will notify DESE via PRISMS of any approved deferment, suspension, or cancellation.

### 4. Student-Initiated Cancellation of Enrolment

### a. Transfer to Another Provider

Students wishing to transfer to another provider must:

- Follow the **Student Transfer Policy**, and
- Submit the required release documentation.

### b. Return to Home Country

Students cancelling enrolment to return home must:

- Submit the Defer, Suspend, Cancellation Application Form, and
- Provide supporting evidence (e.g. airline ticket and departure date).

TACIS will update PRISMS within 10 business days of receiving complete documentation.

If a cancellation request is refused, the student will:

- receive written reasons; and
- have 20 working days to access the internal Complaints and Appeals process.

Refunds (if applicable) will be processed in accordance with the Refund Policy.

### 5. Provider-Initiated Suspension or Cancellation

TACIS may suspend or cancel enrolment due to:

### a. Misbehaviour

Including academic or non-academic misconduct.

- The CEO will meet with the student to discuss the matter.
- TACIS will issue a Notice of Intention to Suspend or Cancel, allowing 20 working days to appeal.
- Where there is an immediate risk to safety or the learning environment, suspension or cancellation may take effect immediately.

In cases involving suspected criminal behaviour, TACIS will:

- notify police where appropriate; and
- provide relevant information to DHA.

### b. Non-Payment of Fees

- Two written reminders will be issued.

it's all about your destination

**The Australian College for International Studies**
Address: Ground Level, 13-15 Smail St. Ultimo NSW 20107
T: 61 1300 891 598 E: info@tacis.edu.au W: tacis.edu.au

ABN: 77 151209 264     RTO: 32463     CRICOS: 03396F

- Flexible payment options may be offered where genuine financial hardship exists.

- If non-payment continues for one month from the first warning, a Final Intention to Report letter will be issued.

- The student may then be reported to DESE/DHA via PRISMS.

## 6. Procedural Fairness

Students are treated as **not at fault** until:

- they admit responsibility; or

- findings are supported by credible evidence.

All investigations are conducted fairly, confidentially, and objectively.

## 7. Provider-Initiated Deferment of Commencement

Commencement may be deferred by TACIS due to **compassionate or compelling circumstances**, supported by evidence.

## 8. Non-Commencement Reporting (International Students)

TACIS may report students for non-commencement via PRISMS where:

1. The student does not commence by the start date

   → reported 14 days after course commencement, resulting in CoE cancellation.

2. The student fails to return after a scheduled break

   → reported 14 days after expected return date, including between packaged courses.

## 9. PRISMS Recording – eCoE Outcomes

PRISMS outcomes may include:

1. **Deferment or suspension without changing eCoE end date**

   o Student remains recorded as *"studying"*.

2. **Deferment or suspension affecting eCoE end date**

   o Original eCoE cancelled.

   o New eCoE issued with revised end date (when return date is known).

3. **Permanent cancellation of enrolment**

   o Student eCoE status recorded as *"cancelled"*.

it's all about your destination

The Australian College for International Studies
Address: Ground Level, 13-15 Smail St. Ultimo NSW 20107
T: 61 1300 891 598 E: info@tacis.edu.au  W: tacis.edu.au

ABN: 77 151209 264        RTO: 32463        CRICOS: 03396F

# UNIQUE STUDENT IDENTIFIER (USI) POLICY AND  PROCEDURE:

As a registered education provider, TACIS is required to collect and report each student's Unique Student Identifier (USI).

A USI is a unique reference number made up of letters and numbers. It allows students to securely access their nationally recognised training records and transcripts online through their USI account.

USI Requirement

- All students must provide a valid USI in order to:
    - complete their qualification; and
    - receive an AQF qualification or Statement of Attainment from TACIS.
- TACIS cannot issue certification without a verified USI, unless a legislated exemption applies.

## USI Compliance Requirements

In accordance with the Student Identifiers Act 2014 and the Standards for Registered Training Organisations (RTOs) 2015, TACIS ensures that:

- A student's USI is not printed on:
    - Certificates, or
    - Statements of Attainment.
- All USIs provided by students are verified with the USI Registrar before certification is issued.
- AQF certification documentation will not be issued unless:
    - a verified USI has been received; or
    - a valid exemption applies under the legislation.
- Where an exemption under Clause 3.6(b) of the Standards for RTOs 2015 applies:
    - TACIS will inform the student before enrolment or commencement of training, whichever occurs first;
    - the student will be advised that their training results:
        - will not appear on the national USI transcript, and
        - will not be accessible through Commonwealth systems.

## Security and Privacy of USI Information

- All USI information and related documentation held by TACIS is:
    - securely stored;
    - protected from unauthorised access; and
    - managed in accordance with legislative and privacy requirements.
- USI information stored within TACIS' Student Management System is subject to access controls and data security safeguards.

## Further Information

Students can find more information about the USI system, including how to create or manage a USI, at the official USI website:

👉 **https://www.usi.gov.au/about-us**

If required, TACIS Student Services can assist students with general guidance on obtaining or locating their USI.

it's all about your destination

The Australian College for International Studies
Address: Ground Level, 13-15 Smail St. Ultimo NSW 20107
T: 61 1300 891 598 E: info@tacis.edu.au  W: tacis.edu.au

ABN: 77 151209 264       RTO: 32463       CRICOS: 03396F

# Completion within Expected Duration of Study

*(International Students)*

TACIS actively monitors each international student's academic progress to ensure they are able to **complete their course within the expected duration** specified on their **Confirmation of Enrolment (CoE)**.

Student progress is monitored through attendance, participation, assessment outcomes, and regular academic reviews. Records are maintained to demonstrate compliance and appropriate intervention where required.

**Distance and Online Learning Limits**

In accordance with the National Code 2018, TACIS ensures that:

- International students do not undertake more than 30% of their total course through distance and/or online learning.
- In each compulsory study period or term, students must be enrolled in at least one unit delivered face-to-face.
- International students are not enrolled exclusively in online or distance units in any compulsory study period.

Implementation Measures

- TACIS establishes a formal timetable for each course.
- The proportion of distance or online learning:
    o   does not exceed 30% of total course hours; and
    o   does not exceed 30% of hours in any study period.
- Compliance with delivery mode requirements is monitored each term.

**Policy on Repeating Units (International Students)**

- Students who are required to repeat a unit due to being assessed as Not Yet Competent:
    o   are not required to remain enrolled full-time solely for the repeated unit;
    o   must repeat the unit at an additional cost, determined following a written request.
- Students are normally permitted to repeat a unit only once.
- Exceptions may be considered where there are compassionate or compelling circumstances, such as:
    o   serious illness (supported by medical evidence); or
    o   bereavement or other circumstances beyond the student's control.

**Monitoring Progress to Ensure Completion Within Expected Duration**

**Monitoring Process**

1. Student enrols at TACIS.
2. Academic progress is monitored regularly through:
    o   attendance records;

*it's all about your destination*

o participation;

o mid-course and final assessments.

3. Where progress is satisfactory:

o no change to course duration is required.

4. Student records are maintained and may include:

o enrolment details;

o approved deferments or suspensions;

o evidence of compassionate or compelling circumstances;

o records of academic intervention and support strategies.

## Extension of Course Duration and CoE Variations

TACIS will only extend a student's course duration and issue a new CoE in limited and permitted circumstances, including where the student cannot complete the course within the expected duration due to:

- compassionate or compelling circumstances (e.g. illness supported by medical evidence);

- the implementation of an approved intervention strategy for students at risk of unsatisfactory progress;

- an approved deferment or suspension of enrolment; or

- approved course credit that affects study sequencing.

## Where a Variation Occurs

If a change to study load may affect the expected duration of study, TACIS will:

- continue to monitor the student's academic progress;

- implement academic intervention strategies where required;

- extend the course duration only where necessary;

- record the variation and reasons on the student's file; and

- report the change via PRISMS and issue a new CoE where required.

## Reporting to the Department of Home Affairs

Where course duration, enrolment status, or study load is affected, TACIS will:

- correctly report changes via PRISMS; and

- issue a revised CoE where the expected duration of study must be extended.

All reporting is completed in accordance with ESOS Act and National Code 2018 requirements.

# WHS Policy and Procedure

**Policy Statement**

TACIS is committed to providing and maintaining a safe, healthy, and supportive learning and working environment for all staff, students, contractors, visitors, and guests.

Through a process of continuous improvement, TACIS integrates work health and safety into all aspects of its operations by:

- proactively identifying, assessing, and controlling hazards;
- consulting and communicating effectively with staff and students;
- promoting a positive safety culture; and
- encouraging innovation and continuous improvement in WHS practices.

TACIS maintains policies and procedures to meet its obligations under the Work Health and Safety Act 2011 and the Standards for RTOs 2015.

**Scope**

This policy applies to:

- all TACIS employees;
- students;
- contractors and subcontractors; and
- visitors, clients, and guests while on TACIS premises or participating in TACIS activities.

All persons entering TACIS workplaces are required to comply with this policy.

**Governance and Accountability**

**Management Responsibilities**

- Members of Management are accountable for WHS performance within areas under their control.
- The CEO holds ultimate responsibility for WHS at TACIS.
- All managers are responsible for planning, implementing, and maintaining WHS standards and practices.
- WHS considerations must be prioritised when allocating resources.
- WHS matters must be included as standing agenda items at relevant meetings, with actions minuted and tracked.

**WHS Responsibilities**

**All Staff**

All staff are responsible for:

- contributing to a safe and healthy environment;
- complying with WHS policies, procedures, and instructions;
- safeguarding the welfare of staff, students, contractors, and visitors; and

**The Australian College for International Studies**
Address: Ground Level, 13-15 Smail St. Ultimo NSW 20107
T: 61 1300 891 598 E: info@tacis.edu.au  W: tacis.edu.au

ABN: 77 151209 264          RTO: 32463          CRICOS: 03396F

- reporting hazards, incidents, near misses, and unsafe practices.

Staff are expected to:

- lead by example in WHS compliance;
- participate in safety training and inductions;
- use safety equipment correctly;
- follow emergency procedures; and
- seek guidance before undertaking unfamiliar or high-risk tasks.

### Managers

Managers must:

- promote safe attitudes and behaviours among staff;
- identify hazards and control risks using documented risk management processes;
- ensure safe work practices are developed, implemented, and maintained;
- ensure staff receive appropriate WHS training and supervision;
- maintain good housekeeping in their areas of responsibility;
- ensure correct use of personal protective equipment (PPE);
- participate in WHS training;
- include WHS compliance in staff performance reviews; and
- conduct regular WHS inspections and audits.

### Contractors and Contractor Management

TACIS staff who engage or manage contractors are responsible for ensuring that:

- contractors receive a site-specific safety induction;
- contractors are informed of emergency procedures and reporting requirements;
- contractor equipment and materials are safe and suitable;
- contractors use safe work methods and appropriate PPE;
- contractors are appropriately licensed and insured; and
- contractors are not exposed to additional risks arising from TACIS activities.

### Individuals (Staff and Students)

All individuals must:

- take reasonable care for their own health and safety and that of others;
- comply with WHS instructions, policies, and procedures;
- report hazards, incidents, injuries, or near misses promptly;
- use safety equipment and PPE correctly;
- comply with directions from emergency wardens and first aid officers;

it's all about your destination

- not engage in unsafe or reckless behaviour;

- maintain appropriate dress and footwear for their activities; and

- be familiar with emergency and evacuation procedures.

### Safety Officers

Management will appoint suitably trained **Safety Officers** for relevant areas.

Safety Officers:

- act as the local WHS contact point;

- identify hazards and recommend risk controls;

- monitor WHS compliance;

- investigate incidents and near misses;

- report unresolved WHS issues to management; and

- promote WHS awareness across the organisation.

All staff and students may directly contact their Safety Officer regarding WHS concerns.

### Training, Consultation, and Emergency Preparedness

TACIS ensures that:

- all staff, students, contractors, and visitors receive appropriate WHS inductions;

- emergency personnel are appointed and trained;

- emergency equipment is provided, maintained, and tested;

- at least two emergency evacuation drills are conducted annually;

- WHS implications are assessed before purchasing new equipment or materials; and

- WHS risks are assessed during planning of new work or building modifications.

### Incident Reporting

- All accidents, injuries, hazards, and near misses must be reported.

- An Incident Report Form must be completed and submitted to the CEO.

- Any staff member or student may complete an Incident Report Form.

- Incident records are maintained in accordance with WHS and regulatory requirements.

### Monitoring and Review

- Random departmental WHS audits are conducted at least quarterly.

- A full site WHS audit is conducted annually or earlier if required.

- This policy is reviewed regularly to ensure ongoing compliance and effectiveness.

*it's all about your destination*

*It's all about your destination*

# Notification of Changes to Ownership or High Managerial Agent

**Policy**

Under this policy, TACIS will notify the Department of Education, ASQA, and any other relevant regulatory authority in writing of:

- o Any proposed change to the ownership of TACIS as soon as practicable before the change takes effect; and

- o Any proposed or actual change to a High Managerial Agent (as defined in section 5 of the *Education Services for Overseas Students Act 2000*) as soon as practicable before the change takes effect, or within ten (10) working days after the change takes effect where the change cannot be determined in advance.

TACIS will provide the Department with all required information relating to the new owner or High Managerial Agent to enable an assessment under section 9(6) of the ESOS Act.

**Procedure**

Where there is a prospective or actual change to TACIS ownership or a High Managerial Agent, the CEO of TACIS will:

1. Notify the Department of Education and ASQA in writing using official TACIS letterhead, clearly outlining the proposed or actual change.
2. Request written confirmation that the notification has been received and recorded.
3. Confirm whether any additional documentation or information is required.
4. Provide any further required information to other relevant authorities, including DET and DHA, as applicable.

All notifications will be submitted as soon as practicable prior to the change taking effect, or within ten (10) working days after the change takes effect where advance notice is not possible.

*it's all about your destination*

# Access and Equity

## 1. Purpose

TACIS is committed to providing equitable access to education and training for all students and prospective students, regardless of their background or personal circumstances.

This policy ensures that all learners are treated fairly, respectfully, and without discrimination, and that reasonable adjustments are made to support students to participate in training and assessment on an equal basis.

## 2. Scope

This policy applies to:

- All current and prospective students of TACIS
- All training and assessment activities
- All staff, trainers, assessors, contractors, and third-party representatives
- All campuses, delivery modes (face-to-face, blended, online), and learning environments

## 3. Legislative and Regulatory Framework

This policy is informed by and complies with the following legislation and standards:

- **Standards for Registered Training Organisations (RTOs) 2015**
- **Education Services for Overseas Students (ESOS) Act 2000**
- **National Code of Practice for Providers of Education and Training to Overseas Students 2018**
- **Disability Discrimination Act 1992**
- **Sex Discrimination Act 1984**
- **Racial Discrimination Act 1975**
- **Age Discrimination Act 2004**
- **Work Health and Safety Act 2011**

## 4. Policy Statement

TACIS is committed to:

- Ensuring **fair and equal access** to education and training opportunities
- Eliminating **discrimination, harassment, and victimisation**
- Supporting students with **diverse needs** through reasonable adjustments
- Promoting **inclusive practices** that respect cultural, linguistic, religious, and personal diversity
- Providing transparent, consistent, and accessible policies and procedures

No student will be disadvantaged on the basis of:

- Age
- Gender, sexual orientation, or marital status
- Disability or medical condition
- Cultural or linguistic background
- Nationality or visa status
- Religion or political belief
- Socio-economic background

## 5. Access to Training and Assessment

TACIS ensures that:

- Entry requirements are clearly defined, transparent, and consistently applied
- Selection and enrolment processes are free from bias
- Information about courses, fees, support services, and policies is accessible and easy to understand
- Learning and assessment materials are designed to be inclusive and flexible, where possible

## 6. Reasonable Adjustment

TACIS will provide reasonable adjustments to support students with additional needs, while maintaining the integrity of training package requirements and assessment outcomes.

*it's all about your destination*

**The Australian College for International Studies**
Address: Ground Level, 13-15 Smail St. Ultimo NSW 20107
T: 61 1300 891 598 E: info@tacis.edu.au W: tacis.edu.au

ABN: 77 151209 264        RTO: 32463        CRICOS: 03396F

Examples may include:
- Flexible assessment arrangements
- Modified assessment methods (without altering competency outcomes)
- Additional time for assessments
- Access to assistive technologies
- Language, literacy, and numeracy (LLN) support
- Adjustments to learning materials or delivery modes

Reasonable adjustments are:
- Negotiated with the student
- Based on documented evidence where appropriate
- Reviewed regularly to ensure effectiveness

## 7. Support for Diverse Student Cohorts

TACIS provides targeted support for students who may face additional barriers, including:
- International students
- Students with disabilities
- Students from non-English speaking backgrounds
- Students experiencing personal, financial, or health challenges

Support may include:
- Orientation and transition support
- Academic support and study skills assistance
- Counselling and wellbeing referrals
- Access to interpreters or translated information (where appropriate)

## 8. Staff Responsibilities

All TACIS staff are responsible for:
- Upholding the principles of access and equity
- Treating all students with dignity and respect
- Maintaining confidentiality and privacy
- Identifying and referring students who may require additional support
- Applying policies consistently and fairly

Trainers and assessors must ensure:
- Assessment practices are valid, fair, flexible, and reliable
- Adjustments do not compromise competency standards

## 9. Student Responsibilities

Students are expected to:
- Treat staff and fellow students with respect
- Engage honestly with training and assessment processes
- Notify TACIS if they require additional support or adjustments
- Provide relevant documentation where reasonable adjustments are requested

## 10. Complaints and Appeals

Students who believe they have been treated unfairly or discriminated against may lodge a complaint or appeal in accordance with TACIS's **Complaints and Appeals Policy and Procedure**.

There is **no cost** to students for accessing internal complaint or appeal processes.

## 11. Review of Policy

This policy will be reviewed:
- At least every **two (2) years**, or
- Earlier if required due to legislative or regulatory changes

*it's all about your destination*

The Australian College for International Studies
Address: Ground Level, 13-15 Smail St. Ultimo NSW 20107
T: 61 1300 891 598 E: info@tacis.edu.au W: tacis.edu.au

ABN: 77 151209 264          RTO: 32463          CRICOS: 03396F

# Privacy Policy

TACIS is committed to protecting your privacy and ensuring that your personal information is handled lawfully, securely, and transparently. This Privacy Policy outlines our ongoing obligations to you in relation to how we collect, use, disclose, store, and manage personal information.

TACIS complies with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth).

A copy of the Australian Privacy Principles is available from the Office of the Australian Information Commissioner (OAIC)                                                                                     at:

👉 www.oaic.gov.au

1. What Is Personal Information?

Personal Information is information or an opinion that identifies, or could reasonably identify, an individual.

Examples of personal information collected by TACIS include (but are not limited to):

- Full name
- Residential and postal address
- Email address
- Telephone number
- Date of birth
- Enrolment, academic, and attendance records
- Visa and identification details (for international students)

2. Why We Collect Personal Information

TACIS collects personal information for the primary purpose of:

- Processing applications and enrolments
- Delivering education, training, and assessment services
- Managing academic progression and student support
- Meeting regulatory, reporting, and legal obligations
- Communicating important information to students

We may also use personal information for secondary purposes that are closely related to the primary purpose, where you would reasonably expect such use (e.g. student communications or quality improvement activities).

Where practicable, we will explain why information is being collected and how it will be used at the time of collection.

3. How We Collect Personal Information

Personal information may be collected:

- Directly from you during application, enrolment, and study
- Through TACIS systems (e.g. Student Management System, LMS)
- From authorised third parties (e.g. education agents, government bodies), where permitted

**The Australian College for International Studies**
Address: Ground Level, 13-15 Smail St. Ultimo NSW 20107
T: 61 1300 891 598 E: info@tacis.edu.au  W: tacis.edu.au

ABN: 77 151209 264      RTO: 32463      CRICOS: 03396F

TACIS does not guarantee the privacy practices of external websites or authorised third parties linked to our systems.

4. Sensitive Information

Sensitive information includes information about:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health or medical information
- Membership of professional or trade associations

TACIS will only collect and use sensitive information:

- For the primary purpose for which it was obtained
- For a directly related secondary purpose
- With your consent, or
- Where required or authorised by law

5. Disclosure of Personal Information

Your personal information may be disclosed:

- To third parties where you have provided consent
- To regulatory or government authorities where required by law
- To service providers engaged by TACIS for operational purposes

TACIS will not sell or trade personal information.

6. Security of Personal Information

TACIS takes reasonable steps to protect personal information from:

- Misuse and loss
- Unauthorised access, modification, or disclosure

Information is stored securely in both electronic and physical formats.

When personal information is no longer required for its original purpose, TACIS will take reasonable steps to destroy or permanently de-identify it.
However, student records are generally retained for a minimum of seven (7) years to meet regulatory requirements.

7. Access to Your Personal Information

You may request access to the personal information TACIS holds about you and request corrections if required.

- Requests must be made in writing
- No fee is charged for access requests
- An administrative fee may apply for copies of records

To protect your privacy, TACIS may require proof of identity before releasing information.

8. Accuracy of Personal Information

*it's all about your destination*

It's all about your destination

**The Australian College for International Studies**
Address: Ground Level, 13-15 Smail St. Ultimo NSW 20107
T: 61 1300 891 598 E: info@tacis.edu.au W: tacis.edu.au

ABN: 77 151209 264      RTO: 32463      CRICOS: 03396F

TACIS takes reasonable steps to ensure personal information is accurate, complete, and up to date.

Students are responsible for notifying TACIS promptly of any changes to their personal details to ensure ongoing communication and compliance.

9. Privacy Complaints and Enquiries

If you have a question or complaint regarding privacy or the handling of your personal information, please contact:

📧  admission@tacis.edu.au

TACIS will respond to all privacy-related enquiries and complaints in a timely and professional manner.

# Critical Incidents Policy and Procedure

**1. Purpose**
This policy sets out TACIS's procedures for prevention, response, reporting, support, review, and recovery in the event of a critical incident involving students, staff, or visitors.
The policy complies with:
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- ESOS Act 2000
- Australian Privacy Principles (Privacy Act 1988)
- Relevant state and territory legislation

**2. Definition of a Critical Incident**
A **critical incident** is defined under the National Code as:
*"A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury."*
Critical incidents do not include serious academic misconduct.
Examples may include (but are not limited to):
- Serious injury or threat to life
- Severe verbal or psychological aggression
- Natural disasters
- Fire, explosion, or bomb threat
- Acts of terrorism
- Sexual assault or domestic violence
- Drug or alcohol-related emergencies
- Serious non-life-threatening events that impact wellbeing or safety

**3. Policy Principles**
TACIS is committed to:
- Prioritising safety and wellbeing
- Providing timely and compassionate support
- Maintaining confidentiality and privacy
- Ensuring clear communication and accountability
- Supporting students' academic continuity where possible
- Meeting all regulatory reporting obligations

**4. Prior Preparation and Prevention**
TACIS ensures:
1. Students receive critical incident awareness during orientation

*it's all about your destination*

2. Staff receive training and induction on emergency and incident response
3. Emergency exits are clearly marked and unobstructed
4. Fire safety equipment is installed, maintained, and tested
5. Fire wardens and emergency personnel are appointed
6. Emergency evacuation drills are conducted
7. Safe work practices are routinely followed
8. Student and institutional records are securely backed up off-site

## 5. Immediate Response to a Critical Incident

The first responding staff member must:

1. Ensure personal safety and the safety of others
2. Contact Emergency Services (000) if required
3. Notify the Course Coordinator
4. Notify the Critical Incident Team

Critical Incident Team Responsibilities

The Team will:

- Assess risks and implement immediate safety measures
- Coordinate emergency response and support services
- Determine communication to staff, students, and stakeholders
- Liaise with Police, Department of Home Affairs, embassies, or support agencies as required
- Manage all external and media communication
  *(Staff must not speak to media)*

## 6. Examples of Incident Response

### Example 1 – Death of a Student

If advised by Police:

- Police notify next of kin (interpreter arranged if needed)
- TACIS assists with:
  - Counselling and crisis support
  - Liaison with family
  - Practical assistance (where appropriate)
  - Fee review or refunds
- DHA and relevant authorities notified (including PRISMS)
- Incident documented and securely recorded
- Condolence communication issued
- Staff and students offered debriefing and counselling

### Example 2 – Emergency Evacuation

All staff and students must:

1. Follow fire warden instructions
2. Evacuate via marked fire exits (no lifts)
3. Assemble at the designated assembly area
4. Trainers conduct roll calls using attendance sheets
5. Remain at assembly point until cleared

Emergency procedures and floor plans are provided at orientation.

## 7. After the Incident

Once the immediate risk has passed:

1. A **Critical Incident Report** is completed
2. The Critical Incident Team meets to review actions taken
3. Regulatory bodies are notified where required

4. Lessons learned are documented
5. Corrective or preventative actions are implemented
6. Records are retained for **at least two years** after the student ceases enrolment

## 8. Support for Affected Students

Where a critical incident impacts a student's ability to study, TACIS may provide:

- Special assessment or learning arrangements
- Deferral, suspension, or cancellation options
- Fee adjustments (where applicable)
- Counselling and wellbeing support
- Financial or welfare referrals
- Other reasonable assistance appropriate to the circumstances

## 9. Critical Incident Team

The Critical Incident Team consists of:

- CEO
- Program Manager
- Student Services Officer
- Relevant Trainers / Assessors

## 10. Emergency Contact Numbers

| Service | Phone |
|---|---|
| Emergency (Police/Fire/Ambulance) | **000** |
| Lifeline | **13 11 14** |
| Alcohol & Drug Helpline | **1800 888 236** |
| Sexual Assault Helpline | **1800 424 017** |
| Poisons Information | **13 11 26** |
| State Emergency Service (SES) | **132 500** |
| Australia Red Cross | **131 495** |

## 11. Privacy and Confidentiality

All personal information related to a critical incident is managed in accordance with the Australian Privacy Principles. Information is shared strictly on a need-to-know basis and only where required by law or for safety and support purposes.

## 12. Review of Policy

This policy is reviewed:

- After any critical incident, and
- At least every two years, or earlier if legislative changes occur.

*it's all about your destination*

# Disclaimer

**Important Regulatory Disclaimers**

In accordance with **Clause 4.1 of the Standards for RTOs 2015**, TACIS does **not guarantee** that:

- a student will successfully complete a qualification or unit of competency;
- a training product can be completed in a way that does not meet the requirements of **Clauses 1.1 and 1.2** of the Standards for RTOs 2015; or
- a student will achieve a specific employment outcome, where such outcomes are outside the control of TACIS or CHC Services Pty Ltd.

An electronic copy of the **Standards for RTOs 2015** is available on the **ASQA website**:

👉 www.asqa.gov.au

**National Code 2018 – Student Visa and Migration Outcomes**

Under the **National Code of Practice for Providers of Education and Training to Overseas Students 2018**, TACIS must not:

- claim or imply that completing a course will lead to a **migration outcome**; or
- guarantee a **successful academic outcome** for any student or intending student.

The latest version of the **National Code 2018** can be accessed here:

👉 https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets.aspx

**Issuance of AQF Certification**

In accordance with **Clause 3.1 of the Standards for RTOs 2015**, TACIS issues **AQF certification documentation** only to students who have been **formally assessed as meeting all requirements** of the relevant training package or VET-accredited course.

**Accuracy of Information**

*The information contained in the Student Handbook is correct at the time of publication. TACIS endeavours to update this information as required. For the most current and accurate advice, students are encouraged to speak directly with TACIS staff.*

*it's all about your destination*

# Student's Acknowledgement

**Student Handbook Acknowledgement Declaration**

Student Name: _____

Student ID: _____

Course / Qualification: _____

Commencement Date: _____

**Student Declaration**

I acknowledge that I have received access to the TACIS Student Handbook and confirm that I have read, understood, and agree to comply with the policies, procedures, rules, and guidelines contained within it.
I understand that the Student Handbook includes important information relating to, but not limited to:

- student rights and responsibilities;
- student code of conduct and disciplinary procedures;
- assessment requirements and academic integrity;
- attendance and course progress requirements;
- fees, charges, and refund policies;
- complaints and appeals processes;
- deferment, suspension, and cancellation of enrolment;
- critical incident procedures;
- work health and safety obligations; and
- privacy and personal information handling.

I understand that it is my responsibility to familiarise myself with the contents of the Student Handbook and to seek clarification from TACIS staff if I do not understand any part of the information provided.
I acknowledge that TACIS policies and procedures may be updated from time to time to ensure compliance with regulatory requirements, and that I am responsible for remaining informed of any changes as advised by TACIS.
For international students, I understand that certain policies outlined in the Student Handbook may affect my student visa conditions, and that I am responsible for complying with all applicable visa requirements.

**Student Consent**

I consent to TACIS collecting, using, and disclosing my personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles, and TACIS' Privacy Policy, for purposes related to my enrolment, training, assessment, and regulatory reporting obligations.

Declaration

I declare that the information provided by me is true and correct. I understand that failure to comply with TACIS policies and procedures may result in disciplinary action, including suspension or cancellation of enrolment, in accordance with TACIS policies.

Student Signature: _____

Date: _____ / _____ / _____

it's all about your destination