Student Handbook
And
Orientation Guide
Welcome Message from CEO

Thanks for considering OZSTAR ACADEMY as your Registered Training Organisation to assist you in achieving your career goals and 
congratulations for enrolling with us. Our educational programs are based on the transfer of knowledge and skills to the people who want 
professional careers. As we all know that the decision to undertake study is an important step, whether you are seeking to update or upgrade existing skills, or on boarding on a new career plan.

OZSTAR ACADEMY is a Registered Training Organisation and the CRICOS provider delivering variety of Nationally Recognised courses to both domestic and international students. The curriculums are very specifically designed for skill shortages in Australia; therefore, the training you complete will make you a desirable applicant for employment vacancies. It is also for individuals who wish to return to their countries of origin with qualifications recognised in their own countries.

Our staff members are dedicated and will make your life as a student and a visitor to Australia a very pleasant and satisfying experience. We care about you and your career objectives and determinations. Some of the facilities we will make available to you include:

- Fully equipped and air-conditioned classrooms with overhead projectors
- Computer lab
- Wireless internet
- Books borrowing facility
- Student sitting and recreation area

We also offer you support services which include:

- Adjusting to life and culture in Australia
- Dealing with Homesickness
- Assistance in finding Accommodation
- Assistance in opening bank accounts and applying for TFNs
- Assistance with language problems
- Course progress requirements
- Personal matters such as religion, domestic violence, unplanned pregnancy, victim or witness of a crime etc.
To guide you through what is involved in studying with us, we have developed this student handbook. It sets out a range of processes and procedures that have been put in place to guarantee that you receive consistent and high quality training and assessments. We aim to provide you with best Facilities, Trainers and Student Support Services to ensure that your learning experience and expectations will meet and we will be beyond your expectations.

I trust this Student Handbook provides you with the information you need to make an informed decision about studying with us. Please feel to contact our RTO MANAGER, if you have any questions.

Thanks for choosing OZSTAR ACADEMY and we look forward to a fun and rewarding time together.

Best wishes,

Sanjeev K Loura

Chief Executive Officer
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1.0 Registered Training Organisation

Registered training organisations are providers and assessors of nationally recognised training. Only registered training organisations can issue Australian Qualification Framework qualifications.

In order to become registered, training providers must meet the Australian Quality Training Framework Essential Standards for Registration. This ensures the quality of vocational education and training throughout Australia.

Training organisations must register with their relevant state or territory registration authority to provide nationally recognised training.

OZSTAR ACADEMY assures the protection of student fees through TPS.

2.0 Mission, Philosophy and Vision

The mission of OZSTAR ACADEMY is to be a leading academic institute in Australia by providing students with high quality education designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

OZSTAR ACADEMY believes in the transfer of knowledge and skills and therefore our vision is to assist all our students in developing themselves both personally and vocationally. OZSTAR ACADEMY believes in a holistic approach to education. It offers students from all over the world the opportunity to develop their potential in an educational environment that is warm, friendly, exciting and multicultural and free from discrimination and harassment.

Australia’s diverse population and strong educational tradition make it particularly suited to international education and OZSTAR ACADEMY intends to continue to be a significant contributor to Australia’s continuing role as a regional leader in education.

3.0 Ethics

OZSTAR ACADEMY undertakes to act at all times in an ethical manner. All activities of OZSTAR ACADEMY are carried out honestly, fairly, accurately to give value to our clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits
clients through high standards of education and training, up to date methods, quality materials and expert staff.

4.0 Client Services

OZSTAR ACADEMY is committed to high standards in the provision of vocational education and training and other services to all OZSTAR ACADEMY clients. OZSTAR ACADEMY in all of its dealings will meet the requirements of the:

- WHS Act;
- EEO, Access and Equity and Anti-Discrimination and Harassment Acts;
- National Code of Practice and OZSTAR ACADEMY Code of Practice;
- ESOS Act; and
- Any other relevant legislation.

4.1 Student Protection through Legislation

OZSTAR ACADEMY follows all relevant Commonwealth and State laws as detailed below:

**Commonwealth of Australia Acts**

- Copyright Act 1968
- Disability Services Act 1993
- Education Services for Overseas Students Act – 2000
- Equal opportunity for Women in the Workplace Act 1999
- Migration Act 1958
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996

**New South Wales Acts**

- Anti-Discrimination Act 1977
- Industrial Relations Act 1996
• Work Health and Safety Act 2011
• Privacy Act and Personal Information Protection Act 1998
• The Apprenticeship and Traineeship Act 2001
• Vocational Education and Training Act 2005
• Workplace Injury Management and Workers’ Compensation Act (1998)

Regulations and Codes

• Workplace Health and Safety Regulations 2011.
• National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

All students may have access to any details concerning legislative requirements, OZSTAR ACADEMY and course information upon request to management.

4.2 Dissemination of Legislative Information, OZSTAR ACADEMY and Course Information

Information covering all legislative requirements, OZSTAR ACADEMY and course details, including Policy documentation is disseminated to all students as both pre and post registration information through the following:

• OZSTAR ACADEMY Policy Manual
• Student Handbook
• Staff & Student Information Folder (Legislative Requirements)
• Student memos and notices
• Student Meetings
• Student and Staff notice boards
• Mail outs
• OZSTAR ACADEMY Brochure, Posters
• OZSTAR ACADEMY Website
• Reception

All students may have access to any details concerning legislative requirements, OZSTAR ACADEMY and course information upon request to management.
4.3 Critical Incidents

Policy

This Policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other member of OZSTAR ACADEMY community. Where a Critical Incident is defined as a traumatic event where: physical safety or life is threatened such as rape, personal assault, an armed robbery, hostage situation, act of violence, accident, natural disaster or suicide.

a) Being witness to, or being involved in, a critical incident such as a robbery, act of violence, accident or suicide can affect people. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations in particular Work-cover.

b) OZSTAR ACADEMY has a responsibility to abide by relevant Acts of Parliament such as Workplace Health and Safety Act (NSW) 2011, Mental Health Act (NSW) 2007, Disability Services Act (NSW) 1993, Freedom of Information Act (Commonwealth) 1982.

c) OZSTAR ACADEMY has a responsibility to staff and students in terms of their physical safety and emotional well-being so the optimal learning and employment outcomes can be achieved.

d) Co-ordinated, systemic institutional procedures enable rapid, appropriate and comprehensive responses to a critical incident.

Therefore it is the policy of OZSTAR ACADEMY to ensure optimal educational and employment outcomes for all students, through effective Comprehensive Critical Incident Management, which:

- Enables OZSTAR ACADEMY community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post-traumatic stress syndrome or harm to the learning environment.

- Supports pro-active strategies which will help minimise the occurrence of some critical incidents.

- Encourages the early identification of potentially critical incidents within OZSTAR ACADEMY.

- Ensures critical incidents in the workplace are managed in line with established Quality Management and Occupational Health and Safety objectives and Emergency or Disaster procedures.

- Provides clearly accessible and understood directions for all personnel caught up in a critical incident.

- Assists people to cope with critical incidents by providing appropriate practical and psychological support.
• Provides appropriate assistance to people who may require longer term assistance.

• Ensures ongoing training, support and review for staff

• All staff of OZSTAR ACADEMY will act as an immediate “Point of Contact” for all critical incidents. They will then refer the student to the CEO.

4.4 Access and Equity

Access and equity policies are incorporated into the Code of Practice and all operational procedures. OZSTAR ACADEMY prohibits discrimination towards any group or individuals in any form, inclusive of

- Gender
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease

- Pregnancy
- Homosexuality (male or female, actual or presumed)

- Race, colour, nationality, ethnic or ethno-religious background
- Age

- Marital status

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by all students.

4.5 WHS

The safety of staff and clients is of primary importance. OZSTAR ACADEMY observes all Occupational Health and Safety legislation and copies of the relevant Act are available to staff and clients. Trainers incorporate WHS considerations when planning and delivering training, and students will be advised of the WHS requirements of their programs and supervised accordingly.

4.6 Catering To Diverse Student Learning Needs

OZSTAR ACADEMY aims to identify and respond to the learning needs of all students. It is OZSTAR ACADEMY policy that all trainers are to identify, at the start of training, the leaning and assessment needs of their students. This may be accomplished informally through class discussion. Trainers will ask questions that uncover the general English level of the students, understanding of subject
concepts and technical skills, previous experience and considerations regarding possible assessment formats. The trainers when formulating their lesson will use this information and assessment plans.

Students should express their views about their learning needs at all stages of their learning experience. OZSTAR ACADEMY helps students to identify their learning needs through the orientation procedure, Student Feedback Forms, lecturer discussion and an open invitation to approach staff with suggestions at any stage. Again these strategies provide staff with the required student based information for use in designing client training, facilities and services and assessment strategies.

4.7 Communication (Language, Numeracy & Literacy) Support

All courses incorporate competency units, which focus on communication skills. In addition language, literacy and numeric support is accessible to all OZSTAR ACADEMY students and can be organized on a case-by-case basis during student orientation day. The RTO MANAGER will organise required communication support.

5.0 OZSTAR ACADEMY Entry Requirements

5.1 Student English Levels

All delivery, assessment and instruction is carried out in English. The type of English used is Academic and Business English with a high component of Technical English and subject specific jargon.

Therefore, it is an entry requirement that all registering students must have English language proficiency (as per course requirement) – as evidenced upon registration by submitting an IELTS 5.5 test or other equivalent form.

A formal telephonic interview may be conducted via staff to ensure proficiency of English of the student.

During the registration process, student orientation and during tuition staff members will identify any student with a possible English problem – either spoken or written. These students will be referred to the RTO Manager or RTO MANAGER who will recommend suitable English tuition/refer to English course.

The English provider will issue an ECoE for the student and OZSTAR ACADEMY will cancel the existing ECoE and issue a new ECoE with a new start and end date. During delivery and assessment trainers will assist students with English whenever possible especially with jargon and technical terms.

5.2 Student Academic Levels
It is an entry requirement that all registering students must have completed a minimum of Year 12/high school certificate or equivalent overseas qualification.

5.3 Student Age & Academic Entry Requirement

Students must be 18 years or older to register for OZSTAR ACADEMY courses and have completed the equivalent of the Australian HSC or a higher qualification.

5.4 International Students

OZSTAR ACADEMY is bound by the Education Services for Overseas Students Act (latest version) and the National Code Conduct when dealing with international students. International students are also expected to abide by all current legislative requirements.

5.5 Department Of Immigration and Border Protection (DIBP)

All international students need to be reminded that DIBP will want to see evidence of average course attendance (class roles) - including start and finish dates as well as academic performance (i.e. academic transcripts) for visa maintenance and extensions. As part of the supervision of overseas students on student visas OZSTAR ACADEMY must notify DIBP about student failure to maintain minimum rates of academic progress, attendance or who suspend or cancel their courses.

5.6 Confirmation of Enrolment

OZSTAR ACADEMY will only create CoE for overseas students on a student visa and who are studying their primary course at OZSTAR ACADEMY. That is if the student is applying for a student visa to study a course offered by OZSTAR ACADEMY. OZSTAR ACADEMY may issue letters of offer to all intending students.

5.7 Attendance and Minimum Rates of Progress

Students who are in Australia on student visa are required to:

- attend OZSTAR ACADEMY for 20 hours of supervised tuition per week
- Maintain a satisfactory academic record at all times i.e. such that at their current rate of academic progress they will be able to complete their course by their due completion date.
- Maintain a minimum average course attendance of 80%.

All students are required to abide by all legislation and OZSTAR ACADEMY terms and conditions.
Illness or other excused absences must be supported by documentary proof. These should be submitted as soon as possible after the absence and be available to submit to DIBP.

5.8 OSHC

All students who are in Australia on student visas are legally required to obtain OSHC – Overseas Student Health Cover. If students are not previously covered by OSHC, OZSTAR ACADEMY will assist students with regards to OSHC.

5.9 Students with OZSTAR ACADEMY Age Dependants

Students with age dependant’s children are reminded that all their age dependant’s children must attend a government approved Institution for the duration that they are in Australia. Full fees will be charged and the student should make provision for these costs in their financial budgets.

5.10 Leave Entitlements

It is recommended that all students attend 100% of class time as this tuition is vital for satisfactory academic results. Hence all student leave is to be restricted to the official OZSTAR ACADEMY breaks. In cases of exceptional compassionate circumstances beyond the students control e.g. bereavement and sickness provision may be made for leave entitlements.

In cases of bereavement e.g. death in the family, students must provide OZSTAR ACADEMY with documentation covering the reason for bereavement and evidence of return air fares etc.

Sickness must be evidenced by a doctor’s certificate from a registered practitioner i.e. with a medical provider number on the certificate. All other certificates are not acceptable. OZSTAR ACADEMY must sight original medical certificates before approving medical leave.

Leave Entitlements Guidelines:

*Leave approved on grounds of compelling or compassionate circumstances is not counted in attendance records.*

Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but not limited to:

- Illness, where a medical certificate states that you are unable to attend classes or
- Bereavement of close family members such as parents or OZSTAR parents (A death certificate or other evidence should be provided either prior to departure or on return) or
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has
- A traumatic experience which could include, but is not limited to:
- Involvement in, or witnessing of an accident
- witnessing or being the victim of crime and this has impacted on you (these cases should be supported by police or psychologists’ reports or advice)

- Inability to begin studying on the course commencement date due to delay in receiving a student visa

5.11 Punctuality

Students should be at OZSTAR ACADEMY 15 minutes prior to the start of their day and are to return on time to lectures after lecture breaks. Students not in class when the attendance roll is called will be marked absent.

5.12 Preparation

Students are responsible for their academic progress and should come to class prepared to study. Please bring stationary with you and any texts and references that are required.

5.13 Change of Provider

OZSTAR ACADEMY will not allow a registered student to transfer from OZSTAR ACADEMY within the first 6 months of their RTO MANAGER course until OZSTAR ACADEMY has assessed the student’s request to transfer within this restricted period.

OZSTAR ACADEMY will grant the student’s request where:

a. The transfer will not be to the detriment of the student.
b. The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made
c. The student can register into the other course at an appropriate point in the course
d. The students current academic progress indicates that the student can manage the new course

Note that:

1. Students registered into a course which is less than 6 months in total duration are not permitted to transfer to another provider.
2. Students should allow a minimum of 5 working days to assess the student transfer request
3. The Letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact DIBP to seek advice on whether a new student visa is required.
4. If a transfer is granted OZSTAR ACADEMY will calculate any refunds according to the Course Cancellation and Refund Policy and Procedure and provide the student with a written statement
5. Students may use OZSTAR ACADEMY Complaints and Appeals process or involve an independent 3rd party at any time.

6. Where OZSTAR ACADEMY does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider’s decision in accordance with the Complaints and appeals process.

6.0 Training delivery

6.1 Competency Based Training

All training at OZSTAR ACADEMY is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

6.2 Training Package Requirements

All OZSTAR ACADEMY courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages or Accredited Courses. Upon request students may have access to these packages or course outlines and familiarise themselves with all competency unit criteria.

6.3 Professional Staff Recruitment

All OZSTAR ACADEMY staff are employed on the basis of having the requisite skills, knowledge, experience and attitude for the position. OZSTAR ACADEMY follows employment legislation and promotes EEO principles in its recruitment practices.

6.4 Guest Trainers

At OZSTAR ACADEMY we recognise the necessity to maintain industry involvement and for our teaching to be reflective of industry practice and needs. Therefore lectures may incorporate guest trainers from industry or professional association whenever possible.

6.5 Flexible Delivery

OZSTAR ACADEMY practices the principles of flexible delivery. Programs are designed to maximize the opportunity for access and participation by all students. It is OZSTAR ACADEMY policy that trainers must adopt a modified lecture approach i.e. a maximum of 50% of tuition time may be lecturer lead explanation and discussion, with the remaining 50% focusing on student lead activities.

At all times learning at OZSTAR ACADEMY will be:

- Student focused
- Current in terms of the information and case studies
Based on dialogue, using current business English • Applied – not theoretical only
Practical involving students in hands-on activities

At the start of each delivery unit trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs.

Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video and audio-visual

This OZSTAR ACADEMY is an English Emersion learning environment and class discussions are to be conducted in English only.

6.6 Excursions

OZSTAR ACADEMY encourages relevant activities beyond the classroom. Suggestions for further links with outside organisations and sites are always welcome. Students at OZSTAR ACADEMY may also be required to attend excursions as part of certain units.

6.7 Training Outcomes

All delivery and assessment is geared towards one final outcome only - that is the awarding of a nationally recognized qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

7.0 Assessment

7.1 Competency Grading

OZSTAR ACADEMY follows a competency system for grading the results of assessment tasks and final delivery unit results. Delivery unit results will be recorded on all official academic transcripts as either ‘C’ – competent, “NC” – Not Competent or ‘E’ exemption. Early withdrawals from a delivery unit will result in the recording of an ‘NC’ whilst non-attempted subjects will be recorded as an ‘NA’ – not assessed.

Students have the right to appeal assessment results and should follow the Complaints, Grievance and Appeals Procedure for this situation.
7.2 Industry Committees

OZSTAR ACADEMY liaises with industry in an effort to confirm that: Current course material and training is reflective of industry needs, instilling skills to meet the employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and that assessment strategies, assess salient points and provide results that are useful to prospective employers.

OZSTAR ACADEMY seeks industry contact through: Industry committees, membership of professional, industry organisations; employment of training staff with local industry skills and experience;

Contact with Skills Councils; guest trainers; excursions; use of local media – newspaper, magazines, journals etc. in training.

7.3 Flexible Assessment

OZSTAR ACADEMY Assessment policy stipulates that all delivery units must be assessed at the time of delivery. All assessment tasks must be competency based and cover the entire competency units required. Assessment tasks are to be designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies. Students are provided with every opportunity, within their course duration, to obtain and show competency. Students not able to show competency after the completion of their course will have the opportunity to finish the course within four weeks or after four weeks re-enrol in the course and complete the outstanding subjects.

At the start of each delivery unit, trainers will identify the assessment needs of students and program a range of validated assessment strategies to meet these needs. Such assessment strategies might include: formal exams, demonstrations, presentations, calculations, projects, reports, audio-visual, questions and answers, case studies etc.

7.4 Assessment Moderation

At OZSTAR ACADEMY assessor are required to moderate all assessment tasks to ensure that the tasks and hence the results are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

To moderate an assessment task is defined as comparing one assessment task against another, for the same learning outcomes or competency units, to check the: range, coverage, depth, terminology, duration, of questions and answers.

Assessment tasks and results may be moderated by using any of the following strategies:

- Internally moderate against other current assessment tasks and results
- Internally moderate against past assessment tasks and results
- Externally moderate against moderate against standard assessment tasks and suggested answers e.g. in support material
- Moderate against exercises as published in texts and references
7.5 Assessment Recording
The trainer of the delivery unit conducts the assessment and evaluates the student’s academic performance. Academic results are recorded by competency unit on the Student Records and entered onto the Student Records Management System.

7.6 Late Submissions
The due date for all assessment tasks will be explained to students at the start of each unit. These dates must also be reproduced on the Assessment Task Cover Sheets.

Students will be permitted to submit assessment tasks prior to their due date. An automatic ‘NS’ will be awarded to any assessment task not submitted by the due date and thus resulting in 'NC' for the unit.

7.7 Incomplete Assessment
Students not completing all assessment tasks by the end of a unit will be awarded an ‘NC’ for that unit and provided every opportunity to submit the outstanding tasks by the end of their course. The ‘NC’ result will be reconsidered upon the submission of assessment tasks.

7.7.1 Student Re-assessment Guidelines
Students deemed as Not Competent (NC) in a Unit of Competency are permitted to improve work submitted at no additional fee before the end of the unit of competency.

If a student records a second NC outcome then one (1) additional assessment will be offered at a set time and location by the RTO MANAGER for a fee of $200.00. If competency is not achieved the student will be required to repeat and pay for the unit of competency (UOC) as listed in the reassessment policy.

7.8 Appeals for Reassessment
All appeals should follow the Complaints, Grievance and Appeals process. Appeals regarding assessments will generally be conducted through an interview first with the trainer and then the Academic Head. A copy of the assessment task under question should be brought to the interview (a copy of all assignments has to be made by students prior to submission).

Students wishing to make an appeal should first make an appointment with the instructor of the subject in question to discuss results and go through tasks. If the matter is not resolved an appointment should be made for an interview with the RTO MANAGER. All appeals are eligible to be heard by an independent party as per the Complaints, Grievance and Appeals process.
7.9 Student Submission of Group Work

In areas where the development of group skills is important students will be allowed the opportunity to submit group assessments as the product of the contribution of all work team members. Instructors should ensure that group work is appropriate for the task, a maximum group size is set and that students list on the covering page each team member’s name with a description of individual contributions.

7.10 Oral Assessments

This assessment takes the form of an assessor observation of interaction, leadership, content, contribution and the planning capabilities of students. The instructor will provide students with a marking scheme before the presentation and a completed marking scheme after the presentation.

8.0 Recognition of Prior Learning (RPL) and Exemptions

8.1 Recognition of Prior Learning

Students may apply for RPL on the basis of previous and or current work experience, life experience or training. Only the RTO MANAGER may grant RPL status. Students are required to indicate their intention to apply for RPL upon registration and complete the RPL & Exemption Information kit which is available from reception. Students will be informed in writing as to the results of their application and if any further evidence is required.

8.2 Exemptions and National Recognition

Under national recognition OZSTAR ACADEMY recognises the qualifications issued by other Australian RTOs and will confer an exemption for all previous training resulting in a competent result for the exact same competency units as listed on OZSTAR ACADEMY course profiles. Only the RTO MANAGER may grant exemption status. Students are required to indicate their intention to apply for exemption at the time of registration and complete the RPL & Exemption Information Kit. Students will be informed in writing as to the results of their application and any further evidence that may be required.

The granting of RPL will reduce course length. DIBP will be notified as to the new course length. Any adjustments to course price due to RPL or exemptions must go through the RTO Manager only.

9.0 Registration & Refund

9.1 Subject and Course Registration
Students must only register for units that are required for their course and for which they have successfully completed all prerequisites. Students wishing to register for any other units must obtain permission from the Academic Head.

9.2 Fast Tracking

OZSTAR ACADEMY does not approve any student fast tracking their course.

9.3 Course/Program Information

OZSTAR ACADEMY provides accurate, relevant, and up-to-date course/program information to students both prior to commencement, upon commencement and during their course. This information is available to students at all times (see dissemination of information) through the:

- Pre-registration information
- Student Handbook
- OZSTAR ACADEMY and course information sheets available at reception
- Student and Staff Information Folder
- Orientation procedures

9.4 Deferral, Suspension and cancellation

Student enrolment can be deferred, suspended or cancelled in limited circumstances by OZSTAR ACADEMY. When deferral, suspension or cancellation of enrolment is initiated by OZSTAR ACADEMY, student has the right to appeal the decision.

International students need to note that any deferral, suspension or cancellation may affect their study visa in Australia.

Definition

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. In these situations, the student is generally allowed to remain on a Student visa, provided they are still enrolled in their course of study and intend to resume their studies.

Deferral

A student may defer the commencement of the course in the following circumstances:

- Compassionate or compelling circumstances agreed with OZSTAR ACADEMY
- A delay in obtaining a visa.
Students must request a deferral in writing to the Chief Executive Officer. A new eCoE will be issued once a new commencement is processed.

A deferment does not entitle a student to any refunds of fees and costs already paid.

Results of Deferral or Suspension

Students will be informed in writing of the outcome of their request for deferral or suspension.

If a student is dissatisfied with the outcome of a request they can access the complaints and appeals process of OZSTAR ACADEMY.

All documentation relating to this process will be kept on the student’s file. All discussions will be recorded in the student’s file.

Students are advised to retain their original documents for their own records and to submit certified copies with any applications for deferment or suspension.

Cancellation

Any student who wishes to cancel their enrolment with OZSTAR ACADEMY must apply in writing to the Chief Executive Officer of OZSTAR ACADEMY.

The student will meet with the Chief Executive Officer to explain their reasons for seeking a cancellation of current enrolment.

Cancellations may involve a refund. This is discussed with the Chief Executive Officer on a case-by-case basis.

Once a student’s enrolment is cancelled, deferred or temporarily suspended OZSTAR ACADEMY will notify the Department of Education via PRISMS as is required under section 19 of the ESOS Act.

9.5 Registration on Behalf of Other Students

All students must register in person. This is to sight check all registered students at OZSTAR ACADEMY and to provide appropriate academic counselling.

9.6 Change of Course and Subject Registration

Students wishing to change subject registration can do so only in the first week after subject commencement. Students should see reception for an Office Request Form and consult with the RTO Manager. Trainers must make available to the students all notes, class exercises and assessment tasks the student has missed. However it is the responsibility of the student to submit any outstanding assessments by the end of the subject.
9.7 Refund Policy

OZSTAR ACADEMY fully complies with ESOS Act 2000 and its amendments including the Tuition Protection Service (TPS). The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

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

The written agreement, with the student outlines the various circumstances under which a refund can be made and the calculations of the amount to be refunded in relation to refunds of course money in the case of student and provider default:

- amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider)
- processes for claiming a refund
- a plain English explanation of what happens in the event of a course not being delivered, and
- A statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws”.

A Total or partial refund is applicable under below circumstances:

1. OZSTAR ACADEMY default

This policy applies to an overseas student or an intending overseas student in relation to a course if:

- the course ceases to be provided at any time after it starts but before it is completed;
- The course is not provided in full to the student because a sanction has been imposed on the registered provider under Part 6; and the student has not withdrawn before the default day.
- the college is not able to provide the course for which actual offer was made

In all above cases, refund calculations will be based on the unused tuition fee only.

2. Student visa is refused (offshore applicant students):

- The Enrolment fee is non-refundable.
- The material fee is refundable.
- The full amount of prepaid tuition fee is refundable.

- OHSC (If arranged by OZSTAR ACADEMY) is refundable as per the health cover provider policies

3. Student visa is refused (onshore applicant students):

a. If the course has not commenced:

- The Enrolment fee is non-refundable.
• The material fee is refundable.
• The full amount of prepaid tuition fee is refundable.
• OHSC (If arranged by OZSTAR ACADEMY) is refundable as per the health cover provider policies.

b. If the course has commenced due to student being on bridging visa with valid study rights:
• The enrolment fee is non-refundable.
• The material fee is non-refundable.
• Only unused part of tuition fee calculated on pro-rata basis will be refunded in other cases where the student does not appeal further and wishes to withdraw from the course.

4. Student withdraw from course after visa grant:
   a. If withdrawal request is received before 28 days prior to the course commencement date 70% of the prepaid tuition fee is refundable. Enrolment fee is not refundable. The material fee is refundable.
   b. If withdrawal request is received before 14 days prior to the course commencement date 25% of the prepaid tuition fee is refundable. Enrolment fee is not refundable. The material fee is refundable.
   c. If withdrawal request is received less than 14 days prior to the course commencement date the prepaid tuition fee is non-refundable. The material fee is non-refundable.
   Where a student has enrolled in a package constituting more than one course, AUD1000 will be deducted for each following course in the package as a cancellation charge.
   d. OHSC Refunds will be done as per health cover provider policies.
   e. For students whose visa has been granted under SSVF arrangements, the refund request will be Considered:

   • Only in case of proven compelling and compassionate cases prior to arrival in Australia as per 4.a, b,c, above and must be supported by evidences of student visa withdrawal confirmation by DIBP.
   • On arrival in Australia no refunds will apply on change of mind.
   • The case with compelling and compassionate reason will be assessed on case to case basis in accordance with the evidences provided and / or release request keeping in view the genuine temporary entrants requirement.

5. Student withdraws the visa application prior to visa decision by DIBP - in such cases, policy as per 4a.,b.,c.,& d. above will apply.

B: No Refund is applicable under following circumstances:

1. Student default

This policy applies to an overseas student or an intending overseas student in relation to a course if:
   a. the course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
   b. the student withdraws from the course (either before or after the agreed starting day); or
   c. the registered provider of the course refuses to provide, or continue providing, or provide progress documentation for a course to the student because of one or more of the following events:
i. the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;

ii. The student breached a condition of his or her student visa;

iii. Misbehaviour by the student.

2. Where the student is on shore; has commenced the course; visa has been refused and has decided to appeal for Migration Review Tribunal against the decision of DIBP as per section A3b.ii above.

3. Where the student’s visa was granted under SSVF arrangements; the student has arrived in Australia; and a due assessment of the case and circumstances has been carried out and the request is found to be of in genuine in nature and against the Genuine Temporary Entrant criteria satisfied at the time of visa grant.

4. Where the visa has been cancelled due to actions of the student (4020- Providing fraud documents)

**C. PROCEDURE:**

1. OZSTAR ACADEMY will make an assessment of the refund request submitted by the student in writing on the refund request form along with any supportive documentation and evidences.

2. OZSTAR ACADEMY will carry out the assessment of cases and provide refund in Australian Dollars only to the student’s nominated bank account within 28 days of receiving the request from the student, in accordance with the terms and conditions as outlined in the policy, as part of written agreement with the registering student.

3. All refund considerations will be strictly limited to the total of fees which OZSTAR ACADEMY has actually received. The refund calculation will not include enrolment fees.

4. Any refund will be paid to the person or entity that originally paid the course fees and, where possible, in the same currency in which the fees were paid.

5. In the case of provider default, refunds cannot be covered by a written agreement. Such situations are covered by the ESOS Act 2000 and the ESOS Regulations 2001.

6. In all circumstances OZSTAR ACADEMY will provide a statement and an explanation of how the refund was calculated and make fully available access to OZSTAR ACADEMY Grievance Policy. This agreement and the availability of OZSTAR ACADEMY complaints and appeals process, does not remove the right of the student to take action under Australia’s consumer protection laws.

7. The student is liable to pay his/her dues as per the scheduled date mentioned above in the table. Even if you are on leave fees are still due, late payments would be charged $200 up to 1 week and $400 up to 2 weeks.

8. All requests for refunds must be lodged in writing to the College RTO MANAGER using (Application for refund of fees) which is available from the reception desk.

**10.0 Orientation**

**10.1 Student Orientation**
All new students will be taken through a OZSTAR ACADEMY orientation conducted by a member of OZSTAR ACADEMY staff. It is essential for students to attend this session to understand OZSTAR ACADEMY's academic system and familiarise themselves with OZSTAR ACADEMY facilities and services.

During orientation all queries regarding course structure and timetables will be answered.

10.2 Structure of Orientation Proceedings

- Students receive Student Handbook and Time - Table
- All visa conditions explained.
- Students discuss OZSTAR ACADEMY and course information
- Students registered into classes
- Students asked to sign Student Induction Form
- Tour of OZSTAR ACADEMY
- Helping student to generate USI.

10.3 First Day of Class

On the first day of class trainers will:

- Call out the attendance roll and check the names, student number and registration of each student
- Direct all students not on the roll to the RTO Manager
- Ascertain, through discussion, the learning and assessment needs of the students
- Explain the attendance and results recording procedure to be used
- Identify possible English problems and refer to RTO Manager or RTO MANAGER
- Provide each student with a Subject Outline (includes subject aim, learning outcomes, delivery and assessment strategies, resources) and explain the outline to the students
- Start training

10.4 Academic and Vocational Counselling

Clients may receive academic or vocational counselling from the Academic Head, instructors or other qualified person. Instructors will monitor student progress and provide counselling or support as appropriate, and where needed refer the student to the Academic Head, depending on the nature of the problem.
10.5 Personal Counselling

Students experiencing distress or discomfort are invited to talk to whichever staff member they feel comfortable with. Where necessary the CEO will assist the student to access external professional assistance. All staff will treat clients with courtesy and empathy at all times.

10.6 Client Input and Feedback

All students at OZSTAR ACADEMY are encouraged to provide continual client input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. OZSTAR ACADEMY will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Trainer and student surveys will be distributed at the conclusion of each term and a suggestion box available at all times at reception. Students are welcome to make appointments with staff members to discuss issues personally.

OZSTAR ACADEMY's is able to determine and process a student transfer request assessment by a policy and procedure, which is available to staff and students. The policy specifies:

- the circumstances in which a transfer will be granted;
- the circumstances that OZSTAR ACADEMY considers as providing reasonable grounds for refusing the student’s request, including when a transfer can be considered detrimental to the student, and
- a reasonable time frame for assessing and replying to the student’s transfer request having regard to the restricted period.

11.0 Records Management

11.1 Records

OZSTAR ACADEMY maintains electronic and manual files covering all administrative, student information. Files are stored for the legislated period of time and electronic files are backed up regularly.

Student File Contains:

- Application documents
- Acceptance and enrolment documents
- Immigration documents
- All correspondence with or concerning students
- Memos or file notes regarding the student
- Copies of issued academic records
- Copies of other certificates or awards attained
- Completed assessment tasks
OZSTAR ACADEMY ensures through its Records Management Policy the:

- Security and Confidentiality of all records
- Archiving of all records
- External Reporting
- Access of records by clients

11.2 Security and Confidentiality

Student Records – information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, surveys, counselling, warning and reporting documentation, payment schedules, sickness, leave.

- Each student has a unique student number
- Each student is supplied with a unique student card
- Cards are non-transferable
- Students can only register for OZSTAR ACADEMY, courses, attendance, results and documentation in person
- Student files are maintained electronically and manually as files. All electronic and manual files are accessible by management only.
- Staff can only access electronic files by unique access codes which have been provided on a need to know basis
- Student details are only distributed externally to regulatory agencies on formal request and not without OZSTAR ACADEMY making every attempt to contact the student first
- No student details are ever to be given out to other students, agents, businesses etc.
- Students requesting access to personal information must complete an Office Request Form which will be submitted to the appropriate management representative for processing
- Student information made available will be handed to the student personally

11.3 Access to Records by Students

Students have access to personal records on request by completing an office Request Form. In all cases OZSTAR ACADEMY will protect the privacy of all client information.

11.4 Change of Student Contact Details

Students are obligated to keep OZSTAR ACADEMY informed of their current contact details and to inform OZSTAR ACADEMY immediately of any change in these details within 7 days of taking place. Students should be advised that if they do not receive any OZSTAR ACADEMY or authority correspondence due to incorrect contact details at OZSTAR ACADEMY they will be held fully responsible.
11.5 Student Results Recording

Students’ results will be recorded on the Assessment Summary Sheet. Results are to be entered at competency unit level. At the conclusion of each subject trainers will calculate a final assessment and record the final assessment in the appropriate column. These sheets are to be submitted to the RTO MANAGER at the conclusion of the subject for entry into the student database and filing. Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course.

11.6 Class Rolls and Attendance Recording

Student attendance will be recorded daily on the Class Attendance Rolls. These rolls are legal documents and as such are never to be handled by students, left anywhere other than the staff room or removed from OZSTAR ACADEMY premises for any reason. In the case of excursions trainers will still record attendance on blank rolls.

Attendance will be recorded for each student listed on the class roll for every class. The roll will be called by the trainer within the first 15 minutes of class time. The only notations that are to be entered onto class rolls are:

- Official leave dates
- Sick leaves

12.0 Warning and Reporting

ATTENDANCE PROGRESS

Ozstar Academy monitors the attendance of all students in the course. Attendance is calculated as the percentage of the course scheduled contact hours for which a student is present and recorded as present in the attendance roll. The face-to-face contact hours for attendance for each week at Ozstar Academy is 20 hours.

A student who has been absent without reason for more than 5 days or who misses 15% of the scheduled contact hours in one Term will receive a formal letter asking them to contact the Student support officer and to attend a formal counselling session. This session is to discuss the possible reasons for non-attendance and to work out what support is required to assist the students to improve their attendance pattern.

A student who has missed more than 20% of the scheduled contact hours in one Term will be sent an Intention to Report Letter advising them that they have missed more than 20% of the scheduled course contact hours and notifying them of Ozstar Academy’s intention to report them to the Department of Education for unsatisfactory attendance. This letter will also inform them they have 20 working days in which to access Ozstar Academy’s appeals process should they wish to appeal any decision to be made.

A student will not be reported until the outcome of any appeal has been finalised and the appeal judged unsuccessful. The student will maintain their enrolment throughout the appeals process.
Ozstar Academy will report the student to the Department of Education via PRISMS within 5 days of the 20-day period for appeals being lodged or lapsing.

Under the National Code 2007, Ozstar Academy may decide not to report the student in the following circumstances:

- Evidence of compassionate and compelling circumstances.

- The student is maintaining satisfactory course progress.

The student has in total not missed more than 30% of the scheduled contact hours. Circumstance 1 & 2 would be part of this reasoning.

**ACADEMIC PROGRESS**

OZSTAR ACADEMY records and assesses the progress of each student for each unit and cumulatively at the end of each study period. A study period is defined as a Term.

Satisfactory progress is achieved when a student successfully completes the assessment requirements for each term within the timeframes specified in the Delivery and Assessment Schedule. Where a student is identified at risk of not making satisfactory course progress OZSTAR ACADEMY will contact the student and arrange a meeting with the Student Support Officer, to implement OZSTAR ACADEMY’s intervention strategies as outlined below.

**Unsatisfactory Course Progress**

Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period. At OZSTAR ACADEMY each study period is a Term.

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy OZSTAR ACADEMY will report the student to the Secretary of the Department of Education through PRISMS and the student’s Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa.

**Reporting Unsatisfactory Progress**

Before making the unsatisfactory course report to the Department of Education, OZSTAR ACADEMY will notify the student in writing of the intention to report, and advise the student that they have 20 working days to access the OZSTAR ACADEMY appeals process prior to being reported. During any such period the student’s enrolment is kept current.

A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful or the student does not access the appeals process during the 20-day period.

The student may appeal the decision to report then to the Department of Education on the following grounds:

A competency decision has been inaccurately recorded or calculated. Compassionate or compelling circumstances.
The intervention strategy has not been implemented according to OZSTAR ACADEMY’s own documented policy and procedure.

13.0 Grievance, Complaint and Appeals Procedure

OZSTAR ACADEMY has a Student Grievance and Appeals Policy and Procedure ensuring that all student grievances are considered confidentially with expediency and to the satisfaction of all parties involved. Students are encouraged to make all grievances, Complaints or appeals known to OZSTAR ACADEMY management either through the student suggestion box (located at reception), Student Services Officer or through the Grievance and Appeals Policy and Procedure (available at reception and in the student handbook). Students may complete a Grievance and Appeals form and lodge it at the reception. An appropriate staff member will contact the student and organise a meeting to discuss the situation. If an amicable result cannot be achieved the student may access 3rd party intervention as made available by OZSTAR ACADEMY or independently by the student. Students will receive a student complaint, grievance or Appeals outcome statement within 10 working days. OZSTAR ACADEMY Grievance and Appeals Policy and Procedure do not restrict the student’s right to pursue other legal remedies.

OZSTAR ACADEMY has in place arrangements for a person or body independent of and external to OZSTAR ACADEMY to hear complaints or appeals arising from OZSTAR ACADEMY’s internal complaints and appeals process to refer students to an existing body where that body is appropriate for the complaint or appeal.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, OZSTAR ACADEMY must advise the student of his or her right to access the external appeals process at minimal or no cost.

If you choose to access OZSTAR ACADEMY complaints and appeals processes OZSTAR ACADEMY will maintain your enrolment while the complaints and appeals process is ongoing.

REVIEW BY EXTERNAL AGENCY

- Where the complainant is not satisfied with the handling of the matter by OZSTAR ACADEMY, they are to have the opportunity for a body that is independent of OZSTAR ACADEMY to review his or her complaint following the internal completion of the complaints process.

- OZSTAR ACADEMY is a member of LEADR Student Mediation Scheme. Students who are not satisfied with the process applied by OZSTAR ACADEMY may refer their complaint to LEADR who can supply the following services:
  - Appointment of a mediator;
  - Arrangement of a mutually convenient date and location for any preliminary conference and the mediation;
  - Arrangement of the mediation venue and any teleconference for the preliminary conference, if applicable;
o Notifying the parties and the mediator of the arrangements;

o Providing each of the parties and the mediator with the documentation necessary to conduct the mediation.

OZSTAR ACADEMY considers that it would be extremely unlikely that complaints are not able to be resolved quickly within OZSTAR ACADEMY’s internal structures.

If you are not satisfied with the complaint and appeals outcome you may wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. The same must be lodged and the proof of the lodgement must be provided to OZSTAR ACADEMY within 5 business days. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, OZSTAR ACADEMY will immediately implement any decision and/or corrective and preventative actions required, and advise you of the outcome.

14.0 OZSTAR ACADEMY Resources & Evacuation Procedures

OZSTAR ACADEMY maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. OZSTAR ACADEMY maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

**Training facilities** have:

- Accessible amenities such as toilets and drink stations
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Flexible layout options appropriate to room size, shape and furniture
- Pleasing aesthetics
- Sufficient power points placed appropriately
- Suitable audio visual and presentation equipment
- Clear sight and hearing from all points and to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Student Library
- Suitable tools and equipment set up safely and securely
- Tables that have appropriate space for writing and training activities
- Computer and internet access

Students can also display personal advertisements and messages on the notice boards.

### 14.1 Computers and the Internet

OZSTAR ACADEMY has computers with network connection with printing and saving devices. The students will have to supply their own saving device (USB Port).

Students are given unlimited access to computer and Internet facilities for educational and study purposes only. Student printing/photocopy facilities are available at a cost.

### 14.2 Equipment

Equipment is available for OZSTAR ACADEMY purposes only by both staff and students. Please ensure that you use and maintain all equipment safely and follow WHS procedures at all times. Get help if there is a problem.

### 14.3 Texts and References

OZSTAR ACADEMY has available the texts and references that are required by students for study purposes which will be given to students at the start of their course/term. Further students may also make use of OZSTAR ACADEMY facilities for study purposes and Trainers may take students to public libraries and organise a library representative to explain membership and research techniques.

### 14.4 OZSTAR ACADEMY Building Security System and Smoke Alarms

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency student are requested to remain calm and follow staff instructions.

Students should familiarise themselves with the Emergency Procedures as posted in the college.

### 14.5 Emergency Evacuation and Fire
Staff

Evacuation of Buildings

Fire/Smoke or Immediate Emergency Conditions

Fire Evacuation Procedure

- Evacuation will be initiated by activation of the Evacuate Signal that is audible in all sections of the building or at the discretion of a member of OZSTAR ACADEMY if they consider there is any danger to personnel in their immediate vicinity.

- Staff members shall evacuate all persons in immediate control, beginning with those furthest from the designated fire exits.

- Where lectures or laboratories are being conducted, the person conducting (or nominally in charge of) these shall, upon receiving instructions to evacuate, instruct their students out to the designated fire exit.

- Do not use the lifts unless you are directed to by Emergency Personnel.

- If there are any mobility-impaired persons in the building, it is the responsibility of the staff members to assist them if necessary.

- During evacuation, doors shall be kept closed, but not locked, to retard the spread of smoke and fire. This is particularly important with respect to corridor smoke doors.

- Staff members shall convey the order to evacuate as firmly as necessary to ensure compliance.

- Following evacuation, each staff member shall post volunteers near building entrances to prevent re-entry by unauthorised persons. Staff Members shall then report to the CEO/RTO MANAGER or the most senior staff member for further instructions.

- After leaving the building, assemble outside the front door on the opposite side of the road to the building. Do not re-enter the building until clearance is given.

- Do not leave the assembly area without informing your respective staff member - Emergency Services personnel will risk their lives if it is thought you are still in the building.

Evacuation Drills

Evacuation drills will be conducted at least once a year. These will not necessarily be fire drills; other types (eg. bomb threat) will be used on some occasions. Advanced notice will be given, and all persons present in the building will be expected to participate.

Special Instructions for Staff

Staff should make themselves aware, each semester, where the nearest Fire Exit is located for each classroom in which they hold a class.

If a fire or smoke or other imminent emergency condition exists while a staff is conducting class, staff should direct the students to the nearest Fire Exit, assuring that all students have evacuated before following.
14.6 Emergency Evacuation and Fire

STUDENTS

Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow three primary safety principles during any emergency:

Follow the instructions of Public Safety and Fire or Police Department personnel and OZSTAR ACADEMY staff

DO NOT PANIC
DO NOT USE ELEVATORS
DO NOT RUN

If an emergency condition arises then you need to:

- When you hear the fire bell: Don't panic
- Listen for a warning that the alarm may only be a test
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow OZSTAR ACADEMY staff to the exit signs and use the Fire Exit stairwells only
- Go to the designated safety area and wait with staff and students
- Your trainer will check your name against the class roll
- Do not return to fire/smoke floor until instructed to do so.

14.7 Contact Hotlines for Students

<table>
<thead>
<tr>
<th></th>
<th>OZSTAR ACADEMY will assist any student seeking help FREE OF CHARGE to contact below services!</th>
</tr>
</thead>
<tbody>
<tr>
<td>College point of contact</td>
<td>Student Support Officer</td>
</tr>
<tr>
<td>Emergency Help</td>
<td>Fire, Police or Ambulance</td>
</tr>
<tr>
<td>Academic Matters</td>
<td>See your Teacher</td>
</tr>
<tr>
<td>Access &amp; Equity</td>
<td>Anti-Discrimination Board</td>
</tr>
<tr>
<td>Discrimination</td>
<td>Level 17, 201 Elizabeth St</td>
</tr>
<tr>
<td>Harassment</td>
<td>SYDNEY NSW 2000</td>
</tr>
<tr>
<td></td>
<td>Ph: (02) 9268 5544</td>
</tr>
<tr>
<td>AIDS Services</td>
<td>AIDS Council of NSW</td>
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<tr>
<td></td>
<td>81 George St</td>
</tr>
<tr>
<td></td>
<td>Parramatta 2150</td>
</tr>
<tr>
<td></td>
<td>AIDS Hotline and Information Service</td>
</tr>
<tr>
<td></td>
<td>9204 2400</td>
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<tr>
<td></td>
<td>1800 063 060</td>
</tr>
<tr>
<td>Complaints and</td>
<td>Department of Fair Trading</td>
</tr>
<tr>
<td>Grievance (External)</td>
<td>Level 21, 227 Elizabeth St</td>
</tr>
<tr>
<td></td>
<td>SYDNEY NSW 2000</td>
</tr>
<tr>
<td></td>
<td>13 32 20</td>
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</tbody>
</table>
### 15.0 Issuance of Qualifications

On completion of a course students will be issued with the appropriate certification. On completion of delivery units, trainers will submit results to the RTO Manager for entry into OZSTAR ACADEMY data management system. On completion, at competent level, of all subjects within the appropriate course, students will be eligible to receive qualifications within 30 days of completion of course. OZSTAR ACADEMY will not issue AQF certificate without being in receipt of verified USI number.

Upon exit, if students do not complete all required subjects at competent level they will not be eligible to receive a qualification. They will, however be eligible to receive a Statement of Attainment for their course. However, students will be offered support to complete units by extending enrolment or given 30 days to complete re-assessments.

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement. OZSTAR ACADEMY will maintain a record of all qualifications issued for a period of 30 years.
15.1 Secondary Courses

OZSTAR ACADEMY will register student visa students who are doing their primary course, secondary course or both at OZSTAR ACADEMY. It is the responsibility of the student to maintain all, of his/her student visa conditions with regards to their primary provider. If a student does not fulfil the requirements of the primary provider and has his/her visa cancelled and is subsequently unable to continue their secondary course for this or any other reason, OZSTAR ACADEMY will apply OZSTAR ACADEMY cancellation and refund policy with regards to student default.

16.0 Course Completions

Students must complete, at competent level, all subjects that comprise a course at OZSTAR ACADEMY. Both core and elective competency units have been preselected to maximise vocational outcomes and to this end, OZSTAR ACADEMY may have included bonus units at no extra cost to the student

16.1 Rules Ensuring Comfort & Convenience

As OZSTAR ACADEMY is a place for training and learning, certain rules apply: During the conduct of courses, for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to OZSTAR ACADEMY.

16.1.1 Alcohol

Alcohol is NOT permitted on OZSTAR ACADEMY premises. Being an educational Institution, the influence of alcohol spoils the learning environment of the Institution.

16.1.2 Smoking

OZSTAR ACADEMY is a NON SMOKING workplace and we ask for your assistance not to smoke on OZSTAR ACADEMY premises or within the building.

16.1.3 Chewing Gum

The chewing of gum is NOT allowed on the premises, as all of classrooms and hallways have carpets.

16.1.4 Drugs

You must NOT bring drugs to OZSTAR ACADEMY. Anybody found doing any sort of dealing with the drugs will be expelled from the Institution and will be reported to the police.
16.1.5 Spitting

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.

16.1.6 Firearms and Knives

It is against the law in New South Wales to carry firearms or knives at the public places. You must NOT bring any firearms, knives or any kind of weapons to OZSTAR ACADEMY. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.

16.1.7 Dress

Dress should be neat and tidy, giving a professional look to students. Thongs or any clothing considered by management to be offensive will not be allowed.

16.1.8 Mobile Phones

All mobile phones should be switched off during class or any seminar. You can use the mobile phones out of class sessions, during the breaks and in the common room.

16.1.9 Food and Drink

No Food or Drink is allowed in the classrooms, computer labs, hallways, stairways and lifts.

16.1.10 Litter

Please use the rubbish bins provided for the litter.

16.1.11 Other Important Tips

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student room. Keep OZSTAR ACADEMY premises clean and do not write anything on the walls or on the desks. Student must leave OZSTAR ACADEMY premises in neat and tidy condition. Students must bring notepad, pen, books and notebook/laptop to the classroom.

17.0 Living in Sydney

Sydney is the capital city of the state of New South Wales and is located on the south-east coast of Australia. Situated on one of the world's most breathtaking natural harbours, more than 4 million
people from over 180 countries, speaking 140 languages, call Sydney home. Surrounded by spectacular scenery - from steep cliffs and white beaches to wild bushland and lush national parks - the city spreads from the harbour in a fusion of cultures and lifestyles.

Sydney's mild climate gives residents and visitors access to a thriving outdoor life. Whether you enjoy shopping, alfresco dining, sightseeing or adventurous sports, you will find a myriad of options that cater to your interests in Sydney. The city is alive with trendy markets, parks, beaches, shopping and entertainment districts and sightseeing that is internationally celebrated.

A global fashion centre, Sydney's shopping choices range from upmarket boutiques to department stores and shopping malls. Colourful weekend markets are found in many trendy areas including the famous Rocks district, Paddington, Balmain, Woolloomooloo, Haymarket and Parramatta. Budget minded students have options too, as the weekend markets are great for fruit, vegetables, clothing and an assortment of other goods.

Sydney is renowned for its alfresco dining and offers a variety of options to suit every taste and price range. Cuisine from every ethnic origin imaginable is featured in a diverse array of restaurants and eating-houses.

Whatever your interest, you are bound to find it available in the relaxed and friendly community of Sydney.

**Parramatta**

Parramatta is Australia's second oldest settlement - Sydney being the first. Parramatta is often referred to as the "cradle city" due to its significant farming contribution to help feed the whole colony.

Parramatta was founded on 2 November, 1788, first named Rose Hill, later changed to the Aboriginal name of Parramatta, meaning "the place where the eels lie down."

Today, Parramatta is the geographic and demographic centre of greater Sydney. It is Sydney's second most important Commercial and Retail CBD. Located in the heart of Sydney, Parramatta City is Australia’s sixth largest CBD and is the economic capital of Greater Western Sydney.

Parramatta has one of the finest and most important collections of colonial architecture, including Old Government House, Hambledon Cottage, Elizabeth Farm House, Experiment Farm and many others.

Parramatta is also home to The Western Sydney Wanderers Football Club and The EELS Rugby League Club.

**17.1 Climate**

Sydney experiences fair weather all year round with average temperatures ranging from 26ºC for the warmer months and 15ºC for the cooler months. Rainfall is spread evenly throughout the year and averages 1200mm with a humidity of 62%.

<table>
<thead>
<tr>
<th>Season</th>
<th>Months</th>
<th>Average: min</th>
<th>max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer</td>
<td>December to February</td>
<td>18ºC</td>
<td>26ºC</td>
</tr>
<tr>
<td>Autumn</td>
<td>March to May</td>
<td>15ºC</td>
<td>22ºC</td>
</tr>
</tbody>
</table>
Winter  June to August - Average: min 9ºC max 17ºC
Spring   September to November - Average: min 14ºC max 22ºC

17.2 Cost of Living
The cost of living in Sydney really depends on your lifestyle. As a guide, you will need AUD $20,000.00 at a minimum for living expenses for one year (covering accommodation, transport and food but not entertainment or a car). An additional initial cost is needed to cover insurance, rental bonds, furniture, electricity and telephone. You only need to pay this once.

17.3 Accommodation Options
Sydney boasts a diverse range of accommodation options. Students may choose to live with an Australian family, in student lodging, or take on independent apartment rental. For student accommodation needs OZSTAR ACADEMY recommends, Global Experience and Homestay. Whatever you choose, we suggest arranging your accommodation as early as possible - preferably as soon as you have accepted the offer of a place at OZSTAR ACADEMY. For students who have not decided where they would like to live in Sydney, a minimum booking of four weeks at a Homestay will guarantee you somewhere to stay upon arrival and while you make more definite arrangements. Airport pick-up can be arranged with accommodation.

17.4 Homestay
Homestay, with an Australian family in a private furnished bedroom, is a great opportunity for students to improve their language skills and have an authentic cultural experience. The two recommended Homestay Providers are: Global Experience and Homestay Network. Further information regarding the services provided by these two agencies and the associated costs, can be obtained by contacting these respective providers directly and visiting their respective websites for further information.

17.5 Public Transport Fare Discounts
The NSW Government has extended student travel concessions to international students studying in New South Wales.

For more information; please go to: http://www.131500.com.au/faqs/faqs-international-students

17.6 Student Employment
Students intending to work in Australia will obtain automatic work permission once their student visa is granted. Students can work up to 20 hours per week during terms and full-time during college breaks. Students are advised that full-time work may distract them from their studies and they should not rely on their earnings to pay tuition fees or other living expenses.

17.7 Festivals
There is nothing that Sydney sighter's enjoy more than a good festival. Every year the Sydney Festival is held, running for a month over summer. It includes theatre, shows, opera, concerts, exhibitions and
plenty more. A highlight of every year is Australia Day celebrations organised by every council which draws tens of thousands. There is also a general Sydney Film Festival every year. Most inner city suburbs host their own festivals, with Parramatta, Holroyd and Auburn being local notables. The close-by Rosehill Racecourse also holds a number of fee paying events.

17.8 Food

Sydney’s propensity for eating shines through with various food festivals, including Good Food Month. Parramatta, a suburb called “Capital of Western Sydney”, is home to many restaurants, from Macrobiotic non-smoking, non-drinking temples of purity to homely chicken shops. Thai, Vietnamese, Greek, Italian, Lebanese, African, Chinese, Japanese, Modern Australian, Seafood, Mediterranean and everything in between can be had for very little expense. Church street in Parramatta, is a must go street that food-loving students have called home for many years.

17.9 Nightlife

As a large multicultural city, Sydney prides itself on nightlife unparalleled in Australia. Whether clubbing, pubbing or raving is your scene, we have it all. Popular nightspots include those located around Oxford Street, King Street Wharf, Cockle Bay, Kings Cross, Darling Harbour and the City centre as well in Parramatta like PJ Gallagar, Roxy and the Albion hotel. The arts and theatre are also central to Sydney life, so be sure to visit the Sydney Opera House and Parramatta River Side Theatre. A comprehensive events guide can be found at Sydney City search and Parramatta council website.

17.10 The great outdoors

Of course Sydney is known for its Harbour and the best way to appreciate it is to get out on the water. A cheap way to achieve this is to buy a ferry on ticket and cruise over to the city from Parramatta. If you want to get your feet wet there are plenty of beaches to explore – the world famous Bondi, Manly and Palm Beaches are a must. National Parks border the city on all sides, the Blue Mountains in the west are able to be reached by train from Parramatta train station, as is the Royal National Park in the south.

17.11 Getting around

Sydney is well serviced by public transport. Ferries service various parts of the Harbour, from Manly on the coast, inland to and from Parramatta. Transport stations are well located to take advantage of buses and trains. If you live in the fancy a little jaunt out of the city you can catch trains and buses to the Blue Mountains, the Central Coast or the South Coast.

17.12 Shopping

As a bargain hunting student you’ll be spoilt for choice, with shops ranging from chic boutiques to some of the world’s most beautiful and colourful markets that are renowned for their diversity and sheer size. Some of the better markets include those located at the Parklea market, Homebush and
Haymarket. The latest addition for shopping fanatics is the Direct Factory Outlets Centre close to Olympic Park, which includes a wide range of brand names- ideal shopping for the budget conscious student. Also located 5 minutes’ drive or by train from the OZSTAR ACADEMY are Westfield Shopping town adjacent to Parramatta train station and Merrylands shopping centre close to Merrylands train station.

17.13 Arts and Culture

Metropolitan Sydney’s reputation for maintaining one of Australia’s best arts calendars is well deserved. During the summer you’ll be able to see productions from such world-class groups as Opera Australia, the Australian Ballet, the Sydney Dance Company and the Sydney Symphony. For great theatrical performances check out the program of the Sydney Theatre Company who perform at the Sydney Opera House and Walsh Bay, in the Two Wharf Theatres and the Sydney Theatre. Quite simply, there may be no greater setting in the world to hear a classical performance than at the Sydney Opera House.

The splendidly refurbished Capital Theatre in Haymarket hosts many a big show. The Lyric and Showroom Theatres in the Star City Casino are also home to mega-hit musicals. With student discounts often available for many performances, you don’t have to break the bank to hear and see an eclectic and exciting mix of classic, contemporary and Australian performing arts. The Art Gallery of New South Wales has significant collections of Australian, indigenous and Asian art. The Museum of Contemporary Art is Australia’s only Museum dedicated to exhibiting, interpreting and collecting contemporary art from across Australia and around the world. With a continuing changing program of exhibitions there is always something exciting and inspiring to see at the MCA. Parramatta Riverside theatre also hosts several local and international events.

17.14 Telephone, Internet and Post

There are also various internet cafes located throughout Sydney. These costs are around a$5 per hour.

The cheapest way to phone overseas is using a phone card. These are available at newsagents and convenience stores. Different phone cards will have different rates. You will need to compare different cards to see which is the cheapest for your country. If you would like a mobile phone, packages start from around a$19 a month plus call costs for a two year contract. You can also buy a pre-paid mobile phone for under a$100.

To post a letter overseas the cost is between $2.00 and $5.00 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going to.

17.15 Emergency

Police, Fire, Ambulance 000 Telephone Interpreter Service (TIS) 131450
17.16 International calls

0011 + country code + area code + number (country codes may be found in the telephone directory).

0012 + country code + area code + number (to find out the cost of the call immediately afterwards)

17.17 Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Student’s Account is probably the most suitable account for students. When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards. An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

17.18 School Aged Dependant Children

Students are advised that any school aged dependants accompanying them will be required to pay full fees if they are enrolled in either a government or non-government school.

LIBRARY POLICY

OZSTAR ACADEMY Library facilities and resources are provided to support the educational, research and administrative activities of the college. Ozstar Academy also offers online library services to students. Our aim is to provide students with place where students can learn, read and get support for educational research. Students can access online library from anywhere even after hours.

Library conditions of use

The Library Conditions of Use Policy defines the rights and responsibilities for effective, ethical and lawful Library use by staff & students.

Information for students’ access to the books, Use of the Library, Conduct in the Library and Infringement of Library rules.

The policy has been created as a planning tool to give direction and focus to the selection and collection practice. Students need to sign in and sign out the books of their choice with the RTO Manager on the book RTO Manager.

The primary aim of the Library is to collect, organise and provide access to information in all formats needed to meet the learning, teaching and research needs of the students.

The Most Important Reminders for International Students!
- Always update changes to your address and e-mail at the Reception and Immigration Department

- Do not forget to update your emergency contact details at the reception.
- Submit a copy of Visa approval Letter.
- Always update your updated passport details and new visa details at the reception

- Don’t forget to pay your school fees by the due dates. Due dates may change. A $200 late payment fee will be automatically charged after the due date:
- Not to Work More than 20 Hrs.
- Do Not forget to get the College Support Services to support your life in Australia
- Attend classes regularly
- Do not forget to register USI Number and submit it at reception.
- Submit your assessment on time.

Oh and... Don’t forget to study hard, make friends, and be happy!!
18.0 Student Handbook Acknowledgement Declaration

I, .................................................................................................................. Student ID No:................................................
acknowledge that all of OZSTAR ACADEMY and Course Information, Enrolment Terms and Conditions, Registration and Course fees and Refund Policy and Visa terms and conditions have been provided and fully explained to me during my OZSTAR ACADEMY Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions OZSTAR ACADEMY will initiate a Warning and Reporting Procedure;

- That if I am in breach of any of these terms and conditions, my enrollment from OZSTAR ACADEMY will be cancelled and if I will be reported to the Department of Immigration and Border Protection (DIBP) with a recommendation for the cancellation of student (Temporary) visa;

- That while I am on a Student (Temporary) Visa in Australia, I am obligated to attend OZSTAR ACADEMY for 20 hours of face to face training and maintain an attendance of not less than 80% at any time;

- That I am required to maintain, as OZSTAR ACADEMY defines, a satisfactory rate of academic progress, doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions;

- That I will notify OZSTAR ACADEMY of any change of contact details;

- That I must remain ‘financial' at all times and will pay all my Fees including Tuition Fees on time;

- That I will maintain my Health Insurance at all times;

- That I have read and understood all OZSTAR ACADEMY rules, policies and procedures as detailed in the student handbook, all course and marketing information and Student Orientation; and

- That I again understand and agree that if I am in breach of any of these conditions my enrollment will be cancelled and I be reported to DIBP for breach of my student visa.

..................................................................................................................  ................................................
Student Signature                                             Date