CANBERRA COLLEGE
OF MANAGEMENT & TECHNOLOGY

RTO **45648** · CRICOS PROVIDER **03880E**
WWW.CCMTCOLLEGE.EDU.AU

2026 · SYDNEY & CANBERRA

International Student Handbook

Everything you need to study, live and succeed in Australia with the Canberra College of Management and Technology.

Canberra College of Management and Technology
Bhairav Baba Pty Ltd · ABN 79 639 129 454
Sydney — Surry Hills NSW · Canberra — Turner ACT

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Contents

Fourteen sections covering everything from your first enquiry to graduation. Click any entry to jump to that section.

01 Welcome to CCMT 3
Who we are, what we offer and how to reach us

02 Our Campuses 8
Finding us in Sydney and Canberra — transport, parking and local life

03 Studying VET in Australia 12
How nationally recognised vocational training works

04 Getting Started 15
Pre-arrival, orientation and your first weeks in Australia

05 Your Rights & Protections 19
ESOS, tuition protection, your visa and working in Australia

06 Safety & Wellbeing 24
A safe, inclusive and supportive place to learn

07 Privacy & Your Information 30
How your personal information is collected, used and protected

08 Fees, Payments & Refunds 34
Your written agreement, fee protection and refund rights

09 Your Studies 39
Progress, assessment, academic integrity and certification

10 Student Support 50
Support services and LLND assistance whenever you need them

11 Complaints, Appeals & Incidents 54
Fair processes, independent review and emergency procedures

12 Managing Your Enrolment 63
Changes, deferral, transfer, course duration and leave

13 Living in Australia 71
Costs, accommodation, work and everyday life

14 Legislation & Regulation 80
The laws that protect you and guide CCMT

01

Welcome to CCMT

Who we are, what we offer and how to reach us

Introduction

This information booklet is designed to provide you with information about the services provided by the Canberra College of Management and Technology and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by Canberra College of Management and Technology. This information is contained in the Course Brochure which is supplied separately.

About Canberra College of Management and Technology

Canberra College of Management and Technology is a Registered Training Organisation (**RTO Code: 45648**) providing high-quality training to students in Australia. Canberra College of Management and Technology has modern, up-to-date facilities and a team of qualified and dedicated trainers.

Canberra College of Management and Technology is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), which is a register of Australian education providers that recruit, enrol and teach overseas students. (**CRICOS Provider Code: 03880E**). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Canberra College of Management and Technology is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Welcome message from CEO

I would like to take this opportunity to extend my warmest welcome to you on behalf of Bhairav Baba Pty Ltd, trading as Canberra College of Management and Technology.

We are proud and excited to be able to provide high quality vocational qualifications to students from several different countries. As an International Student, you enhance the diverse mix of cultures at our campuses by bringing your own cultural and life experience to share.

Canberra College of Management and Technology (hereafter CCMT) is committed to providing professional adult education in an industry standard and supportive environment as we prepare students to embrace the challenges of globalisation and a globalised workforce. We provide educational programs and pathways that develop the skills needed for the international marketplace by developing high quality, industry ready graduates and workforce professionals.

Our College is an Australian Registered Training Organisation (RTO) operating under the National VET Framework and we are regulated by the Australian Skills Quality Authority (ASQA). The qualifications we deliver are taken from Australian National Training Packages and are recognised Australia wide and internationally.

The International Student Handbook provides you with important pre-arrival information and information to assist you to settle into life in Australia and at our College. We also include advice on the cultural and social differences you may experience during your stay and provide other practical information to ensure your day-to-day experiences are positive ones for you. The Handbook also contains information about your rights and responsibilities, resources available and the terms used in relation to studying vocational qualifications in Australia and their meanings.

We hope you enjoy a supportive learning environment and cultural experience during your study with our College and wish you every success in your future endeavours!

Keshav P. Nepal
Chief Executive Officer
Canberra College of Management and Technology

Contact Information

Canberra Campus: Level 2, 15 Barry Drive, Turner, ACT, 2612, Australia
Sydney Campus: Level 3, 16-22 Wentworth Avenue, Surry Hills, NSW 2010
Phone: +61 2 9188 1733
Email: info@ccmtcollege.edu.au
Student 24-Hour Emergency Contact: +61 2 9188 1733
Emergency Telephone Numbers (Police, Fire, Ambulance): 000

Courses Provided by Canberra College of Management and Technology

Canberra College of Management and Technology provides training and assessment services in support of the following nationally endorsed training products:

National Code	Qualification	CRICOS Code	Duration	Estimated Total Course Cost*
ICT50220	Diploma of Information Technology	107872G	65 weeks	$15,750
ICT60220	Advanced Diploma of Information Technology	107873F	52 weeks	$12,750
BSB50420	Diploma of Leadership and Management	104422B	52 weeks	$13,000
BSB60420	Advanced Diploma of Leadership and Management	107871H	52 weeks	$10,500
BSB50820	Diploma of Project Management	107494F	52 weeks	$12,550
BSB80120	Graduate Diploma of Management (Learning)	107495E	104 weeks	$24,850
BSB40820	Certificate IV in Marketing and Communication	112995J	78 weeks	$18,850
BSB50620	Diploma of Marketing and Communication	112996H	78 weeks	$18,850
BSB60520	Advanced Diploma of Marketing and Communication	112997G	78 weeks	$18,850
SIT40521	Certificate IV in Kitchen Management	112990C	78 weeks	$26,050
SIT50422	Diploma of Hospitality Management	112991B	78 weeks	$26,050
SIT60322	Advanced Diploma of Hospitality Management	112992A	104 weeks	$34,650
CHC30125	Certificate III in Early Childhood Education and Care	119656E	52 weeks	$15,550
CHC50125	Diploma of Early Childhood Education and Care	118644F	78 weeks	$20,550
CHC43415	Certificate IV in Leisure and Health	112993M	65 weeks	$18,500
CHC53415	Diploma of Leisure and Health	112994K	104 weeks	$28,650
CHC43015	Certificate IV in Ageing Support	120732K	52 weeks	$33,000
CHC43121	Certificate IV in Disability Support	120733J	52 weeks	$33,000
CHC52025	Diploma of Community Services	120734H	104 weeks	$65,000
CPC30220	Certificate III in Carpentry	120735G	104 weeks	$65,000
CPC50220	Diploma of Building and Construction (Building)	120736F	104 weeks	$65,000

All qualifications listed are nationally recognised and CRICOS-registered, delivered at the Sydney and/or Canberra campus as specified in your Letter of Offer. Durations shown are the CRICOS-registered course durations and include scheduled holiday breaks. *Estimated total course costs include tuition and non-tuition fees (e.g. materials, resources and enrolment) and are indicative for 2026 intakes; final costs are confirmed in your written agreement (Letter of Offer).

Our Mission

Canberra College of Management and Technology's mission is to deliver quality training and assessment that meets the needs of students and industry.

Our Objectives

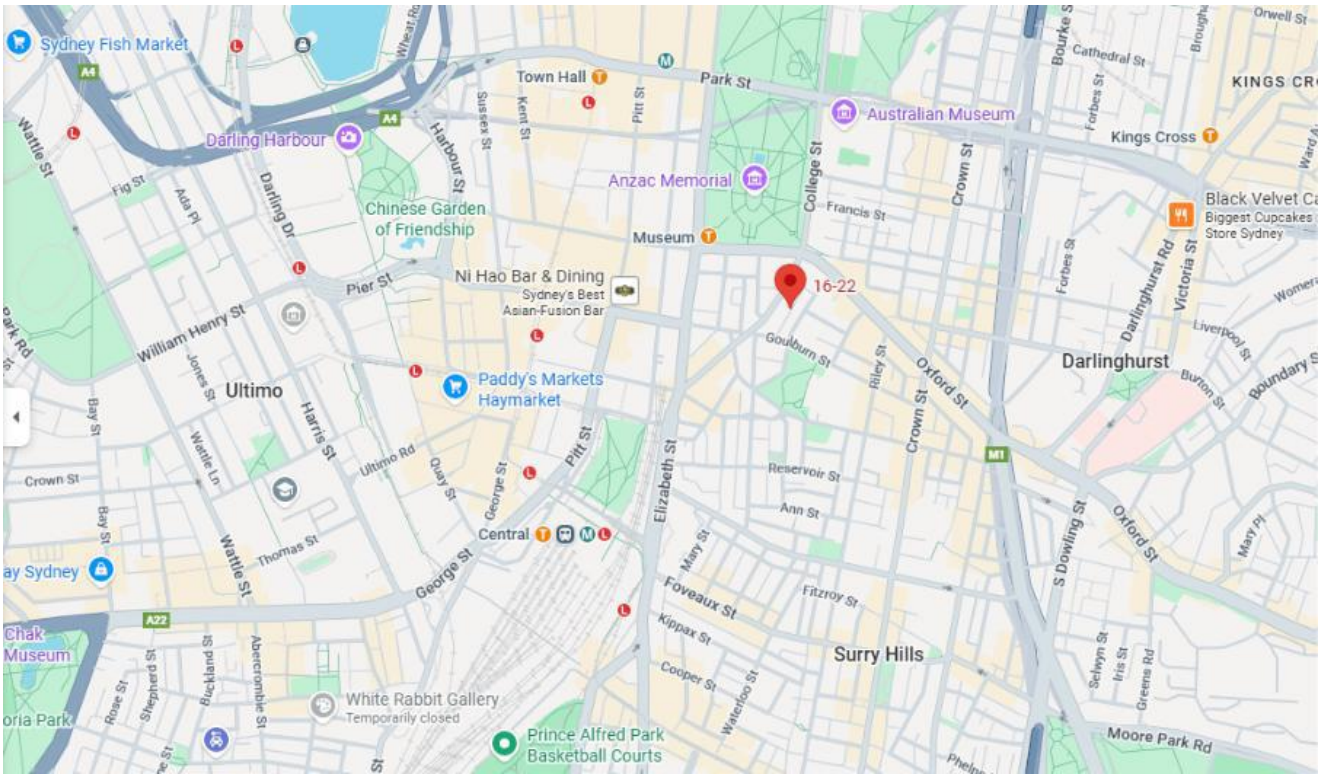
In recognition of this mission, our objectives are:

- ✓ People. We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- ✓ Safety & equality. We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- ✓ Integrity & ethics. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- ✓ Quality committed. We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- ✓ Student Focused. We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- ✓ Industry engagement. We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

02

Our Campuses

Finding us in Sydney and Canberra — transport, parking and local life



Sydney Campus

Sydney campus is located at Level 3, 16-22 Wentworth Avenue, Surry Hills, NSW 2010.

Surry Hills is a vibrant inner-city suburb of Sydney, just minutes from the CBD and Museum Station. It is well known for its lively café culture, diverse restaurants, creative industries, and multicultural community.

Students benefit from excellent public transport, nearby parks, and easy access to shops, libraries, and services. The area offers a safe and welcoming environment where international students can enjoy both study and lifestyle.

Parking

Parking availability Paid on-street parking is available nearby, typically with time limits of 2-4 hours.

Public Transport

Museum Station is approximately a five-minute walk from the campus and is the most convenient way for students to travel. For further details, visit: https://transportnsw.info

Lunch Options

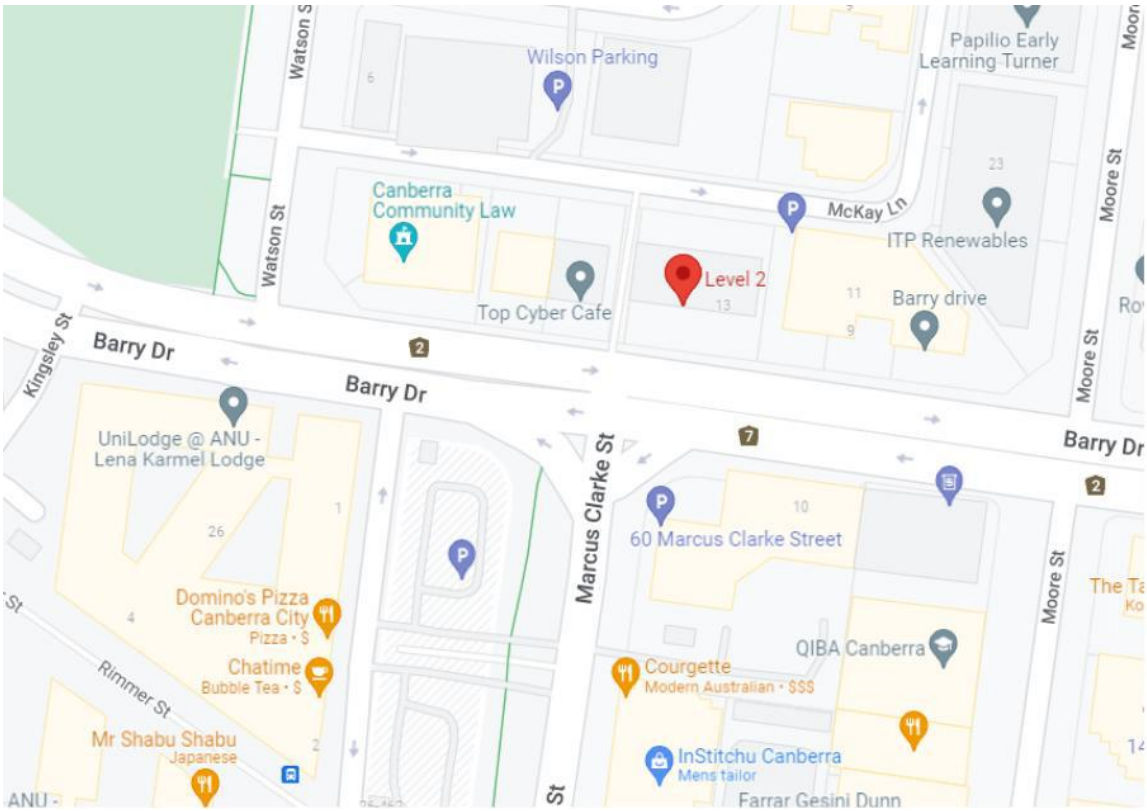
There are many restaurants, cafes and bars around our Sydney campus. Food courts are available at Oxford Village and World Square.

Accommodation

Renting in Surry Hills is relatively expensive given its proximity to the Sydney CBD; more economical suburbs are within a 20-30 minute train journey. Visit websites such as www.rent.com.au for more information.

Doctors & Dental Health

Doctors & Dental Health The nearest medical centres to our Sydney campus are Darlinghurst Medical Centre and DC Medical Centre. The nearest dental service is Darlinghurst Dental Centre, and the nearest counselling service is Sydney City Psychology.



Canberra Campus

Canberra campus is located at Level 2, 15 Barry Drive, Turner, ACT 2612.

Turner is a suburb in the Australian city of Canberra, close to Canberra City and the Australian National University. This suburb is well-known for use of open space in its design. Turner has a high proportion of parks and open space. It contains half of Haig Park – a large park of pine trees originally built as a barrier to reduce dust from affecting the city, when Canberra was still mostly a sheep station. It contains a flood/drainage reserve associated with Sullivans Creek which makes up a large portion of parkland. It also has several public sports ovals, Turner primary school open space and a Tennis club attached to Haig Park.

Parking

Students who prefer to travel by car can use the nearby Barry Drive Car Park at 7-11 Barry Drive, Turner (entry via McKay Lane), or park in the side streets adjacent to our premises. Please note that parking is paid and monitored by parking inspectors.

Public Transport

Bus stops are a short walk from our Canberra campus, with services running approximately every 15 minutes.

For further details, visit: https://www.transport.act.gov.au/

Lunch Options

If you are looking to buy lunch while you are at our premises, there are many eateries around Civic - we are centrally located and surrounded by takeaway shops, cafes and restaurants.

Accommodation

Turner enjoys lower rental costs for apartments than the many areas of Canberra. Rental options can be found on accommodation websites e.g. www.rent.com.au Doctors & Dental Health The nearest medical centre to our Canberra campus is The Junction Youth Health Service, 30 Scotts Crossing, Canberra ACT 2601, which

accommodates a number of General Practitioners (Doctors). It is conveniently located in Canberra City Centre, just 10 minutes' walk from our Canberra Campus. The contact details are: Phone- (02) 6232 2423, Website- https://www.anglicare.com.au/services/youth-family/health/. For dental needs, Lasting Impressions Dental, 17-21 University Avenue, Canberra City ACT 2601 is just 5 minutes' walk from Campus. Contact details are Phone- (02) 6249 1689.

Our Trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. They keep their industry experience up to date through ongoing professional development, giving our students the benefit of current industry practice.

At Canberra College of Management and Technology we deliver nationally recognised qualifications face-to-face and in the workplace. When you study with Canberra College of Management and Technology, your Trainer Assessor will always be there to assist you throughout your course. You can either attend a classroom training environment or receive job visits and even phone or email your Trainer Assessor for advice which means you get the support you need when you need it.

Canberra College of Management and Technology trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that students will enjoy.

Our expectation of you

Canberra College of Management and Technology expects you:

- ✓ To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- ✓ To comply with the rules and regulations of Canberra College of Management and Technology.
- ✓ To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- ✓ To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- ✓ To monitor your own progress by ensuring that assessment deadlines are observed.
- ✓ To utilise facilities and Canberra College of Management and Technology publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- ✓ To respect other students and Canberra College of Management and Technology staff members and their right to privacy and confidentiality.

03

Studying VET in Australia

How nationally recognised vocational training works

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National recognition

The qualifications and Statements of Attainment issued by Canberra College of Management and Technology must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Canberra College of Management and Technology recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move between employers across Australia, confident that their qualification will be equally recognised.

What is competency-based training?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units included in a course and the elective units available.

Delivery of Training. Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

Results and certificates. On completing the training program with Canberra College of Management and Technology, you will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Canberra College of Management and Technology will be accompanied by a transcript which will detail the units of competency issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.

Australia Country Education Profile. The Australian Government Department of Education promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:

Country Education Profiles—an online recognition tool providing guidance on the comparability

- ✓ of overseas qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126 countries
- ✓ professional development for recognition authorities
- ✓ providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- ✓ assessments of overseas postsecondary qualifications for individuals for general purposes.

For more information see www.internationaleducation.gov.au

04

Getting Started

Pre-arrival, orientation and your first weeks in Australia

Starting study in a new country can feel overwhelming. Canberra College of Management and Technology provides structured orientation and transition support to help you settle safely, understand your responsibilities, and begin your studies with confidence.

Orientation and transition support are provided in line with Australian international education requirements and are designed to support your wellbeing, safety, and successful adjustment to study and life in Australia.

Before you arrive in Australia. Before you travel, Canberra College of Management and Technology will provide you with practical pre-arrival information to help you prepare. This information confirms key details and supports a smooth transition.

You will receive information about:

- ✓ Your course commencement date and orientation schedule
- ✓ Campus location and how to get there
- ✓ Contact details for student support and emergency assistance
- ✓ Accommodation options and local services
- ✓ Visa conditions, attendance, and participation expectations
- ✓ Overseas Student Health Cover (OSHC) requirements

You are encouraged to read this handbook carefully before arrival and contact Canberra College of Management and Technology if you have questions or need assistance.

Arrival support. Arriving in Australia is an important stage of your transition. Canberra College of Management and Technology provides guidance to help you arrive safely and settle into your accommodation.

You will be given:

- ✓ Instructions on how to travel from the airport to your accommodation
- ✓ Emergency contact details, including after-hours support
- ✓ Information on who to contact if you experience difficulty on arrival

Optional airport pickup or referral to a third-party service may be available on request. Any costs associated with these services are your responsibility and will be confirmed in advance.

After arrival, you may be contacted to confirm:

- ✓ That you have arrived safely
- ✓ Your current address and contact details
- ✓ Your understanding of orientation arrangements
- ✓ Any immediate welfare or safety concerns

Student orientation. All new international students must attend orientation before training begins. Orientation is an essential part of your enrolment and helps you understand how to study safely and successfully in Australia.

Orientation is designed to:

- ✓ Welcome you to Canberra College of Management and Technology and introduce key staff
- ✓ Explain course structure, attendance, and assessment expectations
- ✓ Help you understand your rights and responsibilities
- ✓ Provide important safety and wellbeing information
- ✓ Connect you with support services and other students

If you are unable to attend the scheduled session, an alternative orientation will be arranged so that no student starts training without receiving this information.

What orientation covers. Orientation includes practical, student-focused information, such as:

- ✓ Study expectations
- ✓ Attendance requirements, course progress, assessment processes, and use of learning systems
- ✓ Visa and legal responsibilities
- ✓ Student visa conditions, work limits, and reporting changes to contact details
- ✓ Health and wellbeing
- ✓ How to use OSHC, access medical services, and obtain counselling or wellbeing support
- ✓ Safety and emergency information
- ✓ Emergency contacts, personal safety, public transport safety, and local environmental risks
- ✓ Living in Australia

Accommodation expectations, transport, banking, phone services, and local community resources

- ✓ Student support services

Academic support, language assistance, welfare support, and how to seek help

- ✓ Complaints and appeals

How to raise concerns and access fair and transparent resolution processes Orientation is delivered in plain English and in a culturally respectful way. Students are encouraged to ask questions and seek clarification.

Ongoing transition support. Support does not end after orientation. The first weeks of study are an important adjustment period, and Canberra College of Management and Technology provides ongoing transition support during this time.

You may be contacted to:

- ✓ Check how you are settling into your course and accommodation
- ✓ Confirm you understand attendance and assessment expectations Identify any learning, language, or wellbeing support needs

Attendance and engagement are monitored from the start of your course to help identify students who may need additional support.

If concerns are identified, Canberra College of Management and Technology will contact you early to offer assistance and help you stay on track.

Student safety and wellbeing. Your safety and wellbeing are a priority. Canberra College of Management and Technology provides clear information on staying safe in Australia and accessing help when needed.

You will be informed about:

- ✓ Emergency services and how to contact them
- ✓ Personal safety and local risk awareness
- ✓ Health services and mental wellbeing support
- ✓ Who to contact if you feel unsafe or unwell

It is normal to experience cultural adjustment or homesickness. You are encouraged to seek support early if you are feeling stressed or overwhelmed.

Your responsibility during orientation and transition. You are expected to:

- ✓ Attend orientation and participate in transition activities
- ✓ Keep your contact details up to date
- ✓ Engage with your course and attend scheduled classes
- ✓ Ask for help if you experience difficulties

> **GOOD TO KNOW**
> Support is available throughout your studies, and seeking help early will not disadvantage you.

05

Your Rights & Protections

ESOS, tuition protection, your visa and working in Australia

Education Services for Overseas Students(ESOS) Framework

Australia provides rigorous protection for international students through the Education Services for Overseas Students (ESOS) legislation, which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://www.legislation.gov.au/Details/F2017L01182 provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

Tuition Fee Protection

Canberra College of Management and Technology is required to apply the Student Tuition Protection Service (TPS) through the Commonwealth-managed fund known as the Overseas Students Tuition Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website: Legal Rights and Protections | Study Australia

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

Student rights

The ESOS framework protects student rights, including:

✓ The right to receive, before enrolling, current and accurate information about the

courses, fees, modes of study and other information from a provider and the provider's agent

- ✓ The requirement to sign a written agreement with the provider before or as fees are

paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and Canberra College of Management and Technology

- ✓ The right to get the education paid for. The ESOS framework includes consumer

protection that will allow students to be placed in another course if the provider is unable to teach the course.

- ✓ The right to know:
- ✓ How to use the provider's student support services.
- ✓ Who the contact officer is for overseas students.
- ✓ How to apply for course credit.
- ✓ How to apply for enrolment deferment, enrolment suspension or cancellation.
- ✓ The provider's requirements for satisfactory progress in the courses of study.
- ✓ How to use the provider's complaints and appeals process.

Student responsibilities include:

- ✓ Satisfy student visa conditions. Maintain Overseas Student
- ✓ Health Cover (OSHC) for the period of the stay. Meet the terms of the written agreement with Canberra College of Management and

Technology.

- ✓ Inform the provider of any change of address.
- ✓ Maintain satisfactory course progress.

Conditions of your visa

All international students applying to enter a training program being offered by Canberra College of Management and Technology must:

- ✓ Be over the age of 18 Demonstrate good command of written and spoken English Have completed secondary schooling equivalent to an Australian Year 12 (High School) Certificate

or demonstrate suitable work or life experience where the course entry requirements allow

- ✓ Meet the following Student Visa 500 subclass requirements:
- ✓ Meet the Genuine Student requirement
- ✓ Meet English language test score requirements
- ✓ Demonstrate financial capacity
- ✓ Hold Overseas Student Health Cover (OSHC)
- ✓ Meet the health requirements
- ✓ Be of good character

Under the simplified student visa framework, streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language

proficiency by declaration only. This is dependent on the level of risk rating of each student visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Canberra College of Management and Technology as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective overseas student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page at www.homeaffairs.gov.au

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Student requirement and health and character criteria.

Permission to Work Arrangements

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 48 hours per fortnight while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course.

Fair Work Ombudsman. The Fair Work Ombudsman (FWO) is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

Complaints about work. Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

The Office of the Fair Work Ombudsman will make a decision about the best course of action to resolve the complaint. FWO might decide:

- ✓ that the matter is outside of their jurisdiction and refer the person somewhere else
- ✓ that there hasn't been a breach of Commonwealth workplace laws
- ✓ that mediation is the best way to resolve the issues
- ✓ to conduct a formal investigation
- ✓ to conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with Commonwealth workplace laws.

Unique Student Identifier

If you are studying nationally recognised training in Australia, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your

computer, tablet or smart phone anytime. Fact sheets –available to download Student Information for the USI It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances at www.usi.gov.au/exemptions Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar.

Further details about the implications of being exempt can be obtained from the USI website: www.usi.gov.au

06

Safety & Wellbeing

A safe, inclusive and supportive place to learn

Your safety

Canberra College of Management and Technology is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training and assessment environment. The guidelines are particularly relevant to students, trainers and assessors.

- ✓ Know and observe details of emergency response and evacuation plans;
- ✓ Do not undertake activities which may cause injury to self or others;
- ✓ Be responsible for your own actions;
- ✓ Follow equipment operating procedures and trainer instructions for the safe operation of equipment;
- ✓ No smoking at the training and assessment facilities or offices;
- ✓ Report all potential hazards, accidents and near misses to the RTO staff;
- ✓ No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- ✓ Keep training and assessment areas neat and tidy at all times;
- ✓ Observe hygiene standards particularly in eating and bathroom areas.
- ✓ Electrical equipment:
- ✓ Electrical equipment that is not working should be reported to the Director of Studies (DoS).
- ✓ Ensure electrical equipment is tested and tagged every 12 months by a suitably qualified and competent person.
- ✓ Electrical work should only be performed by appropriately licensed electricians. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting, power outlets or electrical training aids.

Fire safety

- ✓ Canberra College of Management and Technology will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- ✓ All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users are to consult available maps to determine location.
- ✓ It is the user's responsibility to understand fire drill procedures displayed around the premises.
- ✓ Users are asked to attend any practice sessions on fire safety evacuation procedures and the use of fire safety devices.

First aid

- ✓ First aid facilities are available where training is delivered.
- ✓ A first aid kit is to be located at reception.
- ✓ All accidents must be reported to Canberra College of Management and Technology staff.
- ✓ The accident and any first aid administered must be recorded by staff involved.
- ✓ Safety incident report is to be completed on any incident requiring first aid or near miss.

Computer facilities

- ✓ Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- ✓ Current work health and safety guidelines indicate that people working for long periods at computers should organise their work to allow a five-to-ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- ✓ Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- ✓ The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

Lifting

- ✓ Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Canberra College of Management and Technology unless directed to do so by the Trainer.
- ✓ If you have experienced back problems in the past do not attempt to lift anything at all and advise the Trainer of any limitation.
- ✓ Never attempt to lift anything that is beyond your capacity.
- ✓ Always bend the knees and keep the back straight when picking up items.
- ✓ Never twist your torso while lifting.
- ✓ Never lift a heavy item above shoulder level.
- ✓ Never carry a load that obstructs your vision.
- ✓ Never hold your breath while lifting, moving, and setting the load down.
- ✓ Before lifting a load, make sure the load is secure.
- ✓ Use a safe lifting speed and avoid using momentum.
- ✓ Be aware of your surroundings before and during lifting.
- ✓ When in doubt, ask for help.

Work and study areas

- ✓ Always ensure that all work areas are clean and clear to avoid the danger of accident by tripping or falling over.
- ✓ Place all rubbish in the bins provided.
- ✓ Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- ✓ Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- ✓ Do not sit or climb on any desks or tables.
- ✓ Do not leave bags or garments on the floor obstructing passageways.
- ✓ Work integrated training
- ✓ All students must complete workplace health and safety induction before any work integrated training commences.
- ✓ Students must have access to appropriate clothing and personal protective equipment required by the workplace.
- ✓ Appropriate supervision arrangements in the workplace must be established to ensure that the student’s safe participation is monitored.
- ✓ Hazard risk assessment on planned work integrated training must be completed to identify the likelihood and consequence of injury or harm occurring and appropriate risk reduction measures.

- ✓ Students must be briefed and provided contact details to contact Canberra College of Management and Technology representative anytime they feel that the situation in the workplace is not safe.

Training facilities

- ✓ Director of Studies (DoS) or delegate to conduct a walk around each morning to confirm the training environment is safe and ready for use.
- ✓ A building assessment should be conducted every six months to assess a facility general suitability for safe access.
- ✓ Training venue suitability checklist should be completed on any new training venues use on an as required basis.
- ✓ Hazard risk assessment must be completed and approved by the Director of Studies (DoS) on any training activity that is conducted outside of a classroom or a controlled environment.

Responding to Hazards

All personnel who encounter a workplace safety hazard are to respond using the following steps designed to ensure the safety of everyone and to address the hazard effectively:

1. **Identify the Hazard:** Recognise any potential safety hazard in the workplace. This could be anything from a spill on the floor to malfunctioning equipment.

2. **Assess the Risk**: Evaluate the potential risk associated with the hazard. Consider the likelihood of an accident occurring and the possible severity of its consequences.

3. **Control the Area**: If possible, isolate the hazard to prevent further risk. This could involve cordoning off the area, shutting down equipment, or evacuating the area if necessary.

4. **Notify the Relevant Personnel**: Report the hazard immediately to the nearest Canberra College of Management and Technology staff member or senior manager. Provide them with detailed information about the hazard and its location.

5. **Take Immediate Action if Necessary**: If the situation requires immediate intervention to prevent harm (like turning off power to prevent electrocution or using a fire extinguisher on a small fire), do so if you are trained and it is safe.

6. **Record the Incident**: Document the hazard and the actions taken in response. This record can be important for future safety planning and may be required for compliance with workplace safety regulations.

7. **Review and Follow Up**: After the immediate hazard has been addressed, conduct a review of the incident. This should include an analysis of how the hazard occurred, what was done to respond to it, and what can be done to prevent it in the future. This review should be led by management.

8. **Implement Corrective Actions**: Based on the review, take steps to prevent the hazard from recurring. This could involve changes to procedures, additional training for staff, students, or modifications to equipment or the environment.

9. **Monitor the Situation**: Keep an eye on the area or situation to ensure that the hazard has been effectively mitigated and that no new risks have emerged.

10. **Continual Improvement**: Use the experience as a learning opportunity for continual improvement in workplace safety practices. Record any identified opportunities for improvement in a continuous improvement report and refer this through to the management meeting.

REMEMBER

> Remember, safety in the workplace is a shared responsibility. Every hazard you report and every safety guideline you follow helps ensure that everyone can work, learn and return home safely each day.

Your wellbeing

We are committed to fostering a supportive and safe environment that promotes the mental, physical, social, and emotional wellbeing of all students. If you need assistance or support at any time during your studies, you can seek help from your trainer or the Student Support Officer. Requests for help will be kept confidential.

Depending on the nature of the issue/s, adjustments may be made to your training plan, assessment due dates, additional training support may be provided to you, or you may be referred to external support services (e.g. counselling services that provide vocational, emotional and psychological support, or services to assist in accessing financial support).

Diversity and equity

Canberra College of Management and Technology is committed to providing a supportive learning environment for all our students. This includes ensuring that our training and assessment environment is inclusive, respectful and free from discrimination and harassment. Canberra College of Management and Technology staff members are there to ensure every student, regardless of their background or identity, has equitable access to learning opportunities, feels valued, and can contribute to the classroom community. If at any time you feel that the training environment is not safe, you should contact the Student Support Officer as soon as possible.

Disability Inclusion

If you think you'll need changes made in the classroom or extra learning support, you should contact the Student Support Officer as soon as possible. You can do this when you apply to enrol and before you start studying. You can also ask for help at any time during your studies.

Disclosure of disability or ongoing ill health, including mental ill health, is your choice and is not a requirement for participation in our courses. However, we encourage you to share information about the impact of your disability with us when you enrol so we can put reasonable adjustments in place in a timely way to support you in your learning and assessment.

Harassment and Discrimination

CCMT is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All CCMT staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from CCMT staff members, and we apply complaint handling procedures advocated by the Australian Human Rights Commission.

Equally, students are also responsible for their own behaviour and are not to demonstrate or carry out any behaviour which can be perceived as harassment of, or discrimination against, another person. Students witnessing such behaviour should contact the Student Support Officer as soon as possible.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of CCMT that they feel they can trust. This will initiate the complaint handling procedure which will be fair and transparent and will protect your rights as a complainant.

To find out more about how to manage a complaint, including contact details refer to the Australian Human Rights Commission:

- ✓ Making a complaint
- ✓ Disability rights in Australia

07

Privacy & Your Information

How your personal information is collected, used and protected

Your Privacy

Canberra College of Management and Technology respects your privacy and is committed to protecting your personal information. We comply with the Privacy Act 1988 and the Australian Privacy Principles when collecting, using, storing, and sharing student information.

This section explains what information we collect, why we collect it, how it is used, and your rights in relation to your personal information.

What information we collect. Canberra College of Management and Technology collects personal information that is necessary to manage your enrolment, training, and student support. This may include:

- ✓ Your personal and contact details
- ✓ Identification and visa related information
- ✓ Information provided during enrolment and orientation
- ✓ Your education and training history
- ✓ Course progress, attendance, and assessment outcomes
- ✓ Information about your individual needs or support requirements

Some of this information is required to be collected under Australian education and regulatory laws.

Why we collect your information. Your information is collected and used to:

- ✓ Process your enrolment and manage your training Provide student support and wellbeing services
- ✓ Meet legal and regulatory reporting requirements Issue qualifications or statements of attainment Maintain accurate student records
- ✓ Contact you about matters relating to your course

How your information is stored. Your personal information is stored securely in electronic systems and, where required, in hard copy files.

- ✓ Hard copy records are stored in secure, locked storage
- ✓ Electronic records are protected by access controls and security measures
- ✓ Access is limited to authorised staff who require the information to perform their

duties Canberra College of Management and Technology applies strict security measures to protect your information from unauthorised access, loss, or misuse.

How long we keep your information. Canberra College of Management and Technology is required by law to retain certain student records for extended periods after your enrolment has ended. This allows your training outcomes to be confirmed and records to be issued if required in the future.

Sharing your information. In some circumstances, Canberra College of Management and Technology is required by law to share student information with government authorities. This may include education regulators or data collection agencies.

For international students, some information is also recorded and reported through government systems as part of visa and regulatory requirements.

Apart from these legal obligations, your personal information will not be shared with other people or organisations without your consent, unless disclosure is required by law or necessary to protect health or safety.

Canberra College of Management and Technology does not sell or provide student information to third parties for marketing purposes.

Access to your records. You have the right to request access to the personal information that Canberra College of Management and Technology holds about you and to request corrections if the information is inaccurate.

Instructions on how to request access to your records are provided in the section of this handbook titled “Accessing your records”.

Concerns or complaints about privacy. If you have concerns about how Canberra College of Management and Technology manages your personal information, you are encouraged to raise the matter with our staff so it can be addressed promptly.

You may also make a complaint using our internal complaints handling process, which is outlined in this handbook.

If you are not satisfied with the outcome, you have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC). Information about privacy complaints is available at www.oaic.gov.au.

Use of Student Images

Canberra College of Management and Technology may capture photographic, video, or digital images of students aged 18 years and over during training and related activities. By enrolling with Canberra College of Management and Technology, you consent to the possible use of these images for marketing and promotional purposes. This may include but is not limited to use on our website, brochures, social media, newsletters, and other promotional material.

If you do not wish for your image to be used, you must notify Canberra College of Management and Technology in writing at the time of enrolment or at any later stage. We will respect and record your request, and no images of you will be used for marketing.

Canberra College of Management and Technology does not capture or use images of students under the age of 18 for any marketing or promotional purposes. Parental or guardian consent provided for training participation does not extend to the use of images in marketing.

National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at Canberra College of Management and Technology.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Canberra College of Management and Technology and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2012, Canberra College of Management and Technology is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Canberra College of Management and Technology for statistical, regulatory and research purposes. Canberra College of Management and Technology may disclose your personal information for these purposes to third parties, including:

- ✓ School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- ✓ Employer – if you are enrolled in training paid by your employer;
- ✓ Commonwealth and State or Territory government departments and authorised agencies;

- ✓ NCVER;
- ✓ Organisations conducting student surveys; and
- ✓ Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- ✓ issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- ✓ facilitating statistics and research relating to education, including surveys; –understanding how the VET market operates, for policy, workforce planning and consumer information; and
- ✓ administering VET, including program administration, regulation, monitoring and evaluation.

You may also receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

08

Fees, Payments & Refunds

Your written agreement, fee protection and refund rights

This section explains your financial obligations as an international student and how fees and refunds are managed under Australian law.

Fees payable. Before your enrolment is confirmed, you will be issued with a Written Agreement that sets out:

- ✓ Your total tuition fees for the course
- ✓ Any non-tuition fees that may apply
- ✓ Your payment schedule and due dates
- ✓ Refund conditions and student protection arrangements

You must sign the Written Agreement and pay the required initial fees before a Confirmation of Enrolment (CoE) can be issued.

Tuition fees are generally paid term by term. You are not required to pay more than 50 percent of the total course tuition fees before commencing, unless:

- ✓ The course duration is 25 weeks or less, or
- ✓ You or your authorised education agent request in writing to pay a higher amount

All fees must be paid in Australian dollars using the payment methods specified in your Written Agreement.

If fees are not paid in accordance with the Written Agreement, Canberra College of Management and Technology may delay commencement, suspend participation, or take other action in line with ESOS requirements.

Protection of your fees. Tuition fees paid before course commencement are protected under the Education Services for Overseas Students Act 2000. Any prepaid tuition fees are held in a protected account until:

- ✓ You commence your course, or
- ✓ You become entitled to a refund

These arrangements protect you financially if Canberra College of Management and Technology cannot deliver your course.

Refunds. Refunds are managed in accordance with Australian law and the conditions set out in your Written Agreement. Refund outcomes depend on the reason for withdrawal and the timing of the event.

Refunds are paid to the original payer, unless written authorisation is provided to pay another party.

All refund requests must be made in writing using the Refund Request Form.

Withdrawal before course commencement

If you withdraw before your course starts:

- ✓ You may be entitled to a refund of tuition fees paid, less a reasonable administrative deduction
- ✓ The specific refund amount is set out in your Written Agreement

Withdrawal after course commencement

If you withdraw after your course has commenced:

- ✓ Refunds are calculated based on the portion of the course not yet delivered
- ✓ Tuition already delivered and non-tuition fees are generally not refundable

Visa refusal

If your student visa is refused:

- ✓ Before course commencement, you will receive a refund of tuition fees paid, less the permitted administrative deduction
- ✓ After course commencement, any refund is calculated based on the unspent portion of tuition fees

Official evidence of visa refusal must be provided.

Provider default

- ✓ If Canberra College of Management and Technology cannot deliver your course in full:
- ✓ You will receive a refund of any unused tuition fees, or
- ✓ You may be offered a place in an alternative course through the Tuition Protection Service (TPS)

Canberra College of Management and Technology will meet all reporting and refund obligations under the TPS framework.

Timing of refunds. Where a refund is approved, Canberra College of Management and Technology will process the refund as follows:

- ✓ Student-initiated refunds will be paid within 28 days of receiving the completed written refund request
- ✓ Provider default refunds will be paid within 14 days of the default occurring

Refunds are paid by electronic funds transfer to the original payer, unless otherwise authorised in writing.

Fees that are not refundable. The following fees are generally not refundable:

- ✓ Application or enrolment fees, where stated in the Written Agreement Costs for materials already issued or services already provided
- ✓ Fees for classes missed due to personal commitments or absences

Changes to fees or conditions. The fees, payment terms, and refund conditions that apply to you are those stated in your Written Agreement.

If Canberra College of Management and Technology proposes any change that affects your fees or conditions of enrolment:

- ✓ You will be notified in writing before the change takes effect
- ✓ Your rights under the Written Agreement, complaints and appeals processes, and Australian Consumer Law are not affected

Changes will not apply retrospectively to fees already paid or services already commenced.

Complaints and appeals. If you have concerns about fees, refunds, or financial decisions:

- ✓ You may use Canberra College of Management and Technology's internal complaints and appeals process
- ✓ You also retain the right to seek external review or take action under Australian Consumer Law

Payment method. Canberra College of Management and Technology accepts payment for fees using:

- ✓ Credit Card
- ✓ Electronic Funds Transfer (account details available on request)
- ✓ Cheque (made payable to Canberra College of Management and Technology)

- ✓ Payment in cash is discouraged.

Transfers

Requests for transfers to alternate programs can be arranged if Canberra College of Management and Technology is advised in writing more than 28 days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where Canberra College of Management and Technology has been notified in writing at least 28 days prior to the scheduled commencement date. All subsequent transfers will attract an enrolment fee in accordance with the fee schedule.

Changes to terms and conditions

Canberra College of Management and Technology reserves the right to amend the terms and conditions of the student's enrolment at any time. Changes may include changes to course delivery arrangements, changes to ownership or third-party arrangements, or changes to our policies and procedures. If changes are made that affect the student's enrolment the student will be informed 28 days prior to changes taking effect. Students are provided this advance notice to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include unfair contract terms, consumer guarantees, statutory cooling-off periods, and protection against unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: Australian Consumer Law.

Accessing your records

You are entitled to have access to your records. These records include your:

- ✓ student file,
- ✓ learning and assessment record,
- ✓ administrative records,
- ✓ AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Canberra College of Management and Technology, you are welcome to request access at any time - ask your trainer or complete the Student Request Form, and access will be arranged as soon as possible.

You can access hard copy records and reports from our student management system but only relating to you personally. You can request this access using the Student Request Form.

Access to requested records during a workday will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Canberra College of Management and Technology reserves the right to charge a one-off photocopy fee of $10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Canberra College of Management and Technology. To obtain this you must complete the Student Request Form and return this to the office. The cost of $80.00 will apply for each issued AQF certificate. These monies must be paid in advance.

Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued.

AQF certificates may only be collected in person or can be posted via registered post. A student may also nominate another person to collect the certificate, however these persons must be notified to Canberra College of Management and Technology beforehand and the person must provide photo ID to validate their identity.

Continuous improvement

Canberra College of Management and Technology is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Students are encouraged to provide feedback and suggestions for improvement to Canberra College of Management and Technology at any time during their studies so we can improve our services in the future. Students can report opportunities for improvement by discussing suggestions with their Trainer or the Student Support Officer, sending us an email or completing the Opportunity for Improvement Form. The Opportunity for Improvement Form template is available on request. Suggestions for improvement will be considered by our management team at our regular management meeting.

During a long course, students will be invited to complete the Student Continuous Improvement Survey which will usually be administered early in a course such as after the first term to collect feedback so any issues can be addressed to improve our service to you for the remainder of the course.

At the completion of your course, you will be issued with a Student Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Canberra College of Management and Technology for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

09

Your Studies

Progress, assessment, academic integrity and certification

As an international student, you are required to study full time and make satisfactory progress in your course so that you can complete it within the duration shown on your Confirmation of Enrolment (CoE). These requirements are part of Australia's student visa conditions and apply to all overseas students.

Canberra College of Management and Technology is required to monitor your course progress and attendance and to take action where a student is not progressing as required.

Full-time study requirement. International students must be enrolled in full-time study. Full-time study means participating in a minimum of 20 scheduled course contact hours per week, or as otherwise approved under ESOS requirements.

Scheduled course contact hours include compulsory training and assessment activities shown on your course timetable. Attendance at these scheduled activities is not optional and is an essential part of meeting your visa conditions.

What course progress means. Course progress refers to how you move through your course toward completion. Progress is primarily measured by:

- ✓ Completing required assessment tasks on time
- ✓ Achieving competency in line with the approved course schedule
- ✓ Progressing through units in a way that allows you to finish within your approved

course duration Your progress is formally reviewed at defined review points during your course, usually at the end of each study period or term.

You are considered to be making satisfactory course progress when you complete all assessment that is scheduled to be completed by each review point.

Attendance and engagement. Canberra College of Management and Technology monitors your attendance at scheduled course contact hours as an important indicator of engagement and risk.

Attendance supports your learning, assessment preparation, and ability to progress through your course. While attendance alone does not automatically determine whether your course progress is satisfactory, ongoing non-attendance is treated as a serious concern.

As a guide:

- ✓ Attendance of 80 percent or above indicates low risk
- ✓ Attendance between 70 percent and less than 80 percent indicates moderate risk and requires follow-up
- ✓ Attendance below 70 percent indicates high risk and requires formal intervention

You are expected to attend all scheduled training and assessment sessions unless there are exceptional circumstances.

Early support and intervention. Canberra College of Management and Technology is committed to identifying students at risk early and providing support before course progress becomes unsatisfactory.

You may be contacted if there are concerns about:

- ✓ Missed or overdue assessment
- ✓ Declining or inconsistent attendance
- ✓ Reduced engagement in training activities

Where concerns are identified, Canberra College of Management and Technology will discuss the issues with you and may implement an intervention strategy. This is a documented support plan designed to help you re-engage and improve your progress.

Support may include academic assistance, study planning, language support, referral to student support services, or other appropriate measures.

Formal intervention and warnings. If concerns about your course progress or attendance continue, Canberra College of Management and Technology may place you under formal intervention. This means:

- ✓ You will be notified in writing that you are at risk of not meeting course progress requirements
- ✓ A structured intervention plan will be implemented
- ✓ Clear expectations and timeframes for improvement will be set

You are expected to actively engage with the support measures provided.

Unsatisfactory course progress and reporting. If, after intervention, you do not complete the required assessment at a formal review point and are unable to reasonably complete your course within the approved duration, your course progress may be assessed as unsatisfactory.

Before any reporting occurs:

- ✓ You will be issued with a Notice of Intention to Report
- ✓ You will be given the opportunity to access the internal complaints and appeals process within the required timeframe

If an appeal is lodged, no reporting will occur until the appeal is finalised.

If your unsatisfactory course progress is confirmed and any appeal rights are exhausted, Canberra College of Management and Technology is required to report this outcome through the government reporting system. This may result in the cancellation of your Confirmation of Enrolment and may affect your student visa.

Visa decisions are managed by the Department of Home Affairs. Canberra College of Management and Technology cannot provide migration advice.

Compassionate or compelling circumstances. Canberra College of Management and Technology understands that serious personal or welfare issues may affect your studies. Circumstances such as illness, injury, bereavement, or major hardship may be considered when determining appropriate support and intervention.

These circumstances do not remove course progress or attendance requirements, but they may influence how support is provided and whether alternative enrolment arrangements are considered under the relevant policies.

Your responsibility. You are responsible for:

- ✓ Attending scheduled training and assessment
- ✓ Completing assessment by required deadlines
- ✓ Engaging with support and intervention when offered
- ✓ Communicating with staff if issues arise that may affect your studies

> **GOOD TO KNOW**
> Seeking help early is strongly encouraged and will not disadvantage you.

Assessment

The course you are entering includes assessment. To complete the course successfully, you must satisfactorily complete all assessment tasks.

Canberra College of Management and Technology assessment is conducted using a wide range of assessment methods. The following provides a brief explanation of the primary assessment methods:

- ✓ **Written Knowledge Assessment**: The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- ✓ **Research Tasks**: The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.
- ✓ **Case Study Response**: The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response, and then to propose their recommended actions.
- ✓ **Presentations**. The student is required to prepare a presentation based on a specified topic which may be part of simulated work activity and present this content to either the trainer and/or other members of the course.
- ✓ **Role Plays**. The student is required to participate in a role play usually involving other students or the trainer, where they interact in a simulated work situation to demonstrate their skills particularly relating to communication with others in the workplace according to the task requirements.
- ✓ **Portfolio**. A Portfolio usually contains a number of documents, gathered over a period of time, displaying evidence of the ability to perform a number of practical skills or tasks.

Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Canberra College of Management and Technology to provide three opportunities for additional training and re-assessment at no additional cost to the student or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Students requiring additional learning support are to be brought to the attention of Canberra College of Management and Technology management so the progress of the student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment may be concluded through mutual agreement.

Assessment Submission

Students will receive an assessment summary at the beginning of each module. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the due date for each assessment. Students MUST submit all assessments by the due date. Any assessment NOT submitted by the due date will be deemed 'not competent' and recorded as a missed assessment.

Missed Assessment

In cases where a student has not submitted an assessment, the Director of Studies (DoS) and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The Director of Studies (DoS) will consider the:

- ✓ The student's history in submitting assessments
- ✓ Attendance record
- ✓ Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access Canberra College of Management and Technology complaints and appeals process if they are not satisfied with the outcome.

Plagiarism

Students must submit only original work for assessments, assignments, and projects. Examples of plagiarism include:

- ✓ Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- ✓ Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- ✓ Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- ✓ Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation;
- ✓ Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- ✓ A 'cut and paste' of statements from multiple sources;
- ✓ Presenting as independent, work done in collaboration with others;
- ✓ Copying or adapting another student's original work into a submitted assessment item;
- ✓ Copying or adapting a student's own work submitted in a previous essay or assessment; or
- ✓ Unintentionally failing to cite sources or to do so adequately.

Where plagiarism is detected in a student's work submitted for assessment the following action will be taken:

- ✓ **Plagiarism resulting from poor academic practice** - If it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and submit it for reassessment. The student will be offered support and additional training in the use of referencing systems.
- ✓ **Intentional plagiarism** – If it is determined that the plagiarism was intentional, the student's work is not to be accepted, and the student is to be issued with an alternative assessment to complete. The student is to be given a formal warning in writing (Warning Letter for Academic Misconduct) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again (i.e. withdrawal from the course). Students who are found to continue to plagiarise work in support of their assessment will have their enrolment closed. Where a student has been found plagiarising to a level which is considered to be deliberate and egregious, the student's enrolment will be closed following being notified of the decision. The student will have the right to appeal any decision that they are notified of in accordance with the appeals policy.

How to reference

Students are encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the students work. This information is:

- ✓ the name of the author or authors
- ✓ the year of publication
- ✓ the page number

Examples Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, e.g.: To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

- ✓ A reference may also be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, e.g.:
- ✓ Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.
- ✓ At the end of the students' work, a List of References must be included. This should include all the books, journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:
- ✓ the name of the author or authors
- ✓ the year of publication
- ✓ the title of the publication
- ✓ the edition of publication
- ✓ the publisher
- ✓ place of publication Example
- ✓ Dwyer, J and Hopwood, N, 2010, Management Strategies and Skills, Sydney, McGraw Hill Australia To prevent cheating or plagiarism, students are responsible for:
- ✓ Submitting only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- ✓ Avoiding lending original work to others for any reason; Being clear about assessment conditions and seeking clarification if in doubt; Being clear about what is appropriate referencing and the consequences of

inappropriate referencing;

- ✓ Only using AI tools in accordance with the acceptable use guidelines; Discouraging others from plagiarising by observing the practices above.

Use of Artificial Intelligence (AI)

Canberra College of Management and Technology employs a range of strategies and software solutions to monitor the use of artificial intelligence content in assessment submissions made by students. This is a normal part of our assessment quality control. The following are guidelines on the **unacceptable use of artificial intelligence** content:

Direct Generation of Assessment Responses. Using AI to generate complete or partial answers for assessments, such as:

- Having AI write workplace documentation like risk assessments or incident reports
- Using AI to complete practical task descriptions or work procedures

- Submitting AI-generated responses for knowledge questions
- Using AI to create workplace portfolios or evidence collections

Bypassing Skill Development. Using AI in ways that prevent learning essential vocational skills such as:

- Having AI solve workplace calculations instead of developing mathematical competency
- Using AI to create technical drawings or designs without learning the underlying principles
- Relying on AI for measurements or specifications instead of developing measurement skills
- Having AI interpret technical manuals or workplace documents without developing comprehension skills

Professional Communication Tasks. Using AI to complete communication tasks that demonstrate professional competency, such as:

- Having AI write client communications or workplace emails
- Using AI to generate workplace reports
- Submitting AI-generated meeting minutes or briefing notes
- Using AI to create workplace presentations or training materials

Evidence Collection. Using AI to fabricate or manipulate evidence of competency, such as:

- Creating artificial workplace scenarios or examples
- Generating fictional workplace experiences or observations
- Producing simulated workplace documentation
- Creating artificial supervisor feedback or third-party reports

Practical Skills Documentation. Using AI to document practical skills without performing them, such as:

- Writing up practical task procedures without completing them
- Generating safety check documentation without performing checks
- Creating maintenance logs without conducting maintenance
- Documenting customer service interactions that did not occur

Group Work and Collaboration. Using AI to bypass genuine workplace collaboration:

- Having AI generate team contributions
- Using AI to complete assigned portions of group tasks
- Creating artificial peer feedback or evaluations
- Generating team meeting outcomes without participation

The unacceptable use of artificial intelligence content is considered a form of plagiarism. Students found to have breached this policy will be managed in accordance with the plagiarism policy outlined above. Where there may be acceptable uses of artificial intelligence content, this will be specifically identified to each student within the assessment instructions of the task.

Recognition of Prior Learning(RPL)

In accordance with the requirements of the Standards for Registered Training Organisations, Canberra College of Management and Technology provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their

skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- ✓ Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- ✓ Students may not apply for recognition for units of competence or a qualification which are not included in Canberra College of Management and Technology scope of registration.
- ✓ Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- ✓ Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- ✓ Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- ✓ Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- ✓ Work records;
- ✓ Records of workplace training;
- ✓ Assessments of current skills;
- ✓ Assessments of current knowledge;
- ✓ Third party reports from current and previous supervisors or managers; Evidence of relevant unpaid or volunteer experience;
- ✓ Examples of work products;
- ✓ Observation by an assessor in the workplace;
- ✓ Performance appraisal; or
- ✓ Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined with a number of evidence items, the candidate will start to provide a strong case for competence. Canberra College of Management and Technology reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

Behaviour misconduct

Canberra College of Management and Technology seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students. Behaviour misconduct is defined as unacceptable behaviour and includes, but is not limited to:

- ✓ Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the RTO
- ✓ Any act or failure to act that endangers the safety or health of any other person
- ✓ Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- ✓ Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety
- ✓ Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- ✓ Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- ✓ Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft
- ✓ Being under the influence of prohibited drugs and/or substances including alcohol –Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students
- ✓ Making a false representation as to a matter affecting student status
- ✓ Possession of dangerous articles or banned substances
- ✓ Abusive behaviour to others
- ✓ Students are responsible to:
- ✓ Be informed of and comply with Commonwealth or State law;
- ✓ Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of the RTO;
- ✓ Identify themselves truthfully;
- ✓ Behave in a way that supports the safety or health of any other person;
- ✓ Maintain the peace or good order of the training environment;
- ✓ Treat Canberra College of Management and Technology property with respect and prevent damage or destruction of property;
- ✓ Behave in a way that supports the conduct of official Canberra College of Management and Technology meetings, ceremony, activity, class or examination/assessment;
- ✓ Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- ✓ Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the Canberra College of Management and Technology;
- ✓ Not trespass or knowingly entering any place within the premises of Canberra College of Management and Technology that is out of bounds to students;
- ✓ Give truthful information relating to student status; and
- ✓ Communicate in a way that demonstrates respect for others and is free from verbal abuse.

Where a student is identified as having engaged in misconduct, a Canberra College of Management and Technology staff member will complete a Behaviour Misconduct Report and submit this to the Director of Studies (DoS). Students who demonstrate behavioural misconduct will be counselled and issued a formal warning. Students who demonstrate behavioural misconduct after being formally warned will have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide suitable warning in writing and the

opportunity to make oral or written representations regarding the misconduct or the student's right to appeal a decision.

Where the student's behaviour is so egregious or leads to the actual damage to property or harm to another person, the student's enrolment can be closed immediately, and the incident will be reported to the Police. This does not remove the student's right to appeal a decision made by Canberra College of Management and Technology. Only after any appeal process has been completed can the student's enrolment be closed, and the student will be issued a statement of attainment only for units of competency they have achieved. Whilst any appeal is being processed, the student's enrolment is to be temporarily suspended, and the student is not to attend the Canberra College of Management and Technology premises.

Credit Transfer(CT)

Credit Transfer(CT) is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

Credit transfer evidence requirements If you are seeking credit transfer, you are required to present your statement of attainment or qualification with a record of results for examination to Canberra College of Management and Technology.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

Credit transfer guidelines The following guidelines are to be followed in relation to credit transfer:

- ✓ Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- ✓ Students may not apply for credit transfer for units of competence or qualification which are not included in Canberra College of Management and Technology scope of
- ✓ registration.
- ✓ Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- ✓ The student does not incur any fees for credit transfer, and Canberra College of Management and Technology does not receive any funding when credit transfer is granted.
- ✓ Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Issuing Qualifications and Statements of Attainment

Canberra College of Management and Technology will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that Canberra College of Management and Technology is not obliged to issue certification documentation until:

- ✓ All agreed fees the student owes to Canberra College of Management and Technology have been paid.

- ✓ The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- ✓ **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- ✓ **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course but the student did not achieve all of the units of competency to receive the full qualification.

10

Student Support

Support services and LLND assistance whenever you need them

Canberra College of Management and Technology is committed to supporting your wellbeing while you live and study in Australia. We understand that international students may experience personal, practical, or settlement challenges that can affect their wellbeing and ability to participate fully in training. Support is available before your enrolment, during your studies, and whenever you need assistance.

Student support services are provided to help you settle into life in Australia, manage personal or welfare concerns, and remain engaged in your course. Seeking support will not disadvantage you in any way, and all matters are treated with respect, privacy, and cultural sensitivity.

Identifying your support needs. Canberra College of Management and Technology will engage with you at several points to help identify any support you may need, including:

- ✓ During the enrolment process
- ✓ Through pre-enrolment checks and interviews
- ✓ At orientation
- ✓ During your course through regular contact with staff

You may be asked questions about your individual needs. This helps us understand what support may assist you to participate fully in your training. You are encouraged to be open and let us know if you need assistance at any time.

You do not need to wait for staff to ask. You can request support whenever an issue arises.

What support is available. Canberra College of Management and Technology provides non-academic support services directly and through referrals to external services when specialist assistance is required. Support may include help with:

- ✓ Language, literacy, numeracy and digital skills support
- ✓ Study skills and learning support
- ✓ Understanding life and study in Australia
- ✓ Access to counselling or wellbeing services
- ✓ Disability access and reasonable adjustments
- ✓ Employment and workplace rights information
- ✓ Financial or practical living concerns
- ✓ Accommodation and tenancy advice
- ✓ Health services and accessing medical care
- ✓ Cultural adjustment and community connection

Some services are provided directly by Canberra College of Management and Technology. Other services are provided by external organisations or professionals. Where external services are recommended, these services may involve a cost that is separate from your course fees. You are encouraged to confirm any costs directly with the service provider before proceeding.

You may use any service provider of your choosing. Any recommendation made by Canberra College of Management and Technology is provided for your convenience only.

Accessing support. You can access student support in several ways:

- ✓ By contacting the Student Support Officer directly
- ✓ By speaking with a trainer, assessor, or staff member who can refer you
- ✓ By requesting support after reading this handbook or attending orientation Through follow up contact from staff if concerns are identified

If you need support, you may approach reception and ask to be connected with the Student Support Officer. If the matter is sensitive, you may request a private meeting.

Support requests are responded to promptly, and a meeting will be arranged to discuss your situation and identify appropriate assistance.

Referrals to external services. In some situations, your support needs may require assistance from a specialist service that cannot be provided directly by Canberra College of Management and Technology. This may include services such as counselling, medical care, legal advice, tenancy advice, financial counselling, or other professional or community services.

Where appropriate, Canberra College of Management and Technology may provide you with a referral to an external service provider. This referral is intended to help you identify suitable support options and connect you with qualified assistance.

External services are not provided by Canberra College of Management and Technology and are not included in your course fees. Any costs associated with accessing these services are your responsibility and are payable directly to the service provider. You are encouraged to confirm any fees, payment arrangements, and service conditions with the provider before proceeding.

Canberra College of Management and Technology does not control, manage, or guarantee the quality, availability, or outcomes of services provided by external organisations. Any recommendation or referral is provided for your convenience only, and you are free to choose any service provider that you consider appropriate for your needs.

Where possible, the Student Support Officer may assist you to understand how to contact the service or what steps to take next. Your consent will always be obtained before any personal information is shared, unless disclosure is required by law or necessary to protect your safety.

Canberra College of Management and Technology staff do not provide legal, medical, counselling, financial, or migration advice. Our role is to support you by helping you access appropriate external services when required.

Confidentiality and privacy during support. All support discussions are handled confidentially. Information is only shared with authorised staff or external services when required to provide support, and only with your consent, unless disclosure is required by law or necessary to protect safety.

Records of support interactions are stored securely and managed in accordance with privacy legislation.

Your Student Support Officer. The Student Support Officer is your main point of contact for non-academic support and wellbeing matters.

Student Support Officer

Sydney Campus Name: Seika Ezaki Position: Student Support Officer Phone: 02 9188 1733 Email: info@ccmtcollege.edu.au	**Canberra Campus** Name: Kaushila Gurung Position: Student Support Officer Phone: 02 9188 1733 Email: info@ccmtcollege.edu.au

Language, Literacy, Numeracy and Digital Proficiency (LLND) Assessment

Language, literacy, numeracy and digital skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy, numeracy and digital skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

Who requires LLND Assessment

The following guidelines indicate which students must complete a mandatory LLND Assessment when enrolling:

- ✓ **International Students (onshore)**. If you have completed a prior nationally recognised qualification in Australia at least one level below the qualification you are seeking to enter, LLND Assessment is not required. All other onshore international students who do not hold a qualification at this level must complete the LLND Assessment as part of enrolment.
- ✓ **International Students (offshore)**. All offshore international students must complete the LLND Assessment as part of enrolment. Please note, IELTS assessment is not a substitute for LLND Assessment.

To support this approach, Canberra College of Management and Technology will:

- ✓ Assess a student's language, literacy, numeracy and digital skills during their enrolment to ensure they have adequate skills to complete the training;
- ✓ Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- ✓ Provide clear information to students about the details of the language, literacy, numeracy and digital skills assistance available. Canberra College of Management and Technology generally recommends LLND training courses provided by TAFE or Community Colleges. These institutes have specialist teachers to support the student's development.
- ✓ Refer students to external language, literacy, numeracy and digital skills support services that are beyond the support available within Canberra College of Management and Technology and where this level of support is assessed as necessary; and
- ✓ Negotiate an extension of time to complete training programs if necessary.

11

Complaints, Appeals & Incidents

Fair processes, independent review and emergency procedures

Making complaints or appeals

Canberra College of Management and Technology is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- ✓ Complaint Form
- ✓ Request for Appeal of a Decision

These forms are available via our website at the following address:

- ✓ https://ccmtcollege.edu.au/forms/ – Canberra College of Management & Technology

Once you have completed the required form you are requested to submit this to the Administration Manager either in hard copy or electronically via the following contact details:

– Sydney Campus: Level 3, 16-22 Wentworth Avenue, Surry Hills, NSW 2010 – Canberra Campus: Level 2, 15 Barry Drive, Turner, ACT 2612 – Email: info@ccmtcollege.edu.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number:

- ✓ +61 2 9188 1733

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally.

A complaint may be received by Canberra College of Management and Technology in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Canberra College of Management and Technology within 28 days of the student being informed of the decision or finding.

Early resolution of complaints & appeals?

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling?

Canberra College of Management and Technology applies the following principles to its complaints and appeals handling:

- ✓ A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the Canberra College of Management and Technology website.

- ✓ A person who makes a complaint or an appeal must be provided a written acknowledgement as soon as possible and not later than 24 hours from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint/appeal handling process and the person's rights and obligations.
- ✓ There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- ✓ Written records of all complaints / appeals are to be kept by Canberra College of Management and Technology including all details of lodgement, response and
- ✓ resolution. Canberra College of Management and Technology will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- ✓ A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- ✓ Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- ✓ Where a complaint or appeal is made about or involves allegations about another person, Canberra College of Management and Technology is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. Canberra College of Management and Technology will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- ✓ The handling of a complaint / appeal is to commence within seven (7) working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- ✓ The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within fourteen (14) days of the lodgement of the complaint / appeal.

– Complaints / appeals must be resolved to a final outcome within sixty (60) days of the complaint / appeal being initially received. Where Canberra College of Management and Technology Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, Canberra College of Management and Technology will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Canberra College of Management and Technology and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.

- ✓ Canberra College of Management and Technology shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- ✓ Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented
- ✓ immediately.
- ✓ Complaints / appeals are to be handled in the strictest of confidence. No Canberra College of Management and Technology representative will disclose information to any person without the permission of Canberra College of Management and Technology Chief Executive Officer. A decision to release information to third parties can

only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.

- ✓ Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Canberra College of Management and Technology to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Canberra College of Management and Technology because of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- ✓ put forward arguments in their favour,
- ✓ show cause why a proposed action should not be taken,
- ✓ deny allegations,
- ✓ call for evidence to disprove allegations and claims,
- ✓ explain allegations or present an innocent explanation, and
- ✓ provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Canberra College of Management and Technology also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision.

Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Canberra College of Management and Technology.

Where an allegation is made that involves alleged criminal or illegal activity and it is considered outside the scope and expertise of Canberra College of Management and Technology to investigate the matter, then in these circumstances Canberra College of Management and Technology reserves the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent third party

Canberra College of Management and Technology provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow Canberra College of Management and Technology to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Administration Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Canberra College of Management and Technology Chief Executive Officer will advise of an appropriate party independent of Canberra College of Management and Technology to review the complaint (and its subsequent handling) and provide advice to Canberra College of Management and Technology in regard to

the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the Canberra College of Management and Technology appoints or engages an appropriate independent person to review a complaint / appeal, the Canberra College of Management and Technology will meet the full cost to facilitate the independent review.

Following an independent review, advice received from the independent person is to be accepted by Canberra College of Management and Technology as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by Canberra College of Management and Technology and the Chief Executive Officer feels that they may be biased or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints

Once the complaint handling process has concluded; where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency that may be relevant to their complaint.

The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- ✓ In relation to consumer related issues, the person may refer their complaint to the Office of Fair Trading.
- ✓ In relation to the delivery of training and assessment services, the person may refer their complaint to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at https://www.dewr.gov.au/national-training-complaints-hotline
- ✓ In relation to matters relating to privacy, the person may refer their complaint to the Office of the Australian Information Commissioner via the following details:
- ✓ https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint or call on 1300 363 992

It is expected that the above agencies will investigate the person's concerns and contact the Canberra College of Management and Technology for information. External agencies will typically request a copy of any record of how the complaint was handled. Canberra College of Management and Technology will ensure that you are provided with a written response to use for this purpose.

The Canberra College of Management and Technology will cooperate fully with agencies such as the National Training Complaints Service, the Office of Fair Trading or ASQA that may investigate the handling of a complaint. Canberra College of Management and Technology considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Canberra College of Management and Technology internal arrangements.

International students also may refer the matter to the Commonwealth Ombudsman (Overseas Students). The Ombudsman's services are free, independent and impartial.

The Commonwealth Ombudsman can consider matters relating to:

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

The Commonwealth Ombudsman can investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. The following website provides more information about accessing the services of the Commonwealth Ombudsman. You can find more information at the following page:

https://www.ombudsman.gov.au/complaints/international-student-complaints

Critical Incidents

Canberra College of Management and Technology is committed to providing a safe and supportive environment for all students. We recognise that international students may be more vulnerable during serious or unexpected events, particularly when they are away from their usual family or support networks.

Canberra College of Management and Technology has documented arrangements to respond to critical incidents in a timely, coordinated, and supportive way, with student welfare and safety as the highest priority.

What is a critical incident. A critical incident is a serious or traumatic event, or the threat of such an event, that has a significant impact on a student's wellbeing, safety, or ability to continue their studies.

Critical incidents may occur on or off campus and may take place in Australia or overseas. An incident does not need to be related to training delivery to be considered a critical incident.

Examples may include, but are not limited to:

- ✓ Serious illness, injury, or hospitalisation
- ✓ Death of a student or an immediate family member
- ✓ Suicide attempt, self-harm, or acute mental health crisis
- ✓ A student being reported missing
- ✓ Physical assault, sexual violence, or domestic or family violence
- ✓ Serious accidents or safety-related incidents
- ✓ Natural disasters or civil unrest affecting the student or their family
- ✓ Any situation that places a student's safety or wellbeing at serious risk

These examples are not exhaustive. What matters most is the impact on the student, not the label of the event.

Immediate response and emergency assistance. If a critical incident involves an immediate risk to life, health, or personal safety, emergency services will be contacted without delay.

Student safety always comes first. Canberra College of Management and Technology staff will focus on ensuring the student is safe and supported before any administrative or enrolment matters are considered.

Support during a critical incident. When Canberra College of Management and Technology becomes aware of a critical incident affecting an international student, we will take steps to provide appropriate support and assistance.

Support may include:

- ✓ Welfare contacts to check on the student's safety and wellbeing
- ✓ Assistance to access medical, counselling, or emergency services
- ✓ Referral to external support services where specialist help is required
- ✓ Ongoing welfare check-ins where the incident has continuing impact Culturally appropriate support and, where needed, interpreter assistance

Canberra College of Management and Technology coordinates support to ensure communication is clear, calm, and manageable for the student. Staff do not provide medical, counselling, legal, or migration advice, but will help students access appropriate qualified services.

Support provided under this process is separate from any enrolment or visa decision.

Communication and privacy. Communication during a critical incident is handled carefully and respectfully.

Where possible:

- ✓ The student's consent will be obtained before contacting family members or third parties
- ✓ Information will be shared only with people or services involved in providing support

In some situations, information may need to be shared without consent to protect safety or meet legal obligations. Where this occurs, disclosure is limited to what is necessary.

All information relating to critical incidents is treated as sensitive and managed in accordance with privacy laws.

Impact on studies and enrolment. A critical incident may affect a student's ability to attend classes or complete assessment. Where this occurs, Canberra College of Management and Technology will focus first on the student's wellbeing.

Only after the student's immediate welfare has been stabilised will any discussion occur about:

- ✓ Study support options
- ✓ Temporary changes to participation
- ✓ Deferral or suspension, where appropriate

A critical incident does not automatically result in reporting or visa action. Any enrolment change is managed separately under the relevant policy and includes natural justice and appeal rights.

Your responsibility if you are impacted by a Critical Incident. Students are encouraged to:

- ✓ Seek help as early as possible if they experience or are affected by a serious incident
- ✓ Contact Canberra College of Management and Technology or emergency services if they feel unsafe
- ✓ Keep contact details up to date so welfare checks can occur if needed

> **GOOD TO KNOW**
> Support is available, and seeking help will not disadvantage you.

Emergency Evacuation Procedure

Canberra College of Management and Technology is committed to providing a safe training environment. All students must understand and follow emergency procedures when attending classes or training activities.

Emergency evacuation instructions are displayed throughout training facilities, including in classrooms, hallways, and common areas. You are expected to familiarise yourself with emergency exits and assembly points at each campus or training location.

What to do in an emergency. If an emergency occurs that requires evacuation, you must act immediately and follow all instructions.

During an emergency:

- ✓ Stop all activities immediately
- ✓ Remain calm and listen carefully to instructions from your trainer, Canberra College

of Management and Technology staff, or emergency responders

- ✓ Leave the building as directed, using the nearest safe exit
- ✓ Do not use lifts during a fire or evacuation
- ✓ Do not stop to collect personal belongings
- ✓ Do not run or push

Your trainer or Canberra College of Management and Technology staff will lead the evacuation where possible.

Assembly and roll check. Once you have exited the building:

- ✓ Proceed directly to the designated Emergency Assembly Point
- ✓ Stay with your class or trainer
- ✓ Remain at the assembly point until further instructions are given

Attendance may be checked to confirm that all students and staff have safely evacuated. Do not leave the assembly area unless you are told to do so by Canberra College of Management and Technology staff or emergency services.

Fire alarms and emergency signals. If a fire alarm sounds or an evacuation instruction is given, you must treat this as a real emergency and evacuate immediately. Do not assume it is a drill unless clearly advised.

Returning to the building. You must not re-enter the building until:

- ✓ Emergency services declare it safe, or
- ✓ Canberra College of Management and Technology staff provide clear instructions

that it is safe to return Failure to follow emergency instructions may place yourself and others at risk.

Your responsibility during an emergency. All students are responsible for:

- ✓ Following emergency and evacuation instructions
- ✓ Knowing the location of exits and assembly points
- ✓ Acting safely and cooperatively during emergencies
- ✓ Reporting hazards, accidents, or safety concerns to staff

Your safety, and the safety of others, depends on everyone responding appropriately during an emergency.

12

Managing Your Enrolment

Changes, deferral, transfer, course duration and leave

Change of Address or Contact Details

Students must notify Canberra College of Management and Technology of changes to their contact details, address, email address (if any), mobile phone number (if any) within 5 working days, as maintaining current contact details is a condition of an Australian student visa.

In cases where Canberra College of Management and Technology issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to RTO communication and is reported on PRISMS.

Cancellation and Withdrawal

There may be situations where an international student's enrolment ends before their course is completed. This can happen either because the student chooses to withdraw, or because Canberra College of Management and Technology cancels the enrolment in limited circumstances.

It is important that you understand the difference, as each situation has different processes and possible visa implications.

Student withdrawal. Student withdrawal occurs when you decide to stop studying your course, either:

- ✓ Before the course starts, or
- ✓ After the course has commenced

If you wish to withdraw, you must notify Canberra College of Management and Technology in writing as soon as possible. This allows us to confirm your intention, determine the effective date of withdrawal, and explain the next steps.

Withdrawal does not happen automatically. Even if you stop attending classes, Canberra College of Management and Technology must formally confirm that your enrolment has ended.

Where you withdraw:

- ✓ Your enrolment will end from an agreed effective date
- ✓ Your enrolment change will be reported to the Australian Government through PRISMS
- ✓ Your visa may be affected

If you have successfully completed any units of competency before withdrawing, you may be issued a Statement of Attainment for those units.

Provider-initiated cancellation. Cancellation of enrolment occurs when Canberra College of Management and Technology decides to end your enrolment. This is not a student choice and only occurs in limited circumstances permitted under Australian law and your Written Agreement.

Reasons for cancellation may include:

- ✓ Failure to pay fees in accordance with your Written Agreement
- ✓ Serious misconduct or safety concerns
- ✓ Breach of enrolment conditions set out in your Written Agreement

Before cancelling your enrolment, Canberra College of Management and Technology will normally:

- ✓ Notify you in writing of the intention to cancel

- ✓ Explain the reasons for the proposed cancellation
- ✓ Give you access to the internal complaints and appeals process

In most cases, cancellation does not take effect until the appeal process is completed or the appeal period has ended. In rare situations involving serious risk to health or safety, cancellation may take effect immediately.

Visa implications. Both withdrawal and cancellation may affect your student visa.

If your enrolment ends:

- ✓ Canberra College of Management and Technology is required to report the change through PRISMS
- ✓ The Department of Home Affairs may review your visa status

Canberra College of Management and Technology does not provide migration advice. You are encouraged to seek advice directly from the Department of Home Affairs or a registered migration adviser about how your visa may be affected.

Refund considerations. Some withdrawal or cancellation events may be classified as student default under Australian law. Where this applies, refund obligations are assessed separately in accordance with the International Student Fee Payment and Protection policy and your Written Agreement.

Not all withdrawals or cancellations result in a refund. Refund eligibility depends on:

- ✓ The reason for the enrolment end
- ✓ The timing of the event
- ✓ The terms of your Written Agreement

Your responsibility. If you are considering withdrawing from your course, you should:

- ✓ Contact Canberra College of Management and Technology as early as possible Seek advice before stopping attendance
- ✓ Make sure you understand the academic, financial, and visa implications

> **GOOD TO KNOW**
> Support services are available, and discussing your situation early may help you identify alternatives such as deferral or support arrangements.

Students who are not contactable or not responding

Where a student is not contactable or fails to respond to requests by the Canberra College of Management and Technology, the student's enrolment may be terminated in absentia. This action may only be taken where the Canberra College of Management and Technology has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

Before a student's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- ✓ A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone and mail) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment.
- ✓ Where the student fails to respond, the student's enrolment is to be terminated, and the student's record within the student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- ✓ Any final AQF certificate to which the student is entitled is to be sent registered mail to the student's last known mailing address. This should also be noted in the student's enrolment record and a photocopy of the certificate retained on the student's record.
- ✓ The student's record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the student's enrolment termination and advised to inform the Administration Manager if the student makes contact.

International students who are not contactable or not responding to communication will be reported on PRISMS as required under Section 19 of the ESOS Act as not complying with visa conditions.

Deferral and suspension of studies

International students are expected to commence and continue their studies as scheduled. Deferral or suspension of studies is only permitted in limited circumstances under Australian student visa requirements.

Deferral or suspension requested by a student. You may apply to defer commencement or temporarily suspend your studies if you are unable to study due to circumstances beyond your control.

These circumstances may include:

- ✓ Serious illness or injury, supported by medical evidence
- ✓ Compassionate or compelling personal circumstances
- ✓ Other significant events that have a clear impact on your ability to study

Each request is assessed individually based on the information you provide. Supporting evidence may be required.

Deferral or suspension is not automatic and will only be approved where permitted under the relevant policy and visa requirements.

Suspension initiated by Canberra College of Management and Technology. Canberra College of Management and Technology may temporarily suspend a student's enrolment in limited situations, such as:

- ✓ Serious misconduct or safety concerns
- ✓ Failure to meet enrolment obligations set out in the Written Agreement

Where suspension is initiated by Canberra College of Management and Technology, you will normally be informed in writing and advised of any rights to raise concerns or seek review, unless immediate action is required to protect health or safety.

Visa implications and reporting. Deferral or suspension of your studies may affect your student visa.

Where required, Canberra College of Management and Technology must report changes to your enrolment through the Australian Government reporting system. Reporting obligations depend on the reason for the deferral or suspension and whether it meets permitted grounds under visa requirements.

Canberra College of Management and Technology does not provide migration advice. You are encouraged to seek advice from the Department of Home Affairs or a registered migration adviser if you are unsure how a change to your enrolment may affect your visa.

Your responsibility. If you are experiencing difficulties that may affect your ability to study, you should:

- ✓ Contact Canberra College of Management and Technology as early as possible Seek support before stopping attendance
- ✓ Provide accurate information and supporting evidence where requested

> **GOOD TO KNOW**
> Support services are available, and early communication may help identify appropriate options.

Transferring to Another Provider

Australian student visa rules restrict when international students can transfer to another registered education provider.

Six-month transfer restriction. If you have not completed six months of your principal course, you are generally not permitted to transfer to another provider unless Canberra College of Management and Technology grants a formal release.

Your principal course is the main course linked to your student visa. The six-month period starts from the course start date, not the visa grant date.

If you have completed six months of your principal course, you may transfer to another provider without needing a release.

Applying for a transfer during the restricted period. If you are within the first six months of your principal course and wish to transfer, you must submit a written transfer request to Canberra College of Management and Technology.

To be considered, your request must:

- ✓ Clearly explain why you are seeking the transfer
- ✓ Include a valid offer of enrolment from another CRICOS-registered provider

A transfer request is assessed against the requirements of Australian law. A release is only granted in limited circumstances, such as where compassionate or compelling reasons exist, or where remaining enrolled is not in your best interests.

Transfer decision and notification. Canberra College of Management and Technology will assess your request and notify you of the decision in writing.

If a release is granted:

- ✓ The release will be recorded with the Australian Government
- ✓ You may proceed with enrolment at the new provider

If a release is refused:

- ✓ You will be given written reasons for the decision
- ✓ You will have the right to access the internal complaints and appeals process within 20 working days

During an appeal, the refusal decision is not final.

Government reporting and visa implications. All transfer decisions are recorded with the Australian Government as required.

Transferring providers may affect your student visa. Canberra College of Management and Technology does not provide migration advice. You are encouraged to seek advice from the Department of Home Affairs or a registered migration adviser before making any decision.

Important note. Stopping attendance or enrolling with another provider without a release, where one is required, may place your visa at risk.

If you are unsure about your eligibility to transfer, you should contact Canberra College of Management and Technology and seek advice before taking any action.

Course duration and extensions

When you enrol, your Confirmation of Enrolment (CoE) shows the approved start and end dates for your course. You are expected to complete all training and assessment requirements within this agreed course duration.

Course duration is a regulated enrolment commitment linked to your student visa. Extensions are not automatic and are only approved in limited circumstances.

When a course extension may be approved. Canberra College of Management and Technology may approve an extension to your course end date only where permitted under Australian law. This may occur where you are unable to complete the course within the original duration due to:

- ✓ Compassionate or compelling circumstances beyond your control, such as serious illness or significant personal hardship, supported by evidence
- ✓ An approved intervention strategy following unsatisfactory course progress, where additional time is required to complete outstanding requirements
- ✓ An approved deferral or suspension of studies that has delayed course completion

Extensions are assessed individually and must be supported by appropriate evidence. An extension will only be approved where it is necessary and proportionate to the impact on your studies.

Important limits on extensions. Course extensions cannot be approved where:

- ✓ There is no permitted ground under student visa requirements
- ✓ Course progress issues were not managed through an approved intervention process Delays arise from informal arrangements or unapproved reduced study load
- ✓ The original CoE end date has already passed

Canberra College of Management and Technology cannot extend a course for convenience or to delay required enrolment outcomes.

If an extension is approved. If a course extension is approved:

- ✓ You will be notified in writing
- ✓ Your revised course end date will be confirmed
- ✓ The change will be reported to the Australian Government as required

You are responsible for ensuring that your visa remains valid for the revised study period.

Completing early or reducing course duration. In some situations, your course duration may be reduced, for example where:

- ✓ Credit transfer or Recognition of Prior Learning is granted after enrolment, or
- ✓ You complete all course requirements earlier than expected

Where this occurs, the earlier completion or reduced duration will be reported as required.

Visa considerations. Any change to your course duration may affect your student visa.

Canberra College of Management and Technology does not provide migration advice. You are encouraged to seek advice from the Department of Home Affairs or a registered migration adviser if you are unsure how a change to your course duration may affect your visa.

Your responsibility when considering an extension. You are responsible for:

- ✓ Engaging fully in your course to complete within the agreed duration
- ✓ Informing Canberra College of Management and Technology as early as possible if

issues arise that may affect completion

- ✓ Providing accurate information and evidence if requesting an extension

> **GOOD TO KNOW**
> Support is available, and early communication is strongly encouraged.

Student Leave

As an international student, you are expected to attend classes and participate in your course as scheduled. Your course is delivered on a full-time basis, and attendance and engagement are important requirements of your enrolment and student visa.

There is no general entitlement to take leave from your course outside of scheduled breaks.

Scheduled holidays and public holidays. Canberra College of Management and Technology schedules breaks within the course timetable. These scheduled breaks are the only holiday periods available to students.

Canberra College of Management and Technology is closed on official Australian public holidays. Classes are not delivered on these days unless otherwise advised.

Students are not permitted to take additional holidays or travel outside Australia during teaching periods without prior approval under the relevant enrolment change arrangements.

Short absences and illness. If you are absent from classes for a short period due to illness or personal reasons:

- ✓ You should notify Canberra College of Management and Technology as soon as possible
- ✓ Attendance records will still reflect the absence
- ✓ Ongoing or repeated absences may affect your course progress

Medical certificates may be requested where illness affects your ability to attend or complete assessment. Medical evidence helps Canberra College of Management and Technology understand your situation, but it does not automatically excuse attendance requirements.

Extended absence due to illness or serious personal circumstances. If you are unable to attend classes for an extended period due to:

- ✓ Serious illness or injury
- ✓ Compassionate or compelling personal circumstances Other significant events beyond your control

you should contact Canberra College of Management and Technology immediately.

In these situations, Canberra College of Management and Technology may discuss support options with you, which may include:

- ✓ Temporary study support arrangements A student-initiated suspension of studies
- ✓ A deferral of enrolment, where permitted

Any suspension or deferral must be formally approved and supported by appropriate evidence. These arrangements are assessed on a case-by-case basis and are not automatic.

Suspension and deferral instead of leave. Where you are unable to study for more than a short period, absence is managed through approved suspension or deferral, not informal leave.

Approved suspension or deferral:

- ✓ Temporarily pauses your enrolment
- ✓ May affect your course end date
- ✓ May affect your student visa
- ✓ Is reported to the Australian Government where required

You will be advised of the implications before any suspension or deferral is finalised.

Unapproved absence. If you stop attending classes without approval or fail to notify Canberra College of Management and Technology:

- ✓ Your absence may be treated as non-attendance
- ✓ Course progress intervention may be initiated
- ✓ Enrolment changes may be reported to the Australian Government

Stopping attendance does not end your enrolment automatically.

Your responsibility. You are responsible for:

- ✓ Attending scheduled classes and assessment
- ✓ Communicating early if you are unwell or experiencing difficulties
- ✓ Seeking advice before taking time away from study
- ✓ Providing accurate information and supporting evidence where required

> **GOOD TO KNOW**
> Support services are available, and early communication is strongly encouraged.

13

Living in Australia

Costs, accommodation, work and everyday life

This section explains what it is like to live in Australia as an international student, including estimated costs you should consider before you arrive. Australia offers a high standard of living but also has higher living costs than many other countries. Careful financial planning will help you focus on your studies without unnecessary worry.

Minimum financial capacity required for a student visa. Before you apply for an Australian student visa, you must show that you can support yourself financially while you study. The Australian Government requires evidence of sufficient funds for:

- ✓ Tuition fees
- ✓ Living costs
- ✓ Travel costs
- ✓ Schooling for dependants (if applicable)

As of the most recent guidance, you will need to demonstrate access to funds for living costs of at least approximately AUD 29,710.00 per year for a single student. This figure is used by the Department of Home Affairs to assess your financial capacity.

> **NOTE**
> Visa financial requirements may change. Always refer to the Department of Home Affairs website for the latest figures.

Estimating your actual cost of living. Your cost of living depends on your lifestyle, city of residence, type of accommodation, and personal spending habits. Below are typical weekly and monthly ranges for common expenses:

Accommodation. Accommodation is usually your biggest expense. Sharing a home with other students can reduce costs significantly.

- ✓ Shared rental or flat share: about AUD 800 to 1,600 per month
- ✓ Private studio or one-bedroom: about AUD 1,200 to 2,500 per month
- ✓ On-campus housing (where available): similar range depending on facilities

Food and groceries

- ✓ About AUD 300 to 600 per month
- ✓ Cooking most meals at home lowers your expenses. Eating out regularly increases costs.

Utilities (electricity, water, gas, internet)

- ✓ About AUD 100 to 250 per month

This includes electricity, water, heating, and internet. Some rental arrangements include utilities in the rent.

Transport

- ✓ Public transport monthly pass: about AUD 100 to 200
- ✓ Occasional taxi or rideshare trips cost more
- ✓ Public transport is widely available in Australian capital cities and regional centres.

Overseas Student Health Cover (OSHC)

International students must maintain OSHC for the duration of their visa. OSHC helps cover medical costs such as:

- ✓ Doctor visits
- ✓ Hospital treatment
- ✓ Ambulance services (depending on provider)
- ✓ OSHC typically costs approximately AUD 600 to 900 per year, depending on provider and level of cover.

You must retain your OSHC membership and provide your membership number to healthcare providers. If you have issues using your cover, contact Canberra College of Management and Technology for guidance.

Personal and lifestyle expenses

- ✓ Clothing, entertainment, phone/mobile: about AUD 200 to 600 per month, depending on lifestyle

Overall monthly and yearly living cost Based on these categories, a typical international student budget is roughly:

Category	Estimated Range
Monthly living cost	AUD 1,400 to 2,500+
Annual living cost	AUD 20,000 to 37,000+

These ranges exclude tuition fees.

Actual costs vary a lot depending on city choice and lifestyle. Major cities like Sydney and Melbourne tend to be more expensive, while smaller cities and regional areas can be more affordable.

Working in Australia. Student visa holders are generally permitted to work:

- ✓ Up to 48 hours per fortnight during study times
- ✓ Unlimited hours during scheduled breaks

This work is intended to supplement your income, not to be your main source of financial support. Wages vary by job and location. As of July 2026 the national minimum wage is AUD 26.44 per hour.

Tax File Number (TFN). To work in Australia, you must apply for a Tax File Number (TFN). A TFN enables your employer to pay you correctly and ensures your taxes are calculated properly.

You will need:

- ✓ Passport
- ✓ Australian address

Apply early after you arrive.

Banking and money management. Opening a bank account soon after arrival is recommended. Most banks offer:

- ✓ Debit cards
- ✓ Online and mobile banking
- ✓ Fee-free student accounts with certain conditions

You will usually need your passport and proof of enrolment to open an account.

Dependants and schooling. If your children accompany you on your student visa:

- ✓ School attendance is compulsory for certain ages
- ✓ School fees apply for dependants regardless of whether the school is public or private
- ✓ Fees vary widely depending on age and type of school

You should research schooling options and associated costs in the area where you plan to live.

Safety and wellbeing. Australia is generally a safe country, but you should still take ordinary precautions:

- ✓ Understand local traffic and road rules
- ✓ Avoid risky areas at night
- ✓ Be cautious with valuables
- ✓ Comply with Australian laws, including alcohol and drug laws

In emergencies, dial 000 for police, ambulance, or fire services.

Transport in Australia. Public transport options (buses, trains, ferries) are widely available in most cities. Costs depend on distance travelled and payment methods (cards, passes). Some cities offer student concessions on fares.

Budgeting tips. To manage your expenses effectively:

- ✓ Share accommodation with other students
- ✓ Cook meals instead of eating out frequently
- ✓ Use student discounts where available
- ✓ Plan your transport and buy monthly passes if cost-effective
- ✓ Track your spending with a budgeting tool

Planning and preparation. Preparing financially before arrival helps reduce stress. Consider:

- ✓ Setting up a realistic monthly budget
- ✓ Saving a buffer amount for unexpected costs
- ✓ Understanding the difference between visa minimum funds and realistic living

Costs

- ✓ Seeking reputable advice if you are unsure

Key takeaways about living costs. Australian living costs are variable but often higher than many countries.

- ✓ A reasonable student living budget is approximately AUD 1,400 to 2,500+ per month depending on city and lifestyle.
- ✓ OSHC is mandatory and should be factored in early. Work rights help but should not be relied on as your main support.

Accommodation options in Australia

Finding suitable accommodation is one of the most important decisions you will make before arriving in Australia. Your accommodation choice can affect your safety, comfort, finances, and overall study experience.

International students in Australia commonly choose from several accommodation options. You are responsible for arranging accommodation that suits your needs and budget, but support and guidance may be available.

Homestay accommodation. Homestay accommodation provides an opportunity to live with an Australian household while you study. This option is particularly valuable for students who are new to Australia or who want regular opportunities to practise English and experience Australian family life.

In a Homestay arrangement, you are provided with a private bedroom and shared access to household facilities. Meals and utilities are usually included, depending on the specific arrangement.

What to expect in a Homestay. Homestay is not a hotel. Your host is offering you a place in their home and expects mutual respect, communication, and reasonable household behaviour.

As a Homestay student, you are expected to:

- ✓ Communicate politely and respectfully with your host family Let your host know if you will be late or not home for meals
- ✓ Respect household routines and shared spaces
- ✓ Keep your bedroom tidy
- ✓ Use household facilities considerately
- ✓ Seek permission before inviting visitors
- ✓ Follow reasonable house rules explained by your host

Homestay works best when students actively engage with the household and communicate openly if any concerns arise.

Homestay changes and cancellations. If you choose to end a Homestay arrangement:

- ✓ At least two weeks' notice is required, or a cancellation fee equivalent to two weeks' accommodation may apply
- ✓ Homestay arrangements normally end on the Saturday at the conclusion of a Canberra College of Management and Technology term

Homestay placement fees. Additional fees may apply in the following situations:

- ✓ Extension placement fee. If you extend your stay in the same Homestay location, an extension placement fee of 25% of the original placement fee applies
- ✓ Second placement fee. If you request a new Homestay placement, a second placement fee of 50% of the original placement fee applies

This may occur where:

- ✓ You request a change of Homestay
- ✓ The original Homestay is unavailable for an extension
- ✓ You can ask Canberra College of Management and Technology to arrange alternative Homestay accommodation

Other accommodation options. Many international students choose accommodation outside Homestay once they are familiar with Australia.

Shared rental accommodation. This involves renting a room in a house or apartment with other students or residents. Shared accommodation can reduce costs and provide greater independence.

Things to consider:

- ✓ Rent is usually paid weekly or fortnightly
- ✓ Bond payments are commonly required upfront
- ✓ Utilities may not be included

- ✓ Lease agreements are legally binding

Private rental accommodation. Some students choose to rent their own apartment or studio. This option offers privacy but is usually the most expensive.

You should carefully review rental agreements and understand your obligations before signing any contract.

Student accommodation or residential colleges. Purpose-built student accommodation may be available in some locations. These often include furnished rooms, utilities, and communal facilities. Availability and costs vary widely.

Important accommodation considerations. Before committing to any accommodation, you should consider:

- ✓ Total cost, including rent, utilities, internet, and transport
- ✓ Distance and travel time to your training location
- ✓ Safety of the area and building
- ✓ Length and conditions of the agreement
- ✓ Refund or cancellation terms

> **STAY SAFE**
> You should never transfer money for accommodation without confirming that the arrangement is legitimate.

Useful Contacts & Information

The following is a list of some important phone numbers that students may find useful:

Emergency - Police / Ambulance /Fire	000
Department of Home Affairs (queries related to visas)	131 881
Medibank (OSHC)	134 148
BUPA (OSHC)	1800 888 942
Legal Aid NSW helps people with their legal problems Help over the phone Call Law Access NSW to get started / Find information / Factsheets and resources are available to help you with your problem Get advice from a lawyer / Free face-to-face advice provided on most legal issues / Help at court / Lawyers are available to assist you at many courts and tribunals across NSW	1300 888 529
Lifeline Crisis Support / Free 24-hour help	13 11 14
Beyond Blue – anxiety and depression Free 24 hours a day, 7 days a week	1300 22 4636
Public Transport Information Line	131 500
Lifeline Counselling Service (telephone counselling)	131 114
Translating and Interpreting Service (24 hours)	131 450
Taxis Combined	133 300

Medical Centers

George Street Medical Centre / 308 George Street, Sydney, NSW 2000 (02) 9231 3211	Sydney Airport Medical / Level 3, Sydney International Airport, Airport Drive, Mascot, NSW 2020, (02) 9667 4355
Chinatown Medical Centre / Lv 1/768 George St, Haymarket, NSW 2000 (02) 9212 0228	Macquarie Medical Centre (02) 9878 6666
Auburn Family Medical Centre / 22/1 Civic Rd, AUBURN, NSW 2144 (02) 9207 4100	Oxford Village Medical Centre / 18/63 Oxford Street, Darlinghurst NSW 2010 (02) 9194 2010

Important Contact Details for International Students

Information	Source	Contact details
Emergency – Police / Fire / Ambulance	NSW State Emergency Services	http://www.ses.nsw.gov.au / Dial '000' in case of emergency.
Standards for RTOs / National / Code / ESOS Act	ASQA	http://www.asqa.gov.au/ / https://www.legislation.gov.au Postal address / GPO Box 9928, Melbourne, VIC, 3001
Permission To Work Student Visa / Conditions	Department Of Home Affairs	https://www.homeaffairs.gov.au/ General Inquiries: 131 881
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/
Overseas Health Cover (OSHC)	Medibank	www.medibank.com.au General Enquiries: 134 148 within / Australia / +613 9862 1095 International
Dispute resolution Mediation Services	Resolution Institute	Resolution Institute / Level 1 and 2, 13-15 Bridge Street Sydney, NSW, 2000 / Telephone: (+61 2) 9251 3366 / Fax: (+61 2) 9251 3733
Commonwealth Ombudsman (Overseas Students)	Ombudsman	Commonwealth Ombudsman / https://www.ombudsman.gov.au/ Ph: 1300 362 072
Information On Renting Real Estate Agents	NSW Office Of Fair Trading Domain	https://www.fairtrading.nsw.gov.au/ www.domain.com.au
Employment / Writing Applications	Seek / Career One	www.seek.com.au / https://www.careerone.com.au/
Transport	Transport for NSW / Trains, buses and ferries	https://transportnsw.info/
Information On Location/ Street Maps	Where Is	https://www.whereis.com/
General Information	Yellow Pages	http://www.yellowpages.com.au/
Taxi Information	13CABS / Premier Cabs	http://sydney.13cabs.com.au/ 13 22 27 / 13CABS
Driving license / / Vehicle Registration	Transport for NSW	https://www.transport.nsw.gov.au/
Professional / Counselling Services	Family & Community Services Counsellors & / Psychotherapists / Association of NSW	Child Protection Helpline: 132 111 / Domestic Violence Line: 1800 656 463 https://www.facs.nsw.gov.au/families http://www.1800respect.org.au/ / Tel: 1800 737 732
Disability Services	Wesley Mission National Disability Services, NSW	Wesley Mission / http://www.wesleymission.org.au/ / Ph: (02) 9263 5555 / Fax: (02) 9264 4681 National Disability Services, NSW / http://www.nds.org.au/?s=NSW&month=04&year=2011

Legal Services	Legal Aid	Phone: 02 6283 3200 / Fax: 02 6281 3488 Legal Aid Phone: 1300 888 529
Bullying	Australian Human Rights / Commission (AHRC)	Australian Human Rights Commission (AHRC) Level 3, 175 Pitt Street Sydney. NSW 2000 / Phone: (02) 9284 9600 National Information Service: 1300 656 419

Occupational Health and Safety	SafeWork NSW / Occupational Health and Safety	Occupational Health and safety / https://www.safework.nsw.gov.au SafeWork NSW / Assistance Service / Ph: 13 10 50
Family Assistance & Child Assistance	Relationship Australia	Relationship Australia / http://www.relationships.com.au/
Pregnancy Help	Pregnancy Help Australia	Ph1300 364 277 / Pregnancy Help Australia / www.pregnancyhelpaustralia.org.au
Domestic Violence	Domestic Violence Line NSW Women's Refuge Resource Centre	Domestic Violence Line / 24hr telephone support and referral. Ph. 1800 656 463 or TTY: 1800 671 442 https://www.facs.nsw.gov.au/domestic-violence/helpline
Drug And Alcohol	Centre for Drug and Alcohol NSW Health	Centre for Drug and Alcohol, NSW Health 73 Miller Street, North Sydney NSW 2060 Ph: 02 9391 9000 / http://www.health.nsw.gov.au/mentalhealth/Pages/default.aspx
Gambling Helpline	Gamblers Anonymous	Gambling Helpline / Ph: 1800 858 858
Mental Health Information	Mental Health Association	NSW Department of Health / 73 Miller Street, North Sydney NSW 2060 Tel: 02 9391 9000 / http://www.health.nsw. gov.au

Postal / Courier	Post Office	http://auspost.com.au/

14

Legislation & Regulation

The laws that protect you and guide CCMT

Canberra College of Management and Technology is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Canberra College of Management and Technology has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Canberra College of Management and Technology.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at http://www.australia.gov.au/information-and-services/public-safety-and- law/legislation/states-and-territories (State) and www.legislation.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- ✓ the kinds of personal information that the entity collects and holds;
- ✓ how the entity collects and holds personal information;
- ✓ the purposes for which the entity collects, holds, uses and discloses personal information;
- ✓ how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- ✓ how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- ✓ whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination (1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably

than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The objects of this Act are:

- ✓ to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- ✓ to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- ✓ to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- ✓ to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- ✓ to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- ✓ to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- ✓ to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- ✓ to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- ✓ to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- ✓ to respond to demographic change by:
- ✓ removing barriers to older people participating in society, particularly in the workforce; and
- ✓ changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- ✓ promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- ✓ make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011 This legislation provides the basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator, which is the registration authority for RTOs. A core component of this legislation is that it defines the conditions for the registration of an RTO, which include:

- ✓ compliance with the VET Quality Framework
- ✓ satisfying Fit and Proper Person Requirements
- ✓ satisfying the Financial Viability Risk Assessment Requirements
- ✓ notifying National VET Regulator of important changes
- ✓ cooperating with National VET Regulator
- ✓ compliance with directions given by the National VET Regulator

We're here to help

Questions about your enrolment, your visa responsibilities or life in Australia? Our student support team is your first point of contact.

+61 2 9188 1733
Phone & 24-hour emergency

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