

INTERNATIONAL

Student Handbook

Everything you need to know about Alana Kaye College.
Our training services, policies and procedures.

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1.1 Welcome

Thank you for choosing to enrol with Alana Kaye College. We are committed to helping you to successfully complete your studies by providing a quality learning experience for you. We deliver training and support that will ensure that you are able to undertake your training goals within the course timeframe. Our trainers are all highly qualified with substantial industry experience in their vocational areas. This ensures that the training you receive is relevant, current, and delivered in a way that is easy to understand. Our Trainers are encouraged to deliver training in an interactive style and to support their students to use critical and creative thinking skills to enhance learning.

Alana Kaye College wants to make your study experience in Australia worthwhile and beneficial to your future career options in the global environment that we live in. Studying with us will expose you to a variety of experiences and challenges and our courses will provide you with a mix of theory and practical training. We will work closely with you to ensure that you have a good understanding of how to work and live in Australia and to fit in with the Australian business culture.

Alana Kaye College is well known for having excellent student support and we have a great administrative team who will work with you throughout your learning. We wish you all the best in your studies and look forward to assisting you in achieving your new qualification and in advancing your career.

1.2 About this Handbook

This student handbook has been designed as a tool for international students to use throughout their study with Alana Kaye College. It provides information about our training, policies and procedures.

1.3 Our Values

To ensure that we achieve our mission it is important that we remain firm with our values and work within a culture that is beneficial and enjoyable for staff and students. Our values include:

- Consideration and respect for all of our students, staff, providers and visitors
- Honesty, integrity and transparency at all times
- The demonstration of initiative to efficiently utilise organisational resources, improve our systems and help others improve their effectiveness
- Demonstrate strength of service by providing products and learning pathways that assist our clients and value the views of these clients to assist with continuous improvement

1.4 Quality

Alana Kaye College demonstrates a focus on quality and consistency in the development and provision of its services, products and operations.

1.5 Competency Based Training

Competency based training places emphasis on what a person can do in the workplace as a result of completing a course of training or based on workplace experience and learning. Qualifications are comprised of Units of Competency (subjects), which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas.

These standards provide a framework for training and assessment and specify what capabilities an employee at a particular level within a particular industry should be reasonably expected to achieve. ***In other words, the ability to do a job to the required level of performance in the workplace.***

It can sometimes be difficult to know if you should study a Certificate III, Certificate IV, Diploma or an Advanced Diploma level qualification. We are happy to discuss the training level which will suit you best. Qualifications can also provide you with a pathway for future learning.

Certificate II	A Certificate II qualification is suitable for students entering the workforce. Graduates at this level will have knowledge and skills for work in a defined context and/or further learning.
Certificate III	Certificate III qualifications are often provided as Apprenticeships. Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning. Graduates will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters.
Certificate IV	Certificate IV graduates will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. Graduates will apply knowledge and skills to demonstrate autonomy, judgement and limited responsibility in known or changing contexts and within established parameters.
Diploma	Graduates at this level will have specialised knowledge and skills for skilled/ paraprofessional work and/or further learning. Graduates will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to: analyse information to complete a range of activities; provide and transmit solutions to sometimes complex problems; and transmit information and skills to others.
Advanced Diploma	Graduates at this level will have broad knowledge and skills for paraprofessional/ highly skilled work and/or further learning. Graduates will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to: analyse information to complete a range of activities; interpret and transmit solutions to unpredictable and sometimes complex problems and transmit information and skills to others.
Graduate Diploma	Graduates at this level will apply knowledge and skills to demonstrate autonomy, well-developed judgement, adaptability and responsibility as a practitioner or learner.

1.6 Qualifications Available at Alana Kaye College

Alana Kaye College offers the following Australian qualifications to International students:

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care
- CHC33021 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC52021 Diploma of Community Services
- CHC62015 Advanced Diploma of Community Sector Management

- BSB50420 Diploma of Leadership and Management
- BSB60420 Advanced Diploma of Leadership and Management
- BSB40920 Certificate IV in Project management Practice
- BSB50820 Diploma of Project Management
- BSB50120 Diploma of Business
- BSB80120 Graduate Diploma of Management (Learning)
- CPC40120 Certificate IV in Building and Construction
- SITHFAB002 Provide responsible service of alcohol

1.7 Benefits of Studying with Alana Kaye College

The benefits of completing a nationally accredited course with Alana Kaye College include:

- Experienced practitioners have designed our courses and students will have the ability to consult with subject leaders for each course/unit undertaken. This person is a subject matter expert in their designated field.
- Our courses are available by face-to-face delivery.

1.8 Opening Hours

Our campuses are open Monday to Friday 8.00am to 5.00pm. To ensure we provide a prompt service, please make an appointment if you require to speak to one of our staff.

1.9 Key Personnel

Alana Anderson, Chief Executive Officer

Alana is the Chief Executive Officer at Alana Kaye College. Alana has over 30 years in education and workforce planning and development. Alana has a Master of Education (Leadership and Management), Bachelor of Adult and Vocational Education and Training and is currently enrolled as a PhD student with Charles Darwin University. Alana is responsible for strategic development and growth of the training organisation. Alana strives to have a reputation as a quality training provider and welcomes feedback from students and clients to ensure we maintain our quality training services.

Marcus Thomson, General Manager

Marcus is our General Manager responsible for the overall daily operations of the College and has been with Alana Kaye College since 2010. Previous to this position he was the National Training Manager for over six years. Marcus commenced his training career many years ago when he began his first work experience job supporting corporate groups in their team training endeavours in the pursuit of a Total Quality Management philosophy. He then began work with a Corporate Training Company in South Australia. He worked closely with school and underprivileged children providing training and adventurous pursuits, including abseiling, navigational exercises, canoeing and rafting experiences. This was a very rewarding experience for Marcus and has led to him continuing with his learning and development career.

Marcus' extensive experience is supported by his qualifications in Training and Assessment, Leadership and Management, Work Health and Safety, Security and Risk Management and he has just completed his Diploma of Vocational Education and Training (TAE50111) and Diploma of Training Design and Development (TAE50211) and his Advanced Diploma of Leadership and Management (BSB61015).

Catherine Beagley, National Training Manager

Catherine has worked with Alana Kaye College for over 10 years in varying capacities, most recently as State Manager for QLD and has now been appointed to the role of National Training Manager with overall

responsibility for training operations and compliance. Catherine is also a highly experienced Training and Assessment, Business and Leadership and Management trainer and assessor and has a great reputation as a trainer in these areas.

Her knowledge of the vocational education and training sector is comprehensive and her experience and time with Alana Kaye College and in the VET industry, makes her an excellent leader for our training and compliance operations.

Catherine has numerous vocational qualifications including the Diploma of Training Design and Development, Diploma of Quality Auditing and the Advanced Diploma of Leadership and Management and is currently undertaking the Graduate Diploma of Management.

David Thomson, International Operations Manager

David is our International Manager and has been involved in education for many years. He has extensive experience with international operations and students.

His background is extensive with over 20 years policing experience with both the Northern Territory Police and the Australian Federal Police (AFP). In his position with the AFP he held the dual rank of Federal Agent and Detective Leading Senior Constable and has experience both nationally and internationally.

David has a significant background in investigations, along with experience in both overt and covert methodologies. He has been the recipient of numerous medals and awards for his service, including Australia Day Achievement Medallion, Australian Federal Police Service Medal, National Police Service Medal, Commissioners Certificate, National Medal and AFP Operations Medal with several bars. David is a skilled communicator with extensive experience in management and leadership, training, coaching and mentoring. He is also skilled in the production and dissemination of intelligence and evidence and conducting high-level investigations across various crime types.

This vast experience is supported by his qualifications and training in Security Operations, Leadership and Management (Advanced Diploma), Diploma of Public Safety (Policing), Advanced Human Source Management, Counter Surveillance, National Surveillance and Remote Piloted Aircraft System (RPAS) qualified and licensed. David is a champion of learning and empowerment of team members through leadership, management, motivation and mentoring in both high stress and challenging scenarios.

Maria Cowell, International Partnerships Administrator

Maria is our International Partnerships Administrator located in our Gold Coast Campus and we are very happy to have her on board. She comes to us with a wealth of knowledge and expertise in the international student space and is an experienced customer service and public relations operator.

She has over 10 years experience in client services roles in a range of industries including academia, communications, student support and hospitality and holds a Bachelor in Journalism, a Diploma of Business and she is currently enrolled in TAE40122 Certificate IV in Training and Assessment.

Maria started her journey in Australia on a working holiday from Chile in South America and then commenced as an international student in the Gold Coast in Queensland. She is now a proud Australian Citizen and, as a consequence of this, has an excellent understanding of the Australian student journey. Outside of her work Maria also loves reading, travelling and engaging in the many outdoor activities that Australia has to offer.

TRAINERS

Alana Kaye College utilises a range of trainers who are experts in their field. Your trainer will facilitate your learning experience, conduct assessments and be your coach for the duration of your training. If you have any

questions about your assessment, please contact your Trainer directly. There may be a delay in your Trainer responding to your enquiry if they are in class.

1.10 Facilities

Alana Kaye College has modern facilities with student wireless networks and at any time students are welcome to pop in and work on their assessments. Students have access to a fully equipped kitchen with a dining area. The kitchen includes a microwave, fridge and access to tea and coffee facilities. Alana Kaye College's Library is available at no cost for all students to access additional resources as required.

2.1 Learning Strategy

Alana Kaye College is committed to providing the most extensive learning experiences for our students while providing relevant and effective information for practical use at industry and workplace levels. We are also committed to enabling students to receive prompt recognition of their achievements through the issuing of a nationally recognised qualification.

To ensure our students can apply the learned theories to practical experience in their workplace, the learning resources and references are periodically revised.

2.2 Enrolment and Induction

Alana Kaye College provides concise information on the courses offered before you enrol. This includes information on the delivery and assessment processes, any required skills or knowledge and training pathway opportunities.

2.3 Language, Literacy and Numeracy (LLN) Assessment

At the time of enrolment you are required to provide evidence of an acceptable English language test course. In addition, we will ask you about language, literacy and numeracy (LLN) as well as any other special/additional learning needs. In the event that LLN may be an issue or if at any time that you would like to discuss LLN or support needs, please contact our Administration Assistant for further guidance. Students are encouraged to talk with us about the type of educational and student support that will assist.

2.4 Educational and Student Support Services

As part of the enrolment process, we ask you a range of questions to identify if you require any educational and support services. At any stage, if you would like further student support, please talk to our Administration team. There is no additional cost for Educational and Student Support Services.

Alana Kaye College may be able to assist in a range of ways such as:

- referral to language, literacy, numeracy programs
- provide you with agreed additional study support or coaching where available
- provide you with alternative equipment, if available
- provide resources to increase access for learners with disabilities and other learners in accordance with access and equity
- provide additional learning resources
- referral to external agencies such as counselling services
- provision of cultural and religious needs
- information and communication technology (ICT) support
- referral support about accommodation, legal services, emergency health services and Public Services
- information about student visa conditions relating to course progress
- assistance in transition to life and study at Alana Kaye College and Australia
- any other reasonable service that we consider necessary to support learners.

2.5 Face-to-Face Delivery Timetable

International students enrolled with Alana Kaye College will attend workshops as per their timetable. Please note that timetables may be subject to change but students will be notified in advance. Your attendance is important

as assessments are often incorporated into these workshops. Your assessment due dates are identified on the timetable.

2.6 Recognition of Prior Learning

Alana Kaye College recognises that students may already have skills in some of the areas that will be covered by the course. To accommodate for this Alana Kaye College has a Recognition of Prior Learning (RPL) process available to all students to gain recognition for appropriate skills and/or knowledge they may already have.

RPL recognises skills, knowledge and experience students have gained from other courses, work experience, life experiences and from any informal training provided at work and checks it against the learning outcomes and assessment criteria contained in the course. If what is learnt at work, or elsewhere, meets the course or unit requirements, recognition may be granted.

If you believe you have relevant skills and knowledge learned in the past, which covers your current learning, please speak with the Enrolment Officer.

2.7 Credit Transfer

Alana Kaye College will recognise qualifications or statements of attainment issued by another Registered Training Organisation. If a student has completed one or more of the units at another Australian institution or by completing another Alana Kaye College course, we will grant Recognition of Current Competency (RCC) for that unit.

2.8 Trainer Support

Alana Kaye College prides itself on the quality of our student support from our Trainers. To receive support from your trainers, please call our +61 1300252625 number or send an email to international@alanakaye.edu.au and speak to our Administration team who will organise a time to suit both parties. It is our aim to respond to student messages within 24 hours Monday to Friday however we will respond to student queries within 48 hours (maximum) Monday to Friday.

2.9 Student Resources

Alana Kaye College provides Learner Guides, Textbooks, Activities and Assessment Workbooks for qualifications and units and these documents are a key resource for you. They provide the framework to assist you to gain competence in the unit. The Learner Guide and/or textbook content explains the requirements of the units, and the Activities and Assessment Workbook contains all the information on tasks that are required to achieve competency. These resources are accessed by students through our on-line portal Cloud Assess.

2.10 Assessment Strategy

Alana Kaye College is committed to providing reliable, valid and fair assessments that are cost effective to enable students to achieve the required outcomes in a reasonable time period. Every effort is made to ensure the fairness of assessments. To this end, Alana Kaye College uses standard assessment criteria. This criterion is supplied with the assessment tasks of each unit to ensure all students are aware of the requirements for the achievement of competence. Instructions for assessment tasks/activities are made clear and explicit and students are allowed a reasonable and specified time to complete assessment tasks.

All assessments are conducted in according with the principles of assessment and rules of evidence.

2.10.1. Principles of Assessment

Fairness	<p>The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none">• reflecting the learner's needs;• assessing competencies held by the learner no matter how or where they have been acquired; and• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:</p> <ul style="list-style-type: none">• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;• assessment of knowledge and skills is integrated with their practical application;• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment</p>

2.10.2. Rules of Evidence

Validity	<p>The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.</p>
Sufficiency	<p>The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.</p>
Authenticity	<p>The assessor is assured that the evidence presented for assessment is the learner's own work.</p>
Currency	<p>The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</p>

2.11 Vocational Placement (work placement)

As part of some qualifications, students are required to participate in work placement. This means that to successfully complete the qualification, students must complete work placement. This workplace experience will solidify the student's practical experience and contribute to the assessments for the qualification. Please note, that your Trainer and Alana Kaye College administration staff will organise work placement for you during your course of study.

If your course requires practical placement, you will need to provide a working with children clearance which requires a police check through the Australian government.

We recommend that you also gain a police check from your country of residence. If the document is not in English, please provide the original along with a notarised or certified English translation of the original. To be considered current, the date of issue must be written 5 months prior to your course commencement.

Further guidance will be provided at orientation. If you have any questions prior to enrolment, please contact international@alanakaye.edu.au.

2.12 Transition of Superseded Courses

At times, the nationally recognised training courses delivered by Alana Kaye College may be superseded by a new qualification. If required, Alana Kaye College will apply to add the replacement qualification to its scope of registration as soon as practicable from the date of publication of the replacement qualification on the national register (www.training.gov.au).

Alana Kaye College will manage the transition of students to the updated course as soon as is practical, but no later than 12 months from the date of the publication of the replacement qualification. There may or may not be a fee payable to transition to the updated course.

2.13 Course Completion

To successfully complete the qualification, students will need to be deemed competent as meeting the requirements of each unit of competency. Once all required units are completed, you will be issued with your qualification within 30 days.

3.1 Unique Student Identifier

It is an Australian government requirement that all students studying for a Vocational Education and Training qualification in Australia must have a Unique Student Identifier (USI). You will need this number to enrol in your course at Alana Kaye College. The Unique Student Identifier introduces the capacity for students to track their training records across all Australian States and Territories. This information can be accessed through www.usi.gov.au but more information will be provided at the international student orientation. International students cannot apply for a USI whilst they are overseas. International students will only be able to apply for a USI once they have entered Australia using their non-Australian passport and Australian visa.

3.2 Student Records

Alana Kaye College maintains records of students Statement of Attainments and Qualifications issued for a period of 30 years.

Alana Kaye College ensures your personal information is held against loss, unauthorised access, use, modification or disclosure and against misuse. These steps include protection for electronic files, securing paper files in locked cabinets and physical access restrictions. Students are able to access progress records upon request from Alana Kaye College staff. Students can also access records of their achievements through the Government USI System.

Please note that students are responsible for keeping a copy of all assessments submitted to Alana Kaye College. This college will keep a copy of your completed assessments for a period of six months from the date on which the judgement of competence was made. After this time, your assessments will be destroyed.

3.3 Principles of Access and Equity

Alana Kaye College is committed to integrating Access and Equity principles within all the services we provide to students. Our organisation recognises the rights of students and provides information, advice and support that are consistent with our Code of Practice.

Regardless of cultural background, gender, sexuality, disability, language skills, literacy or numeracy level, unemployment, imprisonment, remote location or age you have the right to learn in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner while you are studying with us. Alana Kaye College will provide education and LLN support where possible and all students will have access to the appropriate resources, facilities and Trainer. If, at any time, you feel that any staff member or student is not abiding by our Code of Practice then report your complaint or grievance to the General Manager, or the CEO, or complete our Complaints and Appeals Form.

3.4 Privacy and Confidentiality

Alana Kaye College will only use your personal information for training purposes as required by Australian Skills Quality Authority (ASQA) who is the Australian Federal Government Regulator, and our Quality Management System. We ask that you keep your information up to date.

Personal information shall not be disclosed unless:

- You have consented
- You would reasonably expect, or have been told, that information is passed to individuals, bodies or agencies
- It is required by law

- It will prevent or lessen a serious and imminent threat to somebody's life or health
- It is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue

3.5 Plagiarism and Cheating

Plagiarism is the act of taking another person's writing, conversation or idea and passing it off as your own. This includes copying and pasting information from web pages, books, articles or any other medium. You must not copy another student's assessment.

If a trainer has reason to believe that a student has engaged in academic misconduct, the International Operations Manager will be notified and will investigate the matter. Investigations will take place within fourteen days of the notification. A recommendation will be made to the General Manager or Chief Executive Officer and the student. Where the investigation concludes that academic misconduct has taken place, the student may respond in writing within fourteen days.

The final determination of the General Manager or CEO may include one of the following options:

- No action is taken against the student
- The student is judged not competent in the units concerned but may be allowed to re-enrol in the unit or appropriate section of the program
- The student is excluded from the Alana Kaye College course and his or her enrolment cancelled with no refund of fees
- If two students submit the same assessment both students will need to resubmit their assessment.

3.6 Use of Artificial Intelligence

Students may not utilise artificial intelligence (AI) chatbots to augment their assessment response. Alana Kaye College's assessment system is specifically designed to assess students' own understanding and knowledge of the required competencies. Assessment responses should reflect the "transfer of learning" achieved through the training program. Students are expected to demonstrate their skills and knowledge at the required depth and breadth, aligning with the Australian Qualification Framework (AQF) level, without incorporating AI chatbot assistance.

Alana Kaye College has implemented measures to identify any responses that may have been generated by AI. In cases where a questionable response is detected, the Plagiarism Policy outlined in the Alana Kaye College's student handbook may be applied. Repeated incidents may lead to the application of the Alana Kaye College Discipline Policy. Additional steps to ensure the student's course progress is maintained may also be introduced.

It is crucial to adhere to these guidelines to maintain the integrity of the assessment process and ensure that students' capabilities are accurately assessed based on their own understanding, knowledge, and learning. AI chatbots, including but not limited to: ChatSopt, ChatGPT, Bing Chat, Bard, Jasper Chat, Perplexity, Tidio Lyro, Kommunicate, Drift, Infobip, and LivePerson, are examples of AI chatbots that students may not use.

3.7 Learning and Assessment Procedures

Our learning and assessment procedures are flexible and take into account student needs. We will ensure that:

- All required resources for the delivery of any course on scope are in place
- Training and Assessment will only be conducted by qualified staff who have the necessary training and assessment competencies
- Training and Assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

- Training and Assessment is undertaken in accordance with the Australian Qualifications Framework and qualifications or competencies will be recognised anywhere in Australia.

3.8 Appeals, Complaints and Grievance Procedures

Alana Kaye College has a complaints policy to manage and respond to allegations involving the conduct of:

- the RTO, its trainers, assessors or other staff
- a third party providing services on the RTO's behalf, its trainers, assessors or other staff or complaints against third party providing services on the RTO's behalf.

Students have the right to submit a complaint regarding Alana Kaye College services or appeal against an Alana Kaye College decision, e.g. assessment decisions (including RPL/RCC assessment decisions). There is no cost to lodge an appeal, complaint or grievance.

You can either make a verbal complaint or formal written complaint. Students can be accompanied or assisted by a support person at any relevant meetings.

Any student who feels they have been unfairly dealt with in any aspect of the training should submit in writing the exact reasons for concern, making a note of instances and when they occurred. Such complaints and grievances from students will be directed initially to the International Manager or General Manager and forwarded to the Chief Executive Officer. All written complaints will receive written confirmation of their receipt and the outcome.

Alana Kaye College adopts the principle of natural justice and procedural fairness by:

- informing those involved of the allegations
- providing those involved an opportunity to present their side of the matter
- operating in a fair and unbiased way
- the CEO, General Manager or the International Operations Manager will act as the decision maker and is independent of the decision being reviewed. A Trainer will not be the decision maker of an appeal against an assessment decision they made or a complaint made against them.

All reasonable measures will be taken to finalise the process as soon as practicable. The student's complaint/appeals process is identified in the flow chart.

Your enrolment will be maintained while the complaints and appeals process are ongoing.

3.8.1. External appeal

Students who are not satisfied with the outcomes of a complaint or appeal that was submitted can contact the Overseas Students Ombudsman at www.ombudsman.gov.au or telephone 1300362072. The Overseas Students Ombudsman investigates complaints about problems that intending, current or former overseas students have if you believe they may not have followed the rules correctly or treated you fairly. Complaints might be about:

- refusing admission to a course
- course fees and refunds
- providing those involved an opportunity to present their side of the matter
- operating in a fair and unbiased way
- course or provide transfers
- course progress
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent
- education agents who have an agreement with Alana Kaye College to represent them in Australia or overseas.

3.8.2. Student Complaint / Appeal Process

STEP 1	Discuss your complaint direct with your Trainer to resolve, if appropriate.
STEP 2	If your Trainer is not able to resolve your complaint, please complete the Complaints and Appeals form. Alternatively, students are welcome to make a verbal complaint by speaking with the International Operations Manager. The Internationalb Operations Manager will complete the form on your behalf.
STEP 3	All complaints are referred to the CEO or General Manager within 48 hours of receipt. The CEO or General Manager may refer the complaint to the appropriate person. All complaints and appeals received are documented on the 'RTO Complaints Register' which is managed by our General Manager.
STEP 4	The person designated to handle the complaint will contact the complainant within a further 3 working days to obtain further details, chronological flow of events, student assessment records or any other information required.
STEP 5	The CEO or Delegated Officer makes a determination within 10 working days based upon all the information available.
STEP 6	The complainant is notified of the determination. If the complainant is satisfied with the determination, the complaint is then closed. If the complainant is still dissatisfied, the complainant is able to ask for a further review. A further review will be conducted within 10 days of the original outcome. Subsequently, if the complainant is still dissatisfied the complaint can be referred to an independent third party. The student has an option to ask Alana Kaye College to organise an appropriate independent third party to review the decision. The independent third party will be an organisation, body or person identified and agreed to by all parties at the time at no cost to the student.
STEP 7	Agreed actions implemented and processed. (Note: if more than 60 calendar days are required to process and finalise the complaint or appeal, the student will be informed in writing as to the reasons why more than 60 calendar days are required, and the student will be regularly updated on the progress of the matter.)
STEP 8	If the International student believes that their complaint has not been satisfactorily dealt with then they can contact the Overseas Students Ombudsman at: www.ombudsman.gov.au or telephone 1300 362 072.

3.9 Sexual Harassment Policy

Students, Trainers and all staff are entitled to an education and workplace free from harassment.

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated. Sexual harassment can take many different forms – it can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

Sexual harassment may include:

- staring or leering
- unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
- suggestive comments or jokes
- insults or taunts of a sexual nature
- intrusive questions or statements about your private life
- displaying posters, magazines or screen savers of a sexual nature
- sending sexually explicit emails or text messages
- inappropriate advances on social networking sites
- accessing sexually explicit internet sites
- requests for sex or repeated unwanted requests to go out on dates
- behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Sexual harassment is against the Alana Kaye College Code of Conduct. If you have any concerns about the conduct of staff or students, please contact the International Operations Manager or the General Manager.

3.10 Work, Health and Safety Policy

Alana Kaye College is committed to ensuring our employees, contractors, visitors, clients and client's workers remain free from risk to their health and safety at work coupled with the continual improvement of safety performance and the elimination of workplace injury and illness. Alana Kaye College understands the importance of working with all stakeholders to achieve our safety objectives. All students must follow work health safety instructions. Students are responsible for their own health and safety and also the safety of others. Please report any unsafe conditions/hazards, faulty equipment and accidents immediately to your Trainer or WHS Officer.

3.10.1. Evacuation Procedure

At your first workshop, you will be shown the evacuation procedure. In the event of an emergency you will need to follow the instructions from your Trainer to safely exit the building. The safety of students is paramount, and it is important that you do not leave the training premises without informing your Trainer.

3.11 Bullying Policy

Alana Kaye College has a zero tolerance to bullying. Bullying is the psychological, emotional, cyber, social or physical harassment of one student by another.

Bullying includes:

- Verbal e.g. teasing, harassment and name-calling
- Exclusion
- Threats
- Malicious rumours
- Physical violence
- Damage to property
- Cyber bullying - e.g. texting, face book, phone, manipulating photos, YouTube
- Anti-social (exclusion, gossip and non-verbal body language)

3.12 Code of Conduct

To ensure all students receive equal opportunities and enjoy their learning experience, a Code of Conduct applies to all students. Students are expected to take responsibility for their own learning and behaviour during both training and assessment. Student to student and staff to student interactions are expected to be respectful.

Any breaches of discipline will result in the participant being given a 'warning'. Further breaches will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant removal from the training environment and where a breach is considered as a serious nature, as determined by the General or the International Operations Manager, the student's enrolment may be terminated. In the instance of dismissal and termination of enrolment under these circumstances, all fees paid will be non-refundable.

Contraventions to the Code of Conduct may include:

- Discrimination
- Harassment
- Physical Assault/Abuse
- Smoking in non-smoking areas
- Being disrespectful to other students or staff
- Continuous interruptions to the trainer
- Being culturally insensitive to other students
- Bullying, harassment or intimidation
- Using offensive language, illicit drugs or alcohol
- Sexual harassment
- Acting in a manner which may constitute a safety issue
- Being disruptive by using mobile phone

Discrimination means treating a person less favourably than another because of a personal characteristic that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. Things that can initiate a discrimination claim include:

- Gender
- Age
- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality
- Ethnicity
- National origin

Harassment is any behaviour which offends, is unwelcome, humiliates or intimidates the person being harassed. Examples of verbal harassment include:

- Racist comments or jokes
- Threats, insults or abuse
- Offensive obscene language
- Spreading of rumours
- Jokes or comments about a person's disability etc.

3.13 Contraventions to the Code of Conduct

Alana Kaye College may choose to cancel the enrolment of a student who has breached Alana Kaye College's Code of Conduct; or has been found to have plagiarised or cheated in their assessments. Students cancelled under these circumstances, are not entitled to any refund of tuition fees.

Students will be informed of their rights and provided with due care and, where relevant, opportunities to appeal.

3.14 Payment of Fees

The course fee payment arrangements established during enrolment are to be maintained at all times. Where a student fails to meet their course fee payment obligations the student's enrolment may be cancelled by Alana Kaye College management. Students requiring advice regarding their current financial circumstances should in the first instance seek direction from our Administration team. Payment plans are available in certain circumstances.

3.15 Course Progress

Alana Kaye College's Management is committed to monitoring the course progress of overseas students. Where a student falls behind and/or records assessment/s that are not yet satisfactory, Alana Kaye College will support students to assist them to develop the required knowledge and skills.

In the case where a student falls below 50% of the required competency in a study period, students will be contacted. Educational and support strategies may be implemented (refer to section Educational and Student Support Services). Other strategies may include:

- counselling concerning the appropriateness and suitability of the course undertaken
- guidance and reference to the units of competency where not yet competent results have been recorded
- reduction in course load
- additional English language support
- knowledge and practical skills support for units of competency from Trainer/Assessor
- study support groups or tutoring
- information concerning the rescheduling of assessments
- information concerning the potential need to report the student to Department of Immigration and Border Protection if the student has unsatisfactory course progress for two consecutive study periods (study period = one term; two study periods = semester)
- written DIBP notice advice
- complaints and appeals procedures.

Students requiring the Course Progress Intervention Strategy may wish to appeal their assessment result.

All due care is taken by Alana Kaye College's training staff to support the student. However, where a student records competency scores below 50% in two consecutive study periods, Alana Kaye College's management may commence enrolment cancellation procedures. Where a student records competency scores below 50% in two consecutive study periods, Alana Kaye College will notify the student in writing of their intention to report their unsatisfactory course progress to the Department of Education and the Department of Immigration and Border Protection. Students may appeal the decision (refer to Alana Kaye College's Appeals, Complaints and Grievance Procedures).

3.16 Attendance

Students are expected to attend their course according to student visa requirements. Your timetable details your scheduled training dates.

3.17 Course Deferment

A student's course may be deferred based on compassionate and compelling circumstances (which are beyond the control of the student) which are assessed where evidence of their validity is provided.

These circumstances may include:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents

- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime
- where Alana Kaye College was not able to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Students wishing to defer their course must complete a Deferral Application form and attach the requested supporting evidence. For further information, please contact our Administration team. Deferment of your course may impact your student visa.

3.18 Suspension and Cancellation

As a result of contraventions to the Code of Conduct and where a warning has been provided, the Branch Manager will inform the student that their misconduct has resulted in a report being made to Alana Kaye College management.

Student's receiving a misconduct report and resultant suspension or cancellation of enrolment by Alana Kaye College's management, may access the internal/external appeals process and the independent adjudicator. Students have 20 days to do so following the decision.

3.19 Transfer of Student Enrolment

3.19.1. Transfer from Another Provider

In order to qualify for course transfer, the student must have completed at least six months of her or his principal course of study unless:

- the original registered provider has ceased to be registered or the course has been ceased to be registered
- the original registered provider has provided a written letter of release
- the original registered provider has had a sanction imposed on its registration by the Australian Government that prevents the student from continuing his or her principal course, or any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- any government sponsor of the student deems that a transfer in the student's best interest and supports the transfer request in writing.

3.19.2. Transfer to Another Provider

In order to qualify for course transfer, the student must have completed at least six months of her or his principal course of study. In this instance a letter of release will be provided by Alana Kaye College's management.

A student who requests a transfer of their enrolment to another registered provider on the basis of compelling or compassionate grounds will need to submit a request to Alana Kaye College's Enrolment Officer or the International team via international@alanakaye.edu.au. A request may take up to a 7 day assessment period and will not attract any fee.

3.19.3. Grounds for Course Transfer

Alana Kaye College will consider all reasonable requests for enrolment transfer and apply special consideration for a transfer to another course offered by a registered provider where:

- reasonable circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from Alana Kaye College's location of training

- Alana Kaye College has ceased to be registered as a provider on CRICOS or the course has ceased to be registered.
- Alana Kaye College has had a sanction imposed on its registration by the Australian Government that prevents the student from continuing his or her principal course, or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change
- any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

3.19.4. Course Transfer Refusal

Alana Kaye College may refuse an application for transfer where a transfer is considered detrimental to the student's study progress.

Alana Kaye College's complaints, grievance and appeals process are available should a release refusal letter be issued.

3.19.5. Course Transfer Approval

Should a request for Course Enrolment Transfer be granted the student will be supplied with a signed Letter of Release.

Alana Kaye College will only provide a Letter of Release after the student has provided a letter indicating a valid enrolment offer from another registered provider.

3.20 Qualifications/Statement of Attainment

A Statement of Attainment is issued where a student has partially completed the requirements of the qualification. A Statement of Attainment lists the competencies achieved.

On completion of all of the required units in the course, students are eligible to graduate.

Qualifications/Statements of Attainments will be issued to learners within 30 calendar days of the learner's final assessment being completed or exiting the course, provided fees have been paid.

4.1 Qualifications Offered

Alana Kaye College offers the following Australian nationally recognised qualification to overseas students.

DARWIN CAMPUS

CRICOS Code	Course/Qualification Title	Duration	Application Fee	Tuition Fee	Resource Fee	Total Fee	Intakes
108124B	CHC30121 Certificate III in Early Childhood Education and Care	52 weeks	A\$300 (non-refundable)	A\$9,000	A\$200	\$9,500	Every Monday (except for holidays)
108125A	CHC50121 Diploma of Early Childhood Education and Care	52 weeks	A\$300 (non-refundable)	A\$12,000	A\$200	\$12,500	Every Monday (except for holidays)
113979A	CHC33021 Certificate III in Individual Support	52 weeks	A\$300 (non-refundable)	A\$10,500	A\$200	\$11,000	Every Monday (except for holidays)
097995E	CHC43015 Certificate IV in Ageing Support	74 weeks	A\$300 (non-refundable)	A\$14,500	A\$200	A\$15,000	Every Monday (except for holidays)
113980H	CHC52021 Diploma of Community Services	74 weeks	A\$300 (non-refundable)	A\$16,500	A\$200	A\$17,000	Every Monday (except for holidays)
110332J	CHC62015 Advanced Diploma of Community Sector Management	52 weeks	A\$300 (non-refundable)	A\$17,500	A\$200	A\$18,000	Every Monday (except for holidays)
104363H	BSB50420 Diploma of Leadership and Management	52 weeks	A\$300 (non-refundable)	A\$8,000	A\$200	\$8,500	Every Monday (except for holidays)
106429A	BSB60420 Advanced Diploma of Leadership and Management	52 weeks	A\$300 (non-refundable)	A\$9,000	A\$200	\$9,500	Every Monday (except for holidays)
103934H	BSB40920 Certificate IV in Project Management Practice	52 weeks	A\$300 (non-refundable)	A\$8,500	A\$200	A\$9,000	Every Monday (except for holidays)
014089K	BSB50820 Diploma of Project Management	52 weeks	A\$300 (non-refundable)	A\$10,500	A\$200	A\$11,000	Every Monday (except for holidays)
106428B	BSB50120 Diploma of Business	52 weeks	A\$300 (non-refundable)	A\$7,500	A\$200	A\$8,000	Every Monday (except for holidays)
106430H	BSB80120 Graduate Diploma of Management (Learning)	52 weeks	A\$300 (non-refundable)	A\$19,500	A\$200	A\$20,000	Every Monday (except for holidays)
110354C	CPC40120 Certificate IV in Building and Construction	52 weeks	A\$300 (non-refundable)	A\$10,500	A\$200	A\$11,000	Every Monday (except for holidays)
	SITHFAB021 Provide responsible service of alcohol (RSA)	4-6 hours	A\$0	A\$95	A\$0	A\$95	TBA

GOLD COAST CAMPUS

CRICOS Code	Course/Qualification Title	Duration	Application Fee	Tuition Fee	Resource Fee	Total Fee	Semester Intakes
108124B	CHC30121 Certificate III in Early Childhood Education and Care	52 weeks	A\$300 (non-refundable)	A\$9,000	A\$200	\$9,500	Every Monday (except for holidays)
108125A	CHC50121 Diploma of Early Childhood Education and Care	52 weeks	A\$300 (non-refundable)	A\$11,000	A\$200	\$11,500	Every Monday (except for holidays)
113979A	CHC33021 Certificate III in Individual Support	52 weeks	A\$300 (non-refundable)	A\$8,000	A\$200	\$8,500	Every Monday (except for holidays)
097995E	CHC43015 Certificate IV in Ageing Support	74 weeks	A\$300 (non-refundable)	A\$10,500	A\$200	A\$11,000	Every Monday (except for holidays)
113980H	CHC52021 Diploma of Community Services	74 weeks	A\$300 (non-refundable)	A\$14,500	A\$200	A\$15,000	Every Monday (except for holidays)
110332J	CHC62015 Advanced Diploma of Community Sector Management	52 weeks	A\$300 (non-refundable)	A\$14,500	A\$200	A\$15,000	Every Monday (except for holidays)
104363H	BSB50420 Diploma of Leadership and Management	52 weeks	A\$300 (non-refundable)	A\$7,500	A\$200	\$8,000	Every Monday (except for holidays)
106429A	BSB60420 Advanced Diploma of Leadership and Management	52 weeks	A\$300 (non-refundable)	A\$8,000	A\$200	\$8,500	Every Monday (except for holidays)
103934H	BSB40920 Certificate IV in Project Management Practice	52 weeks	A\$300 (non-refundable)	A\$7,500	A\$200	A\$8,000	Every Monday (except for holidays)
014089K	BSB50820 Diploma of Project Management	52 weeks	A\$300 (non-refundable)	A\$9,500	A\$200	A\$10,000	Every Monday (except for holidays)
106428B	BSB50120 Diploma of Business	52 weeks	A\$300 (non-refundable)	A\$7,500	A\$200	A\$8,000	Every Monday (except for holidays)
106430H	BSB80120 Graduate Diploma of Management (Learning)	52 weeks	A\$300 (non-refundable)	A\$17,500	A\$200	A\$18,000	Every Monday (except for holidays)
110354C	CPC40120 Certificate IV in Building and Construction	52 weeks	A\$300 (non-refundable)	A\$8,000	A\$200	A\$8,500	Every Monday (except for holidays)
	SITHFAB021 Provide responsible service of alcohol (RSA)	4-6 hours	A\$0	A\$95	A\$0	A\$95	TBA

4.1.1. Additional Payment Schedule

Description	Amount
Enrolment Fee*	A\$300
Recognition of Prior Learning (RPL) Fee	A\$500 per Unit of Competency
Repeat Unit Fee	A\$800 per Unit (Module)
Late submission of assignment	A\$25
Resource Fee*	A\$200
Reissuance of Student Card Fee	A\$20
Reissuance of Qualification Certificate Fee	A\$50
Reissuance of Statement of Attainment / Record of Results	A\$25
Reassessment Fee**	No charge for a maximum of 2 reassessments
Late Payment of Student Fees	\$100 (per monthly invoice)
Variation of Confirmation of Enrolment	A\$100 (subject to CEO)
Reinstatement fee (after deferral)	A\$100
Working with Children Clearance	Determined by each State - A\$50 for the Northern Territory - No Fee for students in Queensland
Photocopy / Scanning Fee	A\$0.10/page
<p>*Enrolment Fee - Please note: This is non-refundable unless the provider defaults.</p> <p>**Reassessment Fee - Please note: Students are entitled to 3 assessment attempts for each unit. Therefore, if the students are not yet competent on completion of training and assessment, they are entitled to 2 more re-assessments. If the student is still not yet competent after 3 assessment attempts, they will be required to repeat the unit and pay the Repeat Unit Fee. Students found to have cheated or plagiarised their work will not be entitled to re-sit assessments, instead they will be required to repeat the unit and pay the Repeat Unit Fee.</p>	

4.2 Fee Changes

Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

4.3 Entry Requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

CRICOS Code	Qualification	Entry Requirements
108124B	CHC30121 Certificate III in Early Childhood Education and Care	<p>18 years or older</p> <p>Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)</p> <p>All students must be willing to participate in mandatory work placement of 160 hours and this will require a working with children clearance.</p>

CRICOS Code	Qualification	Entry Requirements
108125A	CHC50121 Diploma of Early Childhood Education and Care	<p>18 years or older</p> <p>Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)</p> <p>CHC30121 Certificate III in Early Childhood Education and Care is a pre-requisite for this qualification.</p> <p>All students must be willing to participate in mandatory work placement of 280 hours and this will require a working with children clearance.</p>
113979A	CHC33021 Certificate III in Individual Support	<p>18 years or older</p> <p>Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)</p> <p>All students must be willing to participate in mandatory work placement of 120 hours and this will require a police clearance.</p>
097995E	CHC43015 Certificate IV in Ageing Support	<p>18 years or older</p> <p>Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)</p> <p>All students must be willing to participate in mandatory work placement of 120 hours and this will require a police clearance.</p>
113980H	CHC52021 Diploma of Community Services	<p>18 years or older</p> <p>Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)</p> <p>All students must be willing to participate in mandatory work placement of 200 hours and this will require a police clearance.</p>
110332J	CHC62015 Advanced Diploma of Community Sector Management	<p>18 years or older</p> <p>Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)</p>
104363H	BSB50420 Diploma of Leadership and Management	<p>18 years or older</p> <p>Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)</p>
106429A	BSB60420 Advanced Diploma of Leadership and Management	<p>18 years or older</p> <p>Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)</p> <p>Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).</p>

CRICOS Code	Qualification	Entry Requirements
103934H	BSB40920 Certificate IV in Project Management Practice	18 years or older Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)
014089K	BSB50820 Diploma of Project Management	18 years or older Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)
106428B	BSB50120 Diploma of Business	18 years or older Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)
106430H	BSB80120 Graduate Diploma of Management (Learning)	18 years or older Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)
110354C	CPC40120 Certificate IV in Building and Construction	18 years or older Evidence of acceptable English language test course minimum test course of IELTS 6.0; TOEFL 73; Cambridge English: Advanced (Certificate in Advanced English 169; Pearsons Test of English Academic 54)
	SITHFAB021 Provide responsible service of alcohol (RSA)	18 years or older

4.4 Student Selection and Enrolment Process

Applications for admission for students on a Visa must be made using the International Student Application form. Students must complete this form and send the completed form together with relevant supporting documents such as birth certificate/passport, IELTS/English Language evidence to Alana Kaye College. All supporting documents that are not in English language will need to be accompanied by their English translations. Completed student application forms will be processed by the College and the application assessed based on the information supplied. The participants for each program offered by the College will be selected in a manner that reflects access and equity principles. Completion of the student application form does not imply that the College will make an offer to the student.

When prospective students apply to enter the College to study, the following procedure applies to the processing of applications:

- The College will assess if the applicant meets the entry requirements including a satisfactory IELTS score (or equivalent). If the applicant meets the entry requirements, they will be offered a place in the chosen course.
- If an applicant cannot produce a satisfactory IELTS score (or equivalent), and there are doubts about the English language skills to cope in an academic environment, Alana Kaye College will not be able to enrol the student into the course. Alana Kaye College may recommend the applicant to enrol in Alana Kaye English College (AKEC) at their own cost. Students may then seek readmission. Alana Kaye College staff will provide the applicant with information on this.

- Successful applicants will be sent a Letter of Offer and a request for payment by the College. The Letter of Offer must be completed in full, signed by the applicant, dated and returned to the College along with payment of the nominated fee requested in the Letter of Offer.
- Once the completed Letter of Offer and the fee is received (and cleared by the financial institution) an Electronic Confirmation of Enrolment (eCoE) will be generated and sent to the student/education agent.
- Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to arrive in Australia in time to attend Orientation and commence their course.

4.5 Cancellation and Refund Policy – International Students

4.5.1. General

- An application for refund for an international student must be authorised by the Chief Executive Officer (CEO) of Alana Kaye College or his or her nominee.
- Alana Kaye College is obliged to inform the Department of Immigration and Border Protection and Department of Education of any change of status where a student completes his or her program early, transfers to another provider, is excluded on academic grounds and fails to meet his or her visa conditions, defers or intermits his or her study or otherwise change the expected completion date of his or her study.
- Alana Kaye College would process visa refusal refunds only upon receipt of evidence of your visa refusal.
- Alana Kaye College understands that students can find themselves in an unexpected financial crisis that affects their ability to pay their fees. If this happens to you, the most important thing to do is to talk to someone as soon as possible – BEFORE your enrolment is cancelled. Once your enrolment is cancelled for non-payment of fees, we are required by law to cancel your electronic confirmation of enrolment within 5 working days.

4.5.2. Student Default

- A prospective and/or enrolled international student defaults where:
 - a. the student does not commence the program on the agreed course commencement date and has not previously withdrawn.
 - b. the student withdraws from the program either prior to or after the agreed course commencement date.
 - c. Alana Kaye College refuses to provide, or continue providing the program due to one or more of the following:
 - student failed to pay an amount payable to the provider for the program
 - student breached a condition of their student visa
 - misbehaviour by the student
- A prospective and/or enrolled international student does not default under Section 4.5.2 if the student does not commence the program because the registered provider defaults under Section 4.5.3.
- A prospective and/or enrolled international student does not default under Section 4.5.2 unless Alana Kaye College accords the student natural justice before refusing to provide or continue providing the program.
- Alana Kaye College must report a student default via PRISMS within 5 business days to the Secretary (or delegate) and Tuition Assurance Scheme, and the default outcome within 14 days.

4.5.3. Student Default Prior to Program Commencement

- Visa refusal – refund of prepaid tuition fees exclusive of enrolment fee.
- Withdrawal by the student before commencement (more than four weeks' notice). Where a student provides written notice of withdrawal from a course at a minimum of 4 weeks or more prior to course commencement, Alana Kaye College will refund fees paid, less;
 - Up to 25% of the prepaid tuition fee payment towards the primary qualification.
 - Enrolment fee and Resource Fee.
- Withdrawal by the student before commencement (less than four weeks' notice). Where a student provides written notice of withdrawal from a course at less than 4 weeks prior to course commencement, Alana Kaye College will refund fees paid, less;
 - Up to 50% of the prepaid tuition fee payment towards the primary qualification.
 - Enrolment fee and Resource Fee.
- The tuition fee deposit for each subsequent qualification is not refundable.

4.5.4. Student Default after Program Commencement

- Non-commencement under Section 4.5.2.a – no refund for all fees paid.
- Withdrawal under Section 4.5.2.b - no refund for all fees paid.
- Cancellation under Section 4.5.2.c – no refund for all fees paid.
- Suspension – no refund for all fees paid. Where a suspension is approved by Alana Kaye College for “compassionate and compelling” circumstances, any pre-paid tuition fees not utilised will be transferred to the next study period. All transferred fees are not refundable and subject to a no further transfer condition. Any compassionate and compelling circumstance provided will be strictly verified and examples of “compassionate and compelling circumstances” may include: serious illness or death of the student or a close family member (parent, sibling, spouse or child), a political, civil and natural events or traumatic events preventing student’s commencement or full payment of fees; this decision is subject to the provision of acceptable documentary evidence in support of the refund application.
- Visa cancellation – no refund for all fees paid.
- Change in visa status – no refund for all fees paid.

4.5.5. Provider Default

- Alana Kaye College defaults* in relation to a prospective and/or enrolled international student where:
 - the College fails to deliver the program on the agreed start date.
 - the College ceases to deliver the program at any time after the commencement but prior to completion.
 - the College is prevented from delivering a program due to a sanction.
- Section 4.5.2 item 1 does not constitute a provider default where the student defaults under Section 4.5.2 item 2 prior to the provider default date.
- Alana Kaye College must report a provider default via PRISMS within 3 business days to the Secretary (or delegate) and Tuition Assurance Scheme, and default outcome within 7 days.
- Alana Kaye College will refund pre-paid fees not utilised within 2 weeks of the default.
- Alana Kaye College discharges obligations to refund where a place in an alternative program is arranged at Alana Kaye College’s expense and the offer is accepted by the student in writing.

**Explanatory note: If Alana Kaye College fails to deliver the program for any of the reasons listed under Section 4.5.5, the student will be automatically entitled to a full refund.*

4.5.6. Refunds

- The tuition fee deposit paid for each subsequent qualification is not refundable – exception visa refusal prior to course commencement.
- The funds covering the tuition fees must be clear at the time the refund request is made and all debts to Alana Kaye College be paid in full prior to processing of a refund.
- A refund would only be paid to the student or the person nominated in the Letter of Offer and Acceptance Agreement.
- Apart from instances of provider default where no Application for Refund is required, a refund request must be made with a completed Alana Kaye College International Application for Refund Form to be submitted either:
 - in person:

International Services	International Services
Alana Kaye College	Alana Kaye College
Darwin Campus	Gold Coast Campus
2 Shepherd Street	Level 1, 10 Marine Parade
DARWIN NT 0800	SOUTHPORT QLD 4215
Australia	Australia
 - mail:

International Services	International Services
Alana Kaye College	Alana Kaye College
Post Office Box 36019	Post Office Box 10405
WINNELLIE NT 0821	SOUTHPORT BC QLD 4215
Australia	Australia
 - email: international@alanakaye.edu.au
- All sections of the Application for Refund form must be completed by the student, signed and dated correctly. The application will not be processed where the signature on the application does not match the student's signature on other documents provided to Alana Kaye College.
- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- The College has the right to approve discretionary refunds on a case-by-case basis.

4.5.7. Payment of Refunds

- A refund due to provider default will be paid within 2 weeks of default.
- A refund due to student default will be paid within 4 weeks.
- The refund processing period commences the date the completed Application for Refund form is received. Where applications are incomplete or pending supporting documentation the processing date will commence the date the application is complete.
- A refund will be reimbursed in Australian dollars unless otherwise stipulated by the student on the application for refund.

4.5.8. Overpayment and Unclaimed Refunds

- Where a student makes an overpayment of tuition fees, the overpaid amount will be credited into the next study period. If the student is in the last study period an application for refund must be submitted.
- Students have up to 12 weeks from the initial date of written communication to claim the refund. Failure to do so will result in forfeit of the refund amount.

Assessment or assignment activities – during your study, you will need to complete a range of assessment activities that cover both the knowledge and skill requirements of the unit. Examples of assessment activities include written responses; presentations; case studies; scenarios; role plays; projects; computer based activities; industry or work based activities.

Assessment result – your Trainer will make a judgement on whether competency has been achieved and that you can perform to the standard required in the workplace.

Your assessment result will either be:

- **competent** – you have demonstrated the required skills and knowledge of the course or
- **not yet competent** – you have not yet achieved the required skills and knowledge required.
- **resubmission** – a resubmission is required when you are required to redo a part or complete assessment. This will occur when your assessment result is 'not yet competent'.

Assessor – your assessor is a qualified person who marks your assignment. Usually, your Assessor will be the same person as your Trainer.

Assignment coversheet – the assignment coversheet is attached to your assignment and is used by the student to make a declaration of authenticity that the assignment is their own work. The Assessor will use the assignment coversheet to provide you with feedback about your assignment and the result as competent; not yet competent or resubmission required.

Competency means the consistent application of knowledge and skill 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.

Mode of delivery means the method adopted to deliver training and assessment, including face-to-face workshops, online, distance, or blended methods.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a. **formal learning** refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b. **non-formal learning** refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c. **informal learning** refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Statement of attainment means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package. For example, BSBLDR403 Lead team effectiveness is a unit of competency within the Certificate IV in Leadership and Management.

We wish you all the best for a very rewarding training experience with Alana Kaye College. Please contact our friendly staff if you have any further questions about our training services, policies or procedures. Our mission is “to provide quality training and to maintain excellence in our service to clients”.

6.1.1. Version Control

Version	Date	Comments
1.0	March 2017	Initial version of document
2.0	November 2017	Revision to Cancellation and Refund Section Minor grammatical changes
3.0	March 2018	Revision to add CRICOS numbers and International Manager details
4.0	April 2018	Revision to add additional qualifications
5.0	October 2018	Revision to add additional qualifications
6.0	January 2020	Update key personnel details
7.0	February 2021	Revision to add additional qualifications and update key personnel
8.0	September 2021	Revision to add additional qualifications, update key personnel, update qualification and CRICOS codes, update payment schedule
9.0	January 2022	Changes to course codes and courses offered. Change of International Manager contact. Changes of prices on Darwin Campus. Add new Gold Coast Campus details and price list.
10.0	May 2022	CPP20218 Price changed.
11.0	August 2022	Revision to add additional qualifications and update key personnel
12.0	September 2022	2023 new price list, update key personnel and removed CPP20218 from international scope.
13.0	October 2022	Change of Darwin address
14.0	November 2023	2024 new price list, update qualifications (TAE40122, HLT43021, CHC33021, CHC52021) and CRICOS codes. Change to Gold Coast address, addition of National Training Manager and International Partnerships Administrator plus the addition of a clause on the Use of Artificial Intelligence.SITHFAB002 code change.
15.0	January 2024	Update of English Requirements for qualifications
16.0	March 2024	HLT43021 & TAE40122 removed from international scope and changed of intakes.
17.0	April 2024	Changed “Late Payment of Student Fees” from \$250 to \$100 (per month)

Alana Kaye College

T: 1300 25 26 25

E: international@alanakaye.edu.au

W: www.alanakaye.edu.au/international