



RAYMOND

INTERNATIONAL COLLEGE

INTERNATIONAL STUDENT HANDBOOK

About Raymond International College (RIC)

RIC is an accredited Registered Training Organisation (RTO) and CRICOS provider. As an RTO/CRICOS Provider, we train and assess students toward nationally recognised Australian Qualifications Framework (AQF) qualifications. We are registered with and regulated by the Australian Skills Quality Authority (ASQA). RIC serves international students in the field of Leadership and management and Information Technology.

We welcome you to RIC and thank you for choosing to study with us. Whether you are seeking to update or upgrade your skills or seeking a new career path, our team of friendly and dedicated staff will assist you make the most of your experience with us. The Management, Academic and Support Staff of RIC has wide ranging expertise from Leadership Management and Information Technology to Academic integrity. Our Academic and support staff is highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education journey and to ensure that they have an enjoyable learning experience.

The purpose of this handbook is to provide you with all the information that you need to know about studying with RIC. It is developed to help guide you through the duration of your study. It contains a series of relevant and important processes and procedures, which directly affect you and helps us maintain our high standards of education delivery.

This handbook provides international students with all the information needed to know about applying for a course and information about arriving in Australia, including important information such as working in Australia and accommodation.

Please take some time to read this handbook and familiarise yourself with its content.

Welcome Message from CEO

I am pleased to welcome you to Raymond International College. Our team of professionals have dedicated themselves in developing a vocational college that is linked to quality education, practical experience and industry networks. Being innovative, our team will guide you through all levels of your education and will be here to support your dreams, linking your education to your future.

As a student, you also have responsibilities towards the college, your colleagues and the staff to ensure everyone has the opportunity to achieve their goals and perform to the best of their abilities.

It is your responsibility as a student to ensure that you have read and understood all policies and procedures, and to seek clarification from your trainers and/or administrative staff when necessary. All policies will be covered during orientation. If you have questions at any time, please ask our admin staff for assistance.

The quality of your experience with RIC depends largely on your motivation and commitment. We look forward to assisting you in achieving your goals.

All of us at RIC look forward to making your experience both enjoyable and rewarding. I am very excited to see how you use RIC to empower your future.

Welcome to RIC once again!

Warmest regards,
Ran Shamsher Singh Sidhu
CEO

College Location and nearby amenities

RIC operates from Melbourne CBD. RIC's campus is at Ground Floor, 341 Queen Street, Melbourne. All administrative offices and classes, are located at this address. The campus is easily accessible by road and by public transport. The closest train station is Melbourne Central.



Facilities

As a student at RIC, you can avail our numerous facilities, including:

- Excellent teaching facilities with computers and projectors
- computer labs with easy access for students
- free internet access
- student recreation area
- Photocopy and printing facilities.
- tea and coffee making facilities

Aims and Objectives

RIC is committed to providing high quality training that is relevant to students, employers and industry. Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.

RIC promises to:

- Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.
- Maintain a friendly and helpful approach to students.
- Uphold all legislations and comply with all regulatory requirements relevant to the operation of our organisation.

- Provide services that are efficient and consistent through continuous improvement planning incorporating student and staff feedback.
- Provide quality training and assessment by qualified staff and resources of a high standard.
- Endeavour to ensure that no student is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate student needs.
- Market services accurately and professionally
- Offer skills recognition (RPL) as an assessment option to all of our students.
- Recognise nationally recognised units of competency and award credits as applicable
- Ensure training is appropriate to student needs by continual review of scope and delivery
- Take reasonable care to look after the health and safety of others
- Respect the privacy and confidentiality of students/students and student's information.
- Welcome and actively seek student feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
- Provide a fair and equitable process through which students can appeal assessment decisions. This is detailed in the Complaints and Appeals Policy and Procedure.

For more information on any of the provisions in our Code of Practice, please contact a RIC staff.

Our Business Philosophy

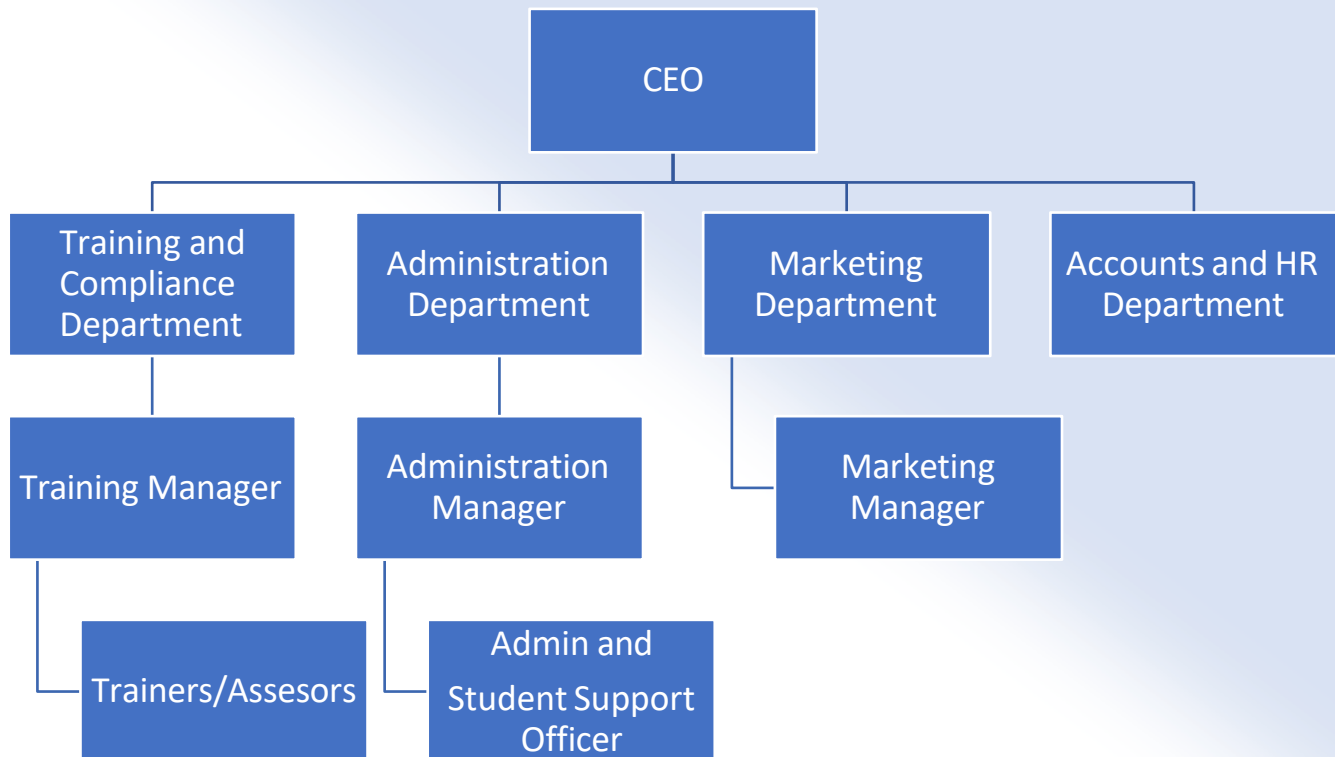
The objective of RIC is to provide quality training in selected subjects to meet the needs and expectations of our students/students. Our goal is to provide high quality vocational education and training to our students. We will achieve this by constantly striving to surpass our students' needs in terms of quality and value and by doing so create mutually beneficial relationships.

Operating hours

RIC's admin staff hours of operation are 8:30 am to 5:30 pm Monday to Friday (except public holiday). Class training time will be provided at the time of orientation.

Note: RIC runs classes in the weekdays, weekends and in the evenings. For exact days and timings of the classes, please contact RIC admin via email or phone.

Organisation Structure



Selection process and RIC declaration

RIC is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRICs 2015) and CRICOS standard (National code 2018). As such, RIC is required to comply with relevant Commonwealth, State and Territory laws, ESOS ACT regarding and including anti-discrimination and equal opportunity. RIC is committed to provide the best practice, professional products and services to its students/students and acknowledges it can only succeed in this with effective and efficient quality processes.

The purpose is to provide fair and equitable process for student enrolment and ensure students are provided with accurate and sufficient information about the RIC, its services and performance to prospective and current students to enable them to make an informed choice about their enrolment and chosen course/qualification with a quality provider.

RIC is committed to ensuring all students enrolling on courses/qualifications are treated fairly and equitable, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

RIC will provide prospective and current students with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies. Current and prospective students are provided with all relevant training and assessment information regarding RIC, training and assessment products and its services, so that they may make informed decisions about undertaking training and assessment. This will be prior to enrolment or the commencement of training and assessment, whichever comes first.

RIC Principles

RIC provides accurate, relevant and up-to-date information to students and prospective students, prior to enrolment or commencement of training and assessment, regarding their training and assessment options so that they may make informed choices regarding their learning needs.

- RIC maintains an up-to-date website with full student information.
- All information provided to current and prospective students is current and accurate.
- All marketing material accurately represents the services being provided and training products on scope of registration.
- When in use includes the NRT logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for RICs 2015.
- Makes clear where a third party is recruiting prospective students for the RIC on its behalf.
- Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RIC.
- Only markets or advertises licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised.

RIC does NOT guarantee that:

- A student will successfully complete a training product.
- A training product can be completed in a manner which does not meet the requirements of the learning and assessment strategy and training package.
- A student will obtain a particular employment or migration outcome where this is outside the control of RIC.

Student information

RIC provides clear information:

Prior to enrolment or the commencement of training and assessment, whichever comes first, RIC provides, in print or through referral to an electronic copy through website current and accurate information that enables the student to make an informed decision about undertaking training with RIC. Information provided to current and prospective students will include, but is not limited to:

- RIC code/CRICOS number.
- Course outcomes and pathways.
- Training products offered.
- including services, course content and vocational outcomes, as per scope of registration.
- Full code, title and currency of training product, as published in the national register.
- Estimated duration of the course.
- Expected course location.

- Training and assessment arrangement, including modes of delivery available.
- Enrolment and selection processes.
- Name and contact details for third party providers; (if applicable).
- Work placement arrangements (as relevant).
- Workplace suitability.
- Obligations to the student, including quality assurance.
- Certification.
- Fees and charges, including
 - deposits
 - payment options and obligations, specifically under any government subsidy and financial support arrangements (as applicable) and exemptions (where applicable).
- Refund policy and processes.
- Provision for language, literacy and numeracy assistance and support.
- Educational and support services.
- Legislative and occupational licensing requirements (as relevant), Industry licences or regulated outcomes (relevant to course offerings).
- Flexible learning and assessment options.
- Appeals and complaints procedures.
- Recognition of prior learning and Credit transfer arrangements.
- Participant responsibilities and expected standards of behaviour.
- Third party provider obligations and assurances (if applicable)
- Materials and resources to be provided by the student.
- Any requirements RIC requires the student to meet to enter and successfully complete their chosen training product.
- Any materials and equipment that the student must provide.
- Information on the implications for the student of government training entitlements and subsidy arrangement in relation to the delivery of the services (if applicable).
- RIC/CRICOS Provider obligations, student obligations, third party obligations and employer obligations (if applicable).
- Student support.
- Course resource requirements (additional or supplied).

Each of the following areas of information can be found in a variety of documents and publications made available to students and prospective students.

Information pack

- Code, title, currency of training product
- Duration
- Location and mode of delivery
- Support services reference
- Mandatory Work placement requirements (if applicable)

Course Entry Interview

- Providing advice to the prospective student about the training product appropriate to meeting their needs, taking into account the individuals existing skills and competencies.
- LLN testing – meeting the required predetermined ACSF level

• RICs obligations

- Quality of the training and assessment in compliance with the Standards
- For the issuance of AQF certification documentation.
Informing student as soon as practicable any changes to agreed services (third party arrangements or change in ownership, closure of the RIC).

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code (2018).

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course, that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at: <https://cricos.education.gov.au/>

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course including its location and match the information on CRICOS.

Student's rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your education agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know:
 - How to use your provider's student support services;
 - Who the contact officer or officers are for overseas students;
 - a) If you can apply for course credit;
 - b) When your enrolment can be deferred, suspended or cancelled;

- What your provider’s requirements are for satisfactory progress in the courses you study;
- If attendance will be monitored for those courses;
- What will happen if you want to change providers; and
- How to use your provider’s complaints and appeals process.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with your provider;
- Inform your provider if you change your address;
- Maintain satisfactory course progress;
- If attendance is recorded for your course,
- Follow your provider’s course progress policy; and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements.

The ESOS Framework can be found at;

<https://www.education.gov.au/esos-framework/esos-legislative-framework>

General enquiries:	Online: ESOS Online Enquiry Form
Visa enquiries:	Phone: 131 881 (within Australia) Online: Department of Home Affairs
PRISMS Help Desk:	Email: prisms@dese.gov.au
ARC Hotline:	Phone: 1300 793 993 (January–April each year within Australia) Email: esosarcmailbox@dese.gov.au

<https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>

The ESOS Act 2000 is an Australian Government Act that controls the delivery of international education in Australia that was introduced to provide a legislative framework to ensure the quality of programs and services provided to international students and to ensure that the rights of international students are protected.

The National Code 2018 of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code) is part of the ESOS legislative framework and it provides nationally consistent standards for the conduct of registered providers of international education and the registration of their courses.

The National Code can be downloaded here;

<https://www.legislation.gov.au/Details/F2017L01182/Download>

The ESOS Act only applies to international students studying in Australia on a student visa. It is not applicable to students who are studying in an offshore location who are not studying under a student visa as issued by the DHA.

Student's obligations

- Any requirements that RIC require the student to meet to enter and successfully complete their chosen training product
- Any materials/equipment that the student must provide
- If training and assessment is to be conducted in the workplace then prior to enrolment a workplace agreement is signed by the employer and RIC representative. A checklist for required resources and equipment is provided as part of the agreement ensuring all required resources are available prior to the commencement of the training and assessment and enrolment.
- The trainer/assessor will conduct an assessment of the required resources prior to commencement of training and assessment which forms the basis of the training contract.
- If students are not employed they can discuss the available opportunities to get placed with the host employers in contract with RIC directly.

Review process – RICs /CRICOS provider obligations

RIC systematically monitors its practices to ensure ongoing compliance. That is, information provided to students is systematically monitored to ensure it is accurate and up-to-date ensuring responsibility for the quality of training in compliance with the Standards.

Changes to agreed services/ training contract

Where there are any changes to agreed services, RIC will advise students as soon as practicable (including any changes in relation to a new third-party arrangement, a change in ownership or changes to existing third-party arrangements.

If the RIC/CRICOS Provider closes or ceases to deliver any part of the training product that the student is enrolled in the following applies:

When changes to agreed services/training contract occur RIC will:

- Notify the enrolled student within 30 days of any changes to existing third-party arrangements
- Notify the enrolled student within 30 days any changes in relation to a new third-party arrangement
- Notify the enrolled student within 30 days a change in ownership or upper managerial agent
- Notify the enrolled student within 30 days if the RIC/CRICOS Provider, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the student is enrolled in
- All correspondence will be in the form of:
- Email

- Letter via mail
- Website message will be placed on the website within 48 hours advising of the changes made

Inform and protect students

Where RIC collects fees from the individual student, either directly or through a third party, RIC provides or directs the student to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:

Fees are collected in accordance with the Fees and Refunds Policy and Procedure. All relevant fee information including the following but not limited to also form a part of the written agreement:

- fees that must be paid to RIC, and
- payment terms and conditions including deposits and refunds
- the student's rights as a consumer, including but not limited to any cooling-off period, if one applies
- The student's right to obtain a refund for services not provided by RIC in the event the:
 - arrangement is terminated early, or
 - RIC fails to provide the agreed services.

Student Support and Welfare Services

Educational Support

RIC will assist the student during their study and will provide student support all the time for general services and assist in any event or where possible refer to the right body. These events could be:

- Orientation program
- Academic issues
- Attendance issues
- Payment of fees issues
- Other issues including personal matters
- Facilities and resources;
- Complaints and appeals
- Updating student information
- Assistance with finding accommodation, prayer and worships rooms
- Assistance with finding general facilities as bank, shops and food outlets
- Support services for the transition to life and study in Australia
- Organise and issue the Student ID card
- Provide timetable

Support services provided by RIC are free of charge; however, any fees and charges incurred from external support services will be the responsibility of the student.

Other Student Support Services

- The primary mechanism for student support is through the Administration Manager and Student Support Officer who are responsible for responding to requests for assistance from students.
- Students requiring additional assistance will be referred to the appropriate staff, e.g, Trainers, Training Manager, or to an appropriate external support provider if this is considered appropriate.
- Before a student is referred to an appropriate external support provider , Student support staff must seek approval from the Chief Executive Officer.

Living and studying in Australia

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au.

The Handbook provides you with information about the courses we offer and how to apply. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

Please visit the websites below to find out all about studying in Australia including visa requirements, student support services, cost of living, Education Agents, health cover, working in Australia, insurance, accommodation options and costs, weather, transport and so much more.

Study in Australia

<http://www.studyinaustralia.gov.au/>

<http://www.studyinaustralia.gov.au/global/why-australia>

Living in Australia

[Live in Australia \(studyaustralia.gov.au\)](http://www.studyinaustralia.gov.au/live-in-australia)

Life in Australia

<http://www.homeaffairs.gov.au/Trav/Life/Aust#>

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as <http://www.homeaffairs.gov.au/>

Applying for a Student Visa – <http://www.homeaffairs.gov.au/Trav/Visa-1>

Student visa

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Above website explains the step-by-step process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health

Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund according to Fees and Refunds Policy and Procedure.

VISA Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify RIC of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.

Note: RIC only accepts students 18 years and over as stated in the entry requirements.

Remain with the principal education provider for 6 months unless you are granted release from the education provider through system to attend another institution (Refer to Transfer between Registered Providers Policy and Procedure)

Arranging travel and documentation to bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Victoria at least 2 weeks before your course orientation to give you time to settle in.

The international Airport is Tullamarine Airport, Melbourne, Victoria.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa.
- Your Confirmation of Enrolment (eCoE).
- Insurance policies (including your health cover).
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by RIC at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter, and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at <https://www.agriculture.gov.au/travelling>

Arriving in Australia

Getting from Tullamarine Airport to your accommodation

Tullamarine Airport's international and domestic terminals are located under one roof.

On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information.

Make sure you have your passport, visa and Incoming Passenger Card ready for the Entry Control Point. When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

For more information on Tullamarine Airport please visit: <https://www.melbourneairport.com.au/>

Travellers' information service at Tullamarine Airport

As you exit the international arrivals hall there is an information service on the ground floor of the Airport. You'll find information on events, tours, accommodation and special needs.

Traveling to your accommodation

For a detailed list of all transport options available from Airport please visit:

<https://www.melbourneairport.com.au/Passengers/Parking/Ground-transport-options>

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you have not you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you, and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting [Education and living costs in Australia \(studyaustralia.gov.au\)](http://www.studyaustralia.gov.au)

Places to Visit

There are many exciting and interesting things to do while living in Melbourne.

Victoria is home to some of the most attractive areas in Australia, including the Yarra Valley wine district, Puffing Billy, Great Ocean Road and Surf Coast, Mornington Peninsula, penguins at Phillip Island, etc., all within a few hours' drive of Melbourne.

Several tourism agencies in and around the city arrange tours to these destinations.

Places in Melbourne that you can visit include:

Melbourne Zoo – take the Upfield train line from Melbourne Central or Flinders St station and alight at Royal Park.

Crown Casino and Entertainment Complex/Southbank – a short walk from Flinders St Station.

Queen Victoria Market.

St. Kilda beach – a 40-min tram ride from the city, on tram 16 (Swanston St) or 96 (Bourke St).

Chinatown – on Little Bourke St.

Enjoy the great coffee culture, Street art, architecture and heritage of Victoria in and around Melbourne including Shrine of Remembrance, botanical garden, Melbourne Museum, Sealife Melbourne Aquarium and National Gallery of Victoria.

There's FREE Tram travel zone in the Melbourne CBD where you don't need to scan your travel card within the zone. For more info please click <https://www.ptv.vic.gov.au/more/travelling-on-the-network/> where you can plan your journey using one of the best public transport.

If you would like more information about the many tourist attractions and places of interest in and around the city, Melbourne's Tourist Information Office is located at Federation Square, opposite Flinders St Station. This office is open 7 days a week and offers information about Melbourne and Victoria.

For more information on Melbourne's many attractions, you may also visit the state tourism website at www.tourism.vic.gov.au.

Sports and Fitness

Melbourne is the sporting capital of Australia. It hosts one of the major grand slam tournaments, The "Australian Open" in January, the F1 Grand Prix in March, and the AFL Grand Final in September/October. The historic Melbourne Cricket Ground (MCG) often hosts local and international cricket and several other sports and big events. Marvel stadium is another who hosts not just cricket but live concert for international performers, AAMI park is another for Soccer and NRL for Rugby and A-league for soccer competition. Surfing competitions, cycling routes and competitions, Rowing, Swimming, Hiking spots, Indoor Wall climbing etc. There are plenty of pool and 24x7 gym facilities located around different suburbs in Melbourne. In summary, if you are into sports and fitness, Melbourne is the place to be.

Accommodation

RIC can assist in guiding you in finding suitable accommodation. It cannot, however, enter into agreements with real estate agents or householders on your behalf. A number of real estate agencies service near the Main campus area and are easily contactable either in person or by telephone, e-mail, etc.

Public Holidays in Victoria

Please refer to below link for official Public Holidays in Victoria for each year [Public holidays](#) | [Business Victoria](#)

Smoking

Smoking is not permitted in public places, including airports, restaurants, cinemas, and shopping centres. This is the law in Victoria so please observe the signs on the front of all buildings. RIC also has a non-smoking policy that prohibits smoking anywhere in the building, including toilets and recreational areas.

Opening an Australian Bank Account

When you first arrive in Melbourne, it is a good idea to open a bank account. When you go to the bank you need to take with you your passport and a copy of your eCoE (electronic Confirmation of Enrolment). If you do not have a copy of your eCoE, please inform RIC Reception, and we will provide a copy. You do not need to deposit money when you first open an account.

Health and Wellbeing

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance, or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are different providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC <https://www.ahmoshc.com.au/>
- BUPA Australia <https://www.bupa.com.au/health-insurance/oshc>
- Medibank Private <https://www.medibank.com.au/overseas-health-insurance/oshc/>
- OSHC World care <https://www.allianzcare.com.au/en.html>
- NIB OSHC <https://www.nib.com.au/overseas-students/>

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency. For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers.
- International travel insurance or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

An example of current OSHC BUPA fees are:

- Single (for 12 months) \$544 Couple (for 12 months) \$3,062
- family (for 12 months) \$5,373

Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia.

Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

USI

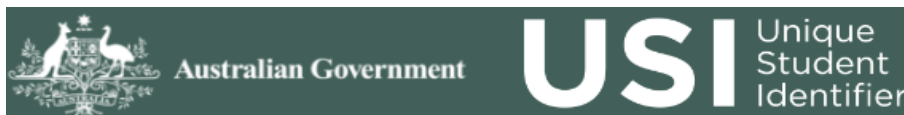
What is the USI?

From 1st January 2015, all colleges are required to collect and verify a USI for each student at enrolment, or prior to issuing a qualification or statement of attainment. The USI data will also be reported to the National VET Regulator for the purposes of data collection. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit <https://www.usi.gov.au/students/get-a-usi> for more information, and instructions on how to apply.

The USI is an alphanumeric number that all individuals must apply for and hold when undertaking nationally recognised Vocational Education and Training (VET). This number only needs to be applied for once and it will remain with the individual for life. Once implemented, a student will be able to access a full list of their academic achievements from a central system for training undertaken whilst they have a USI.

Security

RIC ensures that your personal information is secure at all times and that only authorised team members can access your records.



Cost of Living

Before lodging your application, you should consider whether you will have enough money to set up a house in Australia as well as pay for your airfare (including return), course tuition fees, overseas student health cover (OSHC) and all general expenses during your stay in Australia.

As a general guide, your accommodation, food, transport, clothes and expenses could cost As of October 2019:

- student/guardian – AUD\$21,041
- partner/spouse – AUD\$7,362
- child – AUD3,152.

You should be aware that these amounts are only an indication of everyday expenses and do not include airfare, health insurance or the cost of your course.

Courses Offered By RIC

Course Code and Name	Provider CRICOS Course Code	Duration (Weeks) Including holiday breaks)	Tuition Fee (AUD)	Non-Tuition Fee (AUD)	Application Fees (AUD)
BSB50420 Diploma of Leadership and Management	109113H	52	\$AUD 9,000	\$AUD 500	\$AUD 250
BSB60420 Advanced Diploma of Leadership and Management	109114G	78	\$AUD 9,000	\$AUD 500	\$AUD 250
BSB80120 Graduate Diploma of Management (Learning)	112286E	104	\$AUD 25,000	\$AUD 2,000	\$AUD 250
ICT40120 - Certificate IV in Information Technology	110408E	52	\$AUD 12,000	\$AUD 500	\$AUD 250
ICT50220 Diploma of Information Technology	110409D	52	\$AUD 12,000	\$AUD 500	\$AUD 250
ICT60220 Advanced Diploma of Information Technology	111023C	104	\$AUD 25,000	\$AUD 2,000	\$AUD 250

Note: RIC is currently not enrolling in courses highlighted in red.

Student Enrolment

RIC has a detailed enrolment process which commences from applying to RIC to starting the classes. RIC assess suitability of courses for students prior to enrolment. Prior to enrolment or the commencement of training and assessment, whichever comes first, RIC provides advice to the prospective learner whether the training product is appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies. RIC ensures the obligations and rights of both RIC and the student are clearly set out, including the course fees, other charges and services the provider is obliged to supply.

For detailed information, please refer to the Student Enrolment Policy and Procedure on RIC's website.

Course Entry Interview and Language Literacy and Numeracy (LLN)

Course entry interview will be conducted prior to the enrolment into the course of studies to ensure that the training and assessment provided by RIC are able to meet the student's individual needs. Students are required to fill up the Course Entry Interview Form and submit it along with the Application form.

RIC will review the student's current competencies, student needs, English level, support requirements and oral communication skills in order to enrol them in the most appropriate course to achieve their intended outcomes.

All students wanting to study at RIC are required to undertake LLN Test prior to enrolment. Based on the test outcome, students may be identified as requiring internal support and/or external support.

Although a student is expected to have pre-developed LLN skills achieved through the prior qualification, still College will assess the student's LLN skills to ensure that the student possesses sound LLN skills to complete the course successfully; therefore, students will be required to undertake LLN assessment.

LLN test will be conducted using an ACSF mapped online LLN assessment tool - LLN Robot. All students are required to undertake a language, literacy and numeracy test (LLN) according to the following qualification(s):

BSB50420 Diploma of Leadership and Management	ACSF Level 3
BSB60420 Advanced Diploma of Leadership and Management.....	ACSF Level 4
ICT60220 Advanced Diploma of Information and Technology	ACSF Level 4
BSB80120 Graduate Diploma of Management (Learning).....	ACSF Level 4

English Language Requirements for International students:

For BSB50420 Diploma of Leadership and Management, BSB60420 Advanced Diploma of Leadership and Management and ICT60220 Advanced Diploma of Information and Technology

The following outlines the English language proficiency requirements for International Students.

An English Language proficiency level of **one of the below**:

- IELTS band score of 6.0 or equivalent internationally recognised exam result in line with DHA regulations or;
- satisfactorily completing ELICOS at Upper Intermediate level from a NEAS endorsed English Training Centre or;
- completion of secondary studies equivalent or higher to an Australian Year 12 qualification, where the studies were completed in English or;
- the student is a citizen of and holds a passport from UK, USA, Canada, NZ, South Africa or Republic of Ireland
- other tests like PTE, TOEFL and OET are also considered equivalent for direct entry into RIC's VET courses.

Note: Plus all students must complete an LLN test prior to or at time of course enrolment.

The test must have been taken no more than two years* before you apply to study at RIC.

For BSB80120 Graduate Diploma of Management (Learning)

The following outlines the English language proficiency requirements for International Students.

An English Language proficiency level of **one of the below**:

- IELTS band score of 6.0 or equivalent internationally recognised exam result in line with DHA regulations or;
- satisfactorily completing ELICOS at Upper Intermediate level from a NEAS endorsed English Training Centre or;
- completion of Diploma/Advanced Diploma/ Bachelors or higher level of qualification in any field of study, where the studies were completed in English or;
- have evidence of relevant work experience (No less than 3 years in senior management or leadership position) or;
- the student is a citizen of and holds a passport from UK, USA, Canada, NZ, South Africa or Republic of Ireland
- other tests like PTE, TOEFL and OET are also considered equivalent for direct entry into RIC's VET courses.

Note: Plus, all students must complete an LLN test prior to or at time of course enrolment.

The test must have been taken no more than two years* before you apply to study at RIC.

TRAINING AND ASSESSMENT

Raymond International College (RIC) provides quality training to its students for all Courses. This means:

- Providing an appropriate amount of training for each Course to ensure effective outcomes for students in line with industry expectations, Training Package or VET Accredited Course requirements, and AQF requirements.
- Providing suitable educational and support services, including welfare-related support sufficient to meet the numbers of students enrolled with the RIC.
- Providing training resources that are accessible to students regardless of their location or mode of delivery.
- Ensuring that international students undertake no more than 25% of their course by distance and/or on-line study and exclusively in distance or online learning units in any one study period (If and when applicable).
- Ensuring there are sufficient numbers of skilled trainers and assessors who are appropriately qualified and experienced in line with the RTO Standards (Clause 1.13-1.25) and ESOS Standard 11.2.6.
- Identifying the support that each individual student needs prior to their commencement or enrolment with RIC (whichever is first) and providing access to the educational and support services necessary to meet these needs and Course outcomes.

PLAGIARISM and CHEATING

Raymond International College (RIC) provides quality training to its students for all Courses. This means:

- Providing an appropriate amount of training for each Course to ensure effective outcomes for students in line with industry expectations, Training Package or VET Accredited Course requirements, and AQF requirements.
- Providing suitable educational and support services, including welfare-related support sufficient to meet the numbers of students enrolled with the RIC.
- Providing training resources that are accessible to students regardless of their location or mode of delivery.
- Ensuring that international students undertake no more than 25% of their course by distance and/or on-line study and exclusively in distance or online learning units in any one study period (If and when applicable).
- Ensuring there are sufficient numbers of skilled trainers and assessors who are appropriately qualified and experienced in line with the RTO Standards (Clause 1.13-1.25) and ESOS Standard 11.2.6.
- Identifying the support that each individual student needs prior to their commencement or enrolment with RIC (whichever is first) and providing access to the educational and support services necessary to meet these needs and Course outcomes.

For further information, please refer to Plagiarism and Cheating Policy on RIC's website.

CREDIT TRANSFER

Credit means recognition of the previous studies a student has completed for the purpose of reducing the units or modules required to be completed in their currently enrolled program. At RIC,

- All students will be offered the opportunity to apply for credit for previously completed studies. Students can apply for Credit by completing a Credit Application Form and providing relevant supporting documents, including certified copies of transcripts. This may include VET transcripts or extracts issued by the Student Identifiers Registrar.
- All evidence provided as part of an application for Credit will be authenticated by Raymond International College by contacting the issuing organization to confirm the details provided on the document are valid. In the case of transcripts issued by the USI Registrar, documents will be authenticated through the USI Registry System.
- RIC will not require any student to repeat any unit or module which they have already been assessed as Competent unless there is a license condition or regulatory requirement that requires this.
- There is no fee applicable for Credit transfer applications.

For further information, please refer to Course Credit Policy and Procedure on RIC's website.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is the formal acknowledgement of current skills, knowledge and attitudes held as a result of education and training, work experience and/or life experience. It is essentially an assessment only pathway in the VET system. At RIC,

- RPL will be structured to minimize the cost and time to applicants whilst retaining the integrity required to recognize competencies in accordance with the requirements of training packages or curriculum documents.
- RIC will ensure that any applicant for RPL is provided with
 - Information about the competencies and performance criteria relevant to their RPL.
 - Adequate information and support to enable them to gather reliable evidence of competency
 - Opportunities to obtain feedback on the evidence proposed prior to finalisation of the application
- It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitudes even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the RPL assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes.
- Students who are eligible for credit transfer must not be required to undertake a RPL process.
- If RIC grants the overseas student RPL that reduces the overseas student's course length, RIC will:
 - inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course
 - report any change in course duration in PRISMS if RPL is granted after the overseas visa is granted

For further information, please refer to Recognition of Prior Learning (RPL) Policy and Procedure on RIC's website.

REASONABLE ADJUSTMENT

Students have different needs, and often training needs to be adjusted to meet individual students' needs. Adjustments can be made to the assessment process, resources, facilities, delivery style and structure of training sessions.

By definition: 'Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create an undue hardship for the College and must be allowed within rules defined by the training package.'

In practice, this can translate into:

- adjusting equipment or the physical environment.
- Providing specialized equipment.
- Changing the format and layout of training materials, for example, using black and white slides instead of colour, using visuals instead of dense text or providing audio instead of visual information.
- Allowing breaks for fatigue, medication or toilet use.

- Changing assessment procedures and timing.

RIC has policies that include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for participants with special learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Evidence collection can be adjusted to suit individual student needs if required and will be endorsed by the Training Manager.

Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessments. Students will be assessed on their current competencies, including literacy and numeracy LLN, prior to the commencement of the course.

The learning needs identified from this review will form the basis of any adjustment to the training program, and appropriate strategies will be agreed upon with the student.

For further information, please contact RIC's admin staff via email or phone.

CAMPUS FACILITIES AND RESOURCES

Training Location

RIC has its training facility located at a convenient location in Melbourne CBD.
RIC's location is accessible from all kinds of public transportation.

For Classroom based face to face delivery:

Ground Floor, 341 Queen Street, Melbourne CBD, Vic-3000

Contact Details

Contact: +61 (03) 9088 7655 , +61422421090

Email: info@raymondcollege.edu.au



How to reach us:

By Public Transport

By Tram: There is a free tram zone in the Melbourne CBD

By Train

Nearest Train Stations:

Campus: Melbourne Central Station/ Flagstaff Station

By Uber

Uber services are available round the clock.

By Taxi

TAXI services are available round the clock.

By Car

If you are driving, you can use public parking or paid parking available in nearest place.

Modern Campus Facilities and Equipment

- Fully equipped classrooms with table, chairs (flipped chairs), projectors and/or Interactive screens.
- Laptops to hire free of cost to be used at the main campus
- Chairs with Tables where students can keep their notebooks or laptops.
- Quiet Study area with computers for students to work on assignments and/or study
- Library Resources
- Climate control Air Conditioning
- High speed internet
- Access to many cafés and restaurants.
- Photocopy and printer facilities for students.

Classrooms

All classrooms are equipped with the following resources for the delivery and assessment of the units of competency selected for this qualification:

- Computer with Internet connection to enable research.
- Access to network printers and photocopiers
- Data projectors connected with trainer's computers
- Whiteboard
- Table and chairs
- Power points for laptop, computer

Student Recreational Area and Lunch Room

RIC campus has a dedicated student lunch and recreational area with access to kitchen facilities where students can relax and meet with others during breaks.

Student Administration and Support Services

Student Administration and Student Support Services are available for all students. Reception is your first point of contact for any queries.

RIC employs student support officers to help students with their needs. The student support officer will provide all required support services available to students in the transition to life and study in a new environment at no cost to students, including:

- Assistance in finding legal advice if required
- Emergency and health services
- Assisting during critical times
- Welfare related support

Language, Literacy & Numeracy (LLN) Support

If students do not meet the recommended English and LLN requirements, students will be referred for additional support to be provided by the college, or students will be asked to take further Language, literacy and numeracy training, such as ELICOS programs at another College as RIC does not offer ELICOS program. RIC will provide support and guidance to students who are facing difficulty in English or LLN. Students are requested to meet Student support officer to seek guidance and/or support.

In the event that a Trainer/Assessor identifies students with LL&N difficulties or where students require or request additional LL&N support, appropriate strategies will be implemented to assist them with their learning. Additional support will be provided by the College with the ACSF Support plan. Students are requested to speak to the student support officer or Training Manager to discuss the support measures that they might need. RIC will provide support at no additional cost.

Additional Training and Tutorials

Every effort, within reason, will be made by RIC to ensure a successful outcome for students. Additional training and/or tutorial may be negotiated where students require additional support to finish the course.

Digital Literacy

Students who do not possess basic computing skills will be provided with the basic computer using support by our student support officer.

Accommodation Assistance

RIC does not have its own accommodation facilities. However, accommodation assistance in terms of basic advice will be provided to students upon request. Providing basic accommodation advice is free of cost.

Student Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into the study. All students needing counselling, study skills assistance or practical help can make an appointment with the student support officer on campus. An appointment can be made at reception or by emailing the student support officer or Training Manager at info@raymondcollege.edu.au. Personal counselling services will be organised where the student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution

For Medical service and support near the campus, students may seek help from the reception or from the student support officer.

Students will be provided with counselling on (but not limited to):

- i. Academic and future progress advice
- ii. Welfare matters

These services will be available and accessible to all students at suitable times.

Please Note: Referral to medical services available or external counsellors will be provided free of cost by the college. However, fees of medical practitioners and/or counsellors will be borne by the students.

Studying at RIC

A number of approaches to course delivery are used by RIC's staff. Course delivery approaches include: supervised study, scenario, case studies, tutorials, trainer led classroom delivery, practical activities like role play and presentations.

During class time, students will be expected to participate by answering questions, giving opinions, giving assessments in the form of projects, assignment etc., demonstrating tasks, working with others in groups, making presentations, participate in role-play scenarios.

The duration of the course specified in the course information includes only formal training. Students are required to dedicate a minimum of 20 hours per week towards their study. This will include class attendance,

work-based training (if any), self-paced learning (not included in the minimum 20 hours per week), research, learning activities and assessment activities.

Course Assessments

RIC uses several methods of assessment to measure students' competency as mentioned above in the Assessment Methods section. Assessment methods used for this course include Practical demonstrations, Role plays, Presentations, Case studies, Scenario, Project work, Reports and Knowledge questions.

Our Obligation to You

RIC is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015, and for the issuance of the AQF certification documentation. This means that the college is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in the units of competency.

TRANSFER BETWEEN REGISTERED PROVIDERS

An international student requesting a transfer from RIC to another registered provider prior to completing six (6) calendar months of their principal course of study, must obtain approval from RIC in the form of a request for a letter of release. A letter of release will not be required where:

- An international student has completed six months or more of their principal course of study. Where this is the case RIC will approve the request to study with another registered provider without restriction;
- The course for which the student has received an eCOE will not be offered by RIC, and/or has been ceased to be registered on CRICOS.

In accordance with The National Code 2018, and recognising student's right to exercise freedom of choice as consumers, as a principle, RIC will grant a student's request to transfer to another provider, where it will not be detrimental to the student.

RIC considers the following factors as detrimental to the student, and therefore, as reasonable grounds for refusing a transfer request:

- The request is considered detrimental to the student's wellbeing;
- The student has not started studying or has studied with RIC (attending and participating in the classes) for less than four (4) weeks and has not had an opportunity to experience the program of study, and/or the range of support services available at RIC. In this situation RIC will re-address the issue within a timeframe negotiated with the student;
- The student has requested a transfer to a course with another registered provider that is considered by RIC to be unsuited to student's academic capabilities, study plans or career aspirations. This includes where a student wishes to transfer from a higher-level qualification to a lower-level qualification (e.g., Diploma to Cert IV);
- The transfer may jeopardise the student's progression through a package of courses;

- The intended course will not provide adequate preparation for further study, and/or is not recognised by higher education or VET providers as meeting their entry requirements;
- RIC forms the view that the student is trying to avoid being reported to the Department of Home Affairs DHA for failure to meet the academic progress requirements;
- The student is indebted to RIC and/or has outstanding disciplinary issues.

RIC may agree to approve a request for a release if the student can demonstrate that the transfer would be in their best interests. If issued, there will be no cost to the student in obtaining the letter. When finalized and accepted, changes to student enrolment will be updated in PRISMS.

For further information, please refer to Transfer between Registered Providers Policy and Procedure on RIC's website.

DEFERRAL, SUSPENSION AND CANCELLATION

RIC permits students to defer, suspend or cancel enrolments. There are instances where RIC can initiate the suspension or cancellation of the student's enrolment.

1. Deferral and suspension of studies

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- 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 (Where possible a death certificate should be provided)
 - 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 that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
 - where RIC is unable to offer a pre-requisite unit
 - inability to begin studying on the course commencement date due to delay in receiving a student visa
- RIC may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - misbehavior by the student (including plagiarism, collusion and cheating)
 - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in RIC Course Progress Policy and Procedures.

For further information on the process and requirements, please refer to Deferral, Suspension and Cancellation Policy and Procedure on RIC's website.

ACADEMIC COURSE PROGRESS

Raymond International College (RIC) monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.

Completion within expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- RIC monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

Course progress requirements

- Satisfactory and unsatisfactory course progress including a process for determining the point at which the overseas student has failed to meet course progress requirements.
- Course progress requirements are defined in relation to study periods and may include (but is not limited to), any combination of the following.
 - Satisfactory completion of certain assessment tasks or a certain number of assessment tasks
 - Achieving competency for certain units of competency or a certain number of units of competency

For further information, please refer to Course Progress Policy and Procedure on RIC's website.

Change of Address

Upon arriving in Australia students are required to advise the college of their residential address and telephone number and of any subsequent changes to their residential address. It is extremely important that students notify the college of a change of address as, under Section 20 of the ESOS Act 2000.

RIC is obliged to serve a notice at the last known address of the students if the student breaches a student visa condition relating to attendance and/or academic performance. The college may also send warning notices to students that are aimed at providing support to students and prevent breaches of visa conditions. Hence, students must notify RIC of any change of their address and contact details within 7 days of change while enrolled at the college including:

- The student's current residential address, mobile number (if any) and email address,
- Who to contact in emergency situations

Failure to update the contact details to RIC means that students may not receive important information which may affect their course, their enrolment or visa.

As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is the responsibility of students and in their interest to keep their records up-to-date to ensure they receive important information about their course, fees and possible breaches of their student visa.

Additional information on student visa issues is available on the Department of Home Affairs web site at <https://www.homeaffairs.gov.au/>

COMPLAINTS AND APPEALS

RIC provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

Nature of complaints and appeals

- RIC responds to all allegations involving the conduct of:
 - RIC, its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of RIC and including education agents.
 - Any student or client of RIC.
- Complaints may be made in relation to any of RIC's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by RIC to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - Course credit
 - Recognition of prior learning
 - other general decisions made by RIC

Principles of resolution

- RIC is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, RIC ensures that complaints and appeals:
 - Are responded to in a professional, consistent and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- RIC will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit a complaint or appeal to RIC, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

CODE OF CONDUCT

All the students of RIC are expected to conduct themselves during their participation in training and assessment.

Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information RIC holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to RIC on the client services, training, assessment and support services they receive.

Students' responsibilities

All students throughout their training and involvement with RIC are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.

- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to RIC in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Attend classes regularly and make contact with their Trainer/Assessor on an ongoing basis.
- Prepare appropriately for all assessment tasks and training sessions.
- Notify RIC if any difficulties arise as part of their involvement in the training program.
- Comply with their student visa requirements under the Education Services for Overseas Students (ESOS) framework regarding your rights and obligations as an International Student and any RIC rules and regulations; Department of Home Affairs (www.homeaffairs.gov.au) regarding your obligations as a student visa holder
- Demonstrate honest, responsible, courteous and ethical behaviour
- Use all equipment and resources safely, appropriately and legitimately
- Use recognised RIC Policy and procedures for complaints, appeals, redress and resolutions
- Follow all occupational health and safety requirements

Legislation

The Australian Government is committed to ensuring students have a great education experience in Australia. Therefore, various legislations have been enacted to safeguard the interest of both education providers and students.

RIC is also subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RIC), to students as our customers, and relate to the industry that we are conducting training for.

A range of legislation is applicable to all the staff members and students of RIC .

Information on relevant legislation can be found at the following websites.

Occupational Health & Safety <http://www.worksafe.vic.gov.au/>

- Victorian Equal Opportunity and Human Rights Commission
<http://www.humanrightscommission.vic.gov.au/>
- VET Quality Framework www.asqa.gov.au/
- Department of Home Affairs <https://immi.homeaffairs.gov.au/>
- Disability Standards for Education 2005 <https://www.education.gov.au/disability-standards-education-2005>
- Disability Discrimination Act 1992 <https://www.legislation.gov.au/Series/C2004A04426>
- Racial Hatred Act 1995 <https://www.legislation.gov.au/Details/C2004A04951>
- Racial Discrimination Act 1975 <https://www.legislation.gov.au/Details/C2016C00089>
- Sex Discrimination Act 1984 <https://www.legislation.gov.au/Details/C2023C00003>
- Privacy Act 1988 <https://www.legislation.gov.au/Details/C2022C00361>
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026955
- Education Services to Overseas Students (ESOS) Act 2000
<https://www.legislation.gov.au/Details/C2022C00066>
- Education Services to Overseas Students (ESOS) Regulations 2019
<https://www.legislation.gov.au/Details/F2019L00571>

It is the responsibility of all RIC 's staff to ensure the requirements of relevant legislation are met at all times. Please refer to the websites indicated, or contact the college if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

Agent's Legislation

RIC engages with on shore and off shore Agents to recruit students. RIC is responsible to ensure that its Agents accurately represents services on their behalf. If you have any feedback or concerns regarding services provided by Agents or its representatives, please contact admissions team.

RIC has undertaken steps to ensure compliance with ESOS Act 2000 and standard 4 (Education Agents) of the National Code 2018 which includes entering into written agreements with each education agent that RIC engages with, implement Education agents policy and procedure.

Use of personal information

Information is collected during enrolment in order to meet the college's obligations under the ESOS Act 2000 and the National Code 2018 and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Information collected about students may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during enrolment cannot be disclosed without the student's consent where authorised or required by law. It is a requirement of the VET Quality Framework that students can access personal information held by the College and students may request corrections to information that is incorrect or out of date. Students may apply in writing to Administration Manager if they wish to view their own records.

STUDENT SUPPORT AND WELFARE

Administration and Student Support Services are available for all the students.

Reception is your first point of contact for any queries.

Call: +61 (03) 90887655

Email: admin@rayondcollege.edu.au/info@raymondcollege.edu.au

FEES and REFUNDS

RIC has a systematic approach to managing fees and refunds.

Course fee inclusions

- Tuition fees include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Course fees do not include required text books and learning materials. These are at an additional cost.

- Issuance of one set of certification documents including the Testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- Non-tuition fees include:
 - Learner guides and learning material
 - Student ID CARD
- RIC cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Payments

- Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.
- Credit card payments incur a surcharge of 2% per transaction.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- In case of non-payments, RIC reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.

For detailed information of Fees and Refunds, please refer to Fees and Refunds Policy and Procedure.

CRITICAL INCIDENT

Critical incident means a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

RIC is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident. RIC ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident.

For further information, please refer to Critical Incident Policy and Procedure.

Privacy statement

Disclaimer: Information contained in this Students Handbook is current at the time of printing and is subject to change. Please refer to information published on website for the most current information or speak to administration personnel. Students are encouraged to get more information from the National Training Register at www.training.gov.au or speak to RIC staff member for further details.

Contact Us



Call: +61 (03) 90887655

Email: admin@rayondcollege.edu.au/info@raymondcollege.edu.au



Web: www.raymondcollege.edu.au