



**University  
Preparation  
College**



# **INTERNATIONAL STUDENT HANDBOOK**

**July 2024**

**CRICOS Provider No 02751M / RTO 91364**



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## Mission Statement

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University Preparation College (UPC) promotes education as a means to excel in all aspects of life. Our College strives to create a unique study experience that recognises every individual's cultural background and assists with the transition to higher education. We provide a study environment which allows our students to

**LEARN SMARTER, LEARN BETTER**

## University Preparation College

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UPC is an Australian Government registered college for teaching English and Vocational courses to both Australian and international students. UPC courses can be packaged for entry into Australian Higher Education institutes and universities.

## ESOS Framework and Immigration Law

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The Education Services for Overseas Students (ESOS) framework, in combination with Migration law, sets out certain rights and responsibilities for international students.

The ESOS legislation and Migration law are designed to:

- protect student interests as consumers by ensuring that they receive the quality education that they have paid for and have access to appeal and complaint mechanisms.
- ensure that they are provided with support services to help them succeed academically and adjust to life in Australia.
- support education providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian government.

**UPC English Program** is endorsed by



**UPC Vocational Education Training Programs** are accredited by ASQA



**UPC is a Member of**



# COLLEGE INFORMATION

## TERM DATES: 2024-2026

|             | Term 1 |       | Term 2 |         | Term 3  |         | Term 4 |        |
|-------------|--------|-------|--------|---------|---------|---------|--------|--------|
|             | Start  | End*  | Start  | End*    | Start   | End*    | Start  | End*   |
| <b>2024</b> | -      | -     | -      | -       | 15 July | 13 Sept | 07 Oct | 06 Dec |
| <b>2025</b> | 3 Feb  | 4 Apr | 28 Apr | 27 June | 21 July | 19 Sept | 13 Oct | 12 Dec |
| <b>2026</b> | 2 Feb  | 3 Apr | 27 Apr | 26 June | 20 July | 18 Sept | 12 Oct | 11 Dec |

\* For 10-week Term Courses (English). All VET courses have 9-week Term

## TUITION FEES & PAYMENTS

The following measures will be applied to late payment of tuition fees.

1. Tuition fees for each term should be paid before the official start date of the Term.
2. If a student does not pay the tuition fee by the due date, a late fee may be charged, and the student may lose his/her place in the course. The College reserves the right to review its fees without notice.

## EMERGENCY CONTACT

In case of emergency, please contact

**Dr Thuy Mai-Viet** (President)

M: 0488 020 620, E: [thuym@upc.edu.au](mailto:thuym@upc.edu.au)

## UPC COLLEGE ADDRESS & CONTACT

### Sydney City Campus

Ground Floor, 1 – 5 Randle Street, Surry Hills, NSW 2010, Tel.: +61 2 9791 6020

Opening hours: Monday - Friday, 9 am - 5 pm

**Emails:** All enquiries: [info@upc.edu.au](mailto:info@upc.edu.au)

### UPC Website & Social Media Platforms:

Website : [www.upc.edu.au](http://www.upc.edu.au)  
 Facebook : <https://www.facebook.com/UniversityPreparationCollege/>  
 Instagram : <https://www.instagram.com/upccollege/>  
 Youtube : [https://www.youtube.com/channel/UC2x4ESc-KIJfcFN959d\\_oQ?view\\_as=subscriber](https://www.youtube.com/channel/UC2x4ESc-KIJfcFN959d_oQ?view_as=subscriber)

## VERY IMPORTANT NOTES

### Keeping your visa valid is your top priority No Visa, No Study

- 1. Your contacts** - Make sure you provide the College (University Preparation College) with your current residential address, telephone and email details and inform the College within 5 working days whenever you change them.
- 2. Absence from the College** - You have to inform the College if you are absent from your class for more than 2 consecutive days. If you are absent from your class for more than 10 consecutive days without informing the College, you are considered to have abandoned your course and the College may inform the Department of Home Affairs (DHA). If you have a reason for not attending your class, please make a telephone call to admin or send an email to [info@upc.edu.au](mailto:info@upc.edu.au)  
  
If you cannot make contact with the College yourself, ask your friend, your classmate or relative to do it for you.
- 3. Attendance** (English students) - Keep your attendance above 80%.  
If your attendance rate is below 80%, the College is obligated to report your case to the Department of Home Affairs (DHA). The College expects all students to aim for 100% attendance. Always aim for full attendance (100%) so as to allow for absence due to illness or other unforeseen circumstances.
- 4. Course Progress** (VET students) – Keep your attendance above 60% and **pass at least 50% of your units each term**. Assessments and components of specific units require a **satisfactory or unsatisfactory** result, not a pass mark.  
You are allowed to repeat a unit only once. Failing to progress means breaching your student visa conditions and the College is obligated to report your case to the DHA.

## ENGLISH & VET PROGRAMS

Here is the summary of our programs and the course levels we offer to international students (See course brochures for more details).

### ELICOS (English) PROGRAM

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- ❖ Preparation for IELTS (Advanced)
- ❖ English for Higher Education Studies (Elementary to Advanced)

### CHILDREN'S SERVICES PROGRAM

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- ❖ CHC30121 Certificate III in Early Childhood Education & Care
- ❖ CHC50121 Diploma of Early Childhood Education & Care

### BUSINESS/MANAGEMENT PROGRAM

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- ❖ BSB40120 Certificate IV in Business
- ❖ BSB50420 Diploma of Leadership & Management
- ❖ BSB60420 Advanced Diploma of Leadership & Management
- ❖ BSB80320 Graduate Diploma of Strategic Leadership

English, Childcare and Leadership & Management programs are effectively articulated into Australian higher education providers and universities (See the College's website for the latest articulation information).



# ENROLMENT

Students can apply through UPC representatives or directly to the College. You must make an informed decision on the best course for you and your interests before you enroll. To help you decide, this Student Handbook and other information about the College and its courses are also available on the UPC website [www.upc.edu.au](http://www.upc.edu.au). If you have any questions, contact us or our representative in our region.

## ENTRY REQUIREMENTS

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You have to be over 18 years old before you are allowed to start a UPC course:

### English courses

- Academic achievement: Completed Year 11 in a 12-year high school system.
- A level of English proficiency of 4.0 IELTS score or over.

### VET courses

Referring to individual course brochure. Following are general conditions:

#### English level

IELTS=6.0 or equivalent.

#### Academic achievement for entering into

- Certificate III or IV: Completion of Year 12 Senior High School. Year 11 students with good records will be considered.
- Diploma or Advanced Diploma: Completion of Certificate III or higher, or 2-4 years of work experience.

## RPL & CREDIT TRANSFER

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**Recognition of Prior Learning (RPL)** process is available to all students prior to the course at pre-enrolment and is discussed again at the induction. Students can apply for recognition anytime during their study and their study period will be adjusted (if applicable) and reported to PRISMS.

### Credit Transfer (CT)

If a student has an Australian VET qualification and the units match exactly with the units delivered or if a student is under a credit transfer agreement from a UPC education partner, the student will be granted credit transfer.

Marketing and student services staff will manage this process following the policy and procedure which sets out how the process is administered and the adjustment to course duration and course fees.

## ENGLISH LANGUAGE REQUIREMENTS FOR OVERSEAS STUDENTS

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If you are coming to UPC to study English in preparation for a later course of study, then of course your English level will be lower than 6.0 IELTS when you start at the College.

If you are coming to UPC to study a VET program in Childcare, Business or Leadership and Management program, then you need a certain level of English proficiency before you start that course. This level is equivalent to IELTS=6.0.

The College staff will ensure that your qualifications, experience and English language proficiency is appropriate for the enrolled course and are assessed by a qualified person.

If required, the ELICOS Departmental Head will conduct a review of your English test results. Our English courses are designed to prepare students who are not at the required English level, but we may also recommend that the student study to achieve that level before arriving in Australia.

# ORIENTATION

Orientation programs are conducted for all new students. The UPC Orientation program helps to familiarise international students with the College's expectations, rules, and facilities, and introduce the social and cultural norms which you will need to be aware of while in Australia, and in particular Sydney.

The main Orientation PowerPoint Presentation, which includes all the essential information about your course of study as well as your role and responsibilities as an international student, will be followed by briefings on safety and living in Australia.

In addition to your admissions procedure and general orientation process, you will be given your very own UPC email. This is important - this will be your main source of correspondence for the entirety of your study journey. Admin, your teachers, students and other staff will contact you through this email. Through this email, you will be given printing access and instructions. You will also receive *Office 365 Software* to support your study journey.

## ENGLISH PLACEMENT TEST

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All English students, regardless of whether they have international English test results, are tested on the first day of their courses to ensure they are placed in the correct class. You will be required to take reading, writing, and listening

tests and have a one-on-one interview with a teacher to assess your speaking skills. Once your test results have been calculated, you will be allocated to an appropriate English class to begin your course.

## PLEASE DO NOT REQUEST A CHANGE OF CLASS DURING THE FIRST WEEK OF YOUR COURSE

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Everyone needs time to settle into a new environment and your class may seem very easy or very hard when you begin. You need to give yourself a chance to work with your teacher before you both confirm that this is the right class for you.

Remember, just because you can read and understand all the class materials, this does not necessarily mean your English is good enough to perform the writing, speaking and listening tasks you will be asked to do.

## TRANSFER TO UPC FROM ANOTHER COLLEGE

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Overseas students on a current visa can apply for a transfer to UPC from another College. They need to complete an application form and a Request for Transfer form. The assessment process will be similar to that of an offshore student with qualified staff checking your qualifications, experience and English proficiency. The current course and the prior completion of any study units will also be assessed. If you do not have a recent IELTS test score to show, the College will interview you and conduct an English placement test, depending on your country of origin.

If required, the ELICOS Departmental Head will conduct a review of your English test results. We will offer transferring students a Recognition Assessment prior to the transfer and release from the other College and advise overseas students of the impact this transfer will have on their course duration, course fees and visa. This also applies to overseas students who are enrolled in more than one course on their visa. If you are still within 6 months of a principal course at the other college or university, a release letter from that provider is required before we can enroll you.

## VET PROGRAM – RECOGNITION OF YOUR PAST TRAINING AND SKILLS

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Your study path and course length in Childcare, Business and Leadership & Management programs can be adjusted if you gain credit or Recognition of Prior Learning (RPL).

To achieve this, students go through a Recognition application process. You have to submit evidence that demonstrates you have the required knowledge, work experience or life experience that matches the UPC units of competency. You may also be asked to complete a skills test.

Recognition can take place before you enroll – by interview with an agent, UPC representative or at our college. You will need to complete an application (Application for RPL Form) and submit your proof of evidence.

Recognition can also take place after you enroll, in the induction or early part of a course – once the course has started, talk with your teacher and complete an interview. Again, you will need

to complete an application and submit your evidence. You may also be asked to complete a skills test.

### The benefits of Recognition

- ✓ Adjusted fees
- ✓ Reduced course load - fewer units to complete and an adjusted timetable.

**For overseas students**, recognition before a visa is issued will mean the COE is adjusted to show the shortened course length. If the visa has already been issued, then the overseas student's course duration is again adjusted, and timetable changed so that you are still studying a full-time load.

### Transfer from another College

Recognition includes assessing your completed course/units when students apply for transfer to UPC from another College.

## MAINTAINING A FULL-TIME STUDY LOAD (MINIMUM 20 CONTACT HOURS PER WEEK)

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Overseas students must maintain a full-time study load of 20 contact hours per week for all courses. However, if you reach the final term and have to repeat the course/units, the full-time study load is not required.



# STUDYING AT UPC



## FULL-TIME STUDY

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The English, Childcare, Business and Leadership and Management Programs are designed around a full-time study load of 20 contact hours per week. There are four terms to the calendar year, with 10 weeks for English courses and 9 weeks for VET courses. The College has term breaks in which students can work, travel, or visit home.

Each VET course includes a number of units. There are lectures, supervised practical work, structured self-study, and major projects. It is also a requirement in the childcare courses to complete work placement that builds recognised practical hours in a real work environment.

### Speak in English while you are at the College

It is your responsibility to use only English as much as possible when you are on college premises. It is hard not to use your own language when talking to classmates from your country, but this will not help your progress in English.

### Access to College information & your records

**College information** – This Handbook provides information specific to the college, and important information about your courses and study requirements. You can find further details on the College website [www.upc.edu.au](http://www.upc.edu.au).

**Your records** – Your personal information such as leave, study programs and results, etc. are confidential. You are entitled to access your records kept by the College by submitting the appropriate forms to the Administration Manager during office hours. Submit a request anytime. You should receive a response within 5 working days, depending on the volume of requests.

### Classes

All classes are conducted in English and students are expected to have English proficiency at a level that allows them to function in the course.

VET students whose English is judged to be inadequate in a VET program will be offered English language tutorial classes. The student support officer will be available for advice and support.

### Class Sizes

English classes are kept small. Classes will have up to a maximum of 18 students. Typically, an English class will have 12-15 students giving everyone good access to teacher support.

VET (Childcare, Business, Leadership & Management) classes follow a similar pattern with larger groups in some lectures but small groups in practical tutorials.

### Fees and charges

Tuition fees will not be changed during the studying period listed in the Letter of Offer except when the student delays or changes the course.

Other fees and charges may be changed without prior notice. Details are in the "Incidental Fee and Charge List" (See UPC website).

## STUDENT RESPONSIBILITIES & CONDUCT

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### RESPECT

Observing the rights of others and honouring their feelings by treating one another with courtesy, compassion and kindness

- We will speak English in the classroom wherever possible.
- We will switch our communication devices to silent.
- We will be understanding of our individual differences.
- We will be flexible & open to others' ideas.
- We will be supportive, fair & honest in our relationships with each other.
- We will be sensitive to our classmates' feelings - never mock or belittle.
- We will respect each other's privacy and opinions.
- We will listen when others are speaking.

### FAIRNESS

Being fair, consistent & inclusive

- We will ensure that everyone is treated equally.
- We will ensure that cultural differences are respected.
- Inclusiveness & tolerance are key.
- Penalties and consequences apply to all.

### TRUST

Having trust in all members of our College community

- We will trust in staff knowledge and experience.
- We will be open and honest.
- We will communicate our plans & hopes.
- We will accept help.

### HONESTY

Being truthful & sincere, acting with academic & personal Integrity

- We are responsible for our actions and words.
- We do not claim the work of others as our own.
- We will respect and follow all UPC rules and regulations.
- We will openly communicate any problems and work together to find solutions.
- We will always ask for help and support.

### ONUS

Being proactive in one's learning: taking responsibility & having accountability for what we do & also what we fail to do.

- We will complete all tasks as required to the best of our ability.
- We will come to class on time.
- We will actively & willingly take part in class activities.
- We will accept any reasonable consequences for our behaviour.
- We own our destiny & so too all our successes and failures.

### ATTITUDE & OUTLOOK

- We will behave as responsible adults.
- We will strive to improve our skills & knowledge to better ourselves.
- We will try to learn from our experiences.
- We will try to always have a positive outlook.
- We will try to be aware of our journey - where we came from to where we are heading and how we can get there!
- We will try to build meaningful relationships along the way.
- We will immerse ourselves fully in all we do & be the best that we can be.

# ENGLISH PROGRAM

## ABOUT MY STUDY TERM

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Coming to a new class with a new teacher can be daunting. So, it is good to know a little about how your class operates before starting your new course.

### The English term is ten weeks

You will receive a student textbook for each level of your English program. This textbook serves as your primary learning and assessment resource, though you will also be provided with supplementary materials throughout the course.

The textbook is organized into nine modules, each designed to develop your English skills through engaging activities centred on specific topics.

Your performance will be evaluated throughout the term, with progress assessments accounting for 20% of your final grade. The remaining 80% is divided equally between the Mid-course exam in Week 5 and the End-of-course exam in Week 10.

These assessments will measure your proficiency in the four key language skills: Reading, Writing, Listening, and Speaking, based on the topics covered during the term.

Your results will determine whether you advance to the next English level or qualify for entry into higher education, such as a VET or university course.

It's crucial to successfully complete your English studies within the timeframe of your Confirmation of Enrolment (CoE) to avoid any

complications with your visa or future education enrolment.

Entry requirements for further education pathways vary. Generally, VET-level courses require a minimum achievement of 50% at the EAP 2 (Advanced) level (equivalent to an IELTS score of 6.0).

### Class Etiquette

Please ensure you arrive on time to every class. Punctuality is important not only for meeting attendance and visa requirements but also to avoid missing any important tasks or assessments. Arriving late can disrupt the learning environment for both teachers and fellow students who are committed to their studies.

Mobile devices should be used strictly for class-related activities, such as using a dictionary or conducting research. Social media and messaging during class are strictly prohibited.

Answering calls during class is also not allowed. Please make and answer phone calls during breaks or outside of class hours. In case of an emergency, step outside to take the call. These guidelines are in place to minimize disruptions and ensure that the learning experience is respectful and productive for everyone.

## ATTENDANCE AND ACADEMIC PROGRESS

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### ATTENDANCE

English courses require intensive training and practice, so students are expected to maintain class attendance at a minimum of **80%**. This is a student visa requirement and will be strictly observed and recorded.

The College may decide not to report you for breaching the 80% attendance rule where you can demonstrate compassionate or compelling circumstances and are maintaining satisfactory academic progress and are attending at least 70% of the scheduled contact hours for the course in which you have enrolled.

It is recommended that students keep their attendance well above 90% in case of illness and special occasions such as family visits, extended home visits, etc. If the attendance rate falls to unacceptable levels, the student will be warned and counseled accordingly.

Students will be issued with a warning notification in the following situations: Where a student has failed to attend for more than five consecutive days or is at risk of attendance falling below 80% without approval from the college or provision of documentary evidence- medical or other, s/he will be contacted by the college.

## Holidays

All students who enroll in the College are advised to arrange their holidays during the college term breaks.

Consequently, the College will not grant any holiday leave and will not issue any holiday approval letters during the academic terms.

The President or ELICOS Departmental Head may consider for approval special leave only on compassionate grounds.

## Sickness

In cases of illness, or other circumstances beyond their reasonable control, students may be excused from attending classes. Reasons for such absences from classes should be lodged with the College in writing within two days of starting the leave of absence.

Medical Certificates from a registered medical practitioner are required for students who are absent for more than two days due to illness.

Students should write their student number on their medical certificate and submit the certificate to Reception. Copies of the medical certificate are made and kept in the student file.

## ACADEMIC COURSE PROGRESS

Students are required to successfully complete various tests, examinations, projects and practical exercises in reading, writing, speaking and listening. The final course result will be determined by the overall percentage mark you receive in your course which is calculated from progress assessments, Mid-course and End-Of-course exams.

Your marks will be recorded by the teachers and submitted to the ELICOS Departmental Head. You will receive detailed feedback on your results for every assessment.

Students in the English program are often enrolled for a set period and expected to achieve

## Lateness and Leaving Class

Late arrival to classes can have a significant impact on your attendance level if not taken seriously.

Students are expected to attend the classes for the entire schedule indicated in the timetable i.e. two 2.5-hour sessions. Students that are 10 minutes late to a session are marked absent for that session unless there are extenuating circumstances or relevant documentation is provided (medical or otherwise - which can be later used as evidence for all attendance matters). Late students are permitted to enter for the remainder of the session and partial attendance is recorded.

If a student leaves a session more than 10 minutes early and thus does not complete the full two 2.5-hour session, she/he will be marked absent for that particular session unless there are extenuating circumstances or relevant documentation is provided (which can be later used as evidence for all attendance matters).

These obligations and expectations are a requirement of your visa and the college. The class teacher is further responsible for directly communicating this information to their individual classes on a regular basis.

a certain English level within that period to progress to the College's vocational programs, or other university programs. To achieve these pathways, the students have to either successfully complete UPC English courses or sit the IELTS test.

Students who do not progress to a higher level after one term of studying will be counseled and offered the chance to repeat the term at that level. Not every Student learns a new language at the same speed, so this is taken into account. We have an intervention and support process to help our students to achieve the best possible results and progress to their goal with a good grade average.



### Mid-term progress report, Term results and decision to intervene

Your results will be reviewed by the ELICOS Departmental Head.

- **At Week 5 of each term**

The teachers will monitor mid-term student progress and alert the Departmental Head to

any student progress issues. The ELICOS Departmental Head will then work with the Student Support Manager to decide a mid-term academic counseling plan.

- **At the end of a term**

The ELICOS Departmental Head will consult with the teachers on student results. The ELICOS Departmental Head will review the term exam results and approve the issuance of the final results. Academic counseling plan for the following term will be designed for low progress students.

### Results at the end of each term

Students will be notified personally of their results or by email or letter. Results will be made available one week after the end of the term. The College will advise students of their level placements for the next term. The ELICOS Departmental Head and Student Support Officer will give updates to and consult with students who are approaching the end of their study.

Regular consultation ensures that students are fully aware of their status and so can better prepare for future tertiary enrolment requirements and study options; in addition to properly adhering to properly adhering to visa guidelines.

## INTERVENTION AND SUPPORT OPTIONS

The ELICOS Department Head, Student Counselor and Student Support Manager will decide the most appropriate intervention.

### ACADEMIC PROGRESS COUNSELING

Academic progress counseling for low progress students is planned and carried out during the four weeks after the ELICOS Departmental Head receives progress reports from teachers.

The ELICOS Departmental Head, in consultation with the student's teacher, will design the best strategy for the student. This includes additional group or/and one-to-one study, extra homework, more tests and quizzes or moving the student to a lower-level class.

### ATTENDANCE INTERVENTION

The ELICOS Departmental Head, Student Counselor or/and Student Support Manager will counsel a

student if his/her attendance rate falls to an unacceptable level.

If the attendance rate is below 85%, a *first warning letter* will be sent out requesting the student to meet with the ELICOS Departmental Head and the Counselor.

A follow-up email or phone call will be made within five working days if there is no response from the student.

A *second letter* will be sent, indicating the need to meet with the President to rectify the situation if the attendance record continues to fall below 80%.

A *third letter* will be issued when 75% or below of the scheduled contact hours within the study

period are met. At this level, intervention is required and if the student is unable to achieve at least 80% attendance in the given time (four weeks), the student will be given a notice of 'intention to report' to DHA through PRISMS, as per the college's 70% attendance requirement.

Where the 70 per cent attendance requirement falls under compassionate or compelling circumstances, or the student is still making satisfactory progress and the student's attendance is still above 70%, the decision not to

report may be made by the college. Otherwise, the student will be reported for breach of visa conditions. The final letter explains that the student can access the complaints and appeal process and has 20 working days in which to do so.

The College is aware that sometimes students fall behind because of the unfamiliar environment in a new country. We will offer counseling and extra support to students who demonstrate their commitment to studies.

## REPORTING ATTENDANCE FOR ELICOS STUDENTS

The College may decide not to report a student for breaching the 80% attendance requirement in **exceptional circumstances only** (for example, serious illness). For the College to do this the student:

- must be attending at least 70% of the scheduled course contact hours across the program and maintaining good academic results and
- must provide documentary evidence (for example, a doctor's certificate).



# VET PROGRAMS

## ATTENDANCE, ACADEMIC PROGRESS, AND INTERVENTION

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### ATTENDANCE

Students must maintain a minimum of 60% attendance. Good attendance is necessary to complete the course and gain the grades required to enter employment or further university study.

UPC monitors student attendance every day and trainers mark attendance in every session. We track attendance across the term. This means that the total attendance is averaged each term and students will be counseled at the end of terms if their attendance records and academic results are below minimum requirements.

Students will be issued with an internal warning notification in the following situations:

- Absent for 5 consecutive days or longer without approval.
- Attendance is below a minimum of 60% in the term and there is poor academic progress in that term (Unit failure).

### Lateness and Leaving Class

Late arrival to classes can have a significant impact on your attendance level if not taken seriously. Students are expected to attend the classes for the entire schedule indicated in the timetable. Students that are 10 minutes late to a session are marked absent for that session unless there are extenuating circumstances or relevant documentation is provided (medical or otherwise- which can be later used as evidence for all attendance matters). Late students are permitted to enter for the remainder of the session and partial attendance is recorded.

If a student leaves a session more than 10 minutes early and thus does not complete the full session, s/he will be marked absent for that particular session unless there are extenuating circumstances or relevant documentation is provided (which can be later used as evidence for all attendance matters).

These obligations and expectations are a requirement of your visa and the college. The class trainer is further responsible for directly

communicating this information to their individual classes on a regular basis.

### ACADEMIC PERFORMANCE

#### VET Assessment Marking Rules

UPC assigns marks to each question or part of any assessment to determine Satisfactory or Not Satisfactory outcomes. You must answer all questions satisfactorily before a unit is marked "Competent." A satisfactory answer indicates that you have met all basic learning requirements, including knowledge of fundamental concepts and the performance of basic skills. This demonstrates adequate or competent achievement.

As you progress through a unit and complete various assessment tasks, each task will be assessed as 'Satisfactory' or 'Not Satisfactory.' If assessed as 'Not Satisfactory,' you are given one (1) opportunity to re-submit. Once all assessment tasks for the unit have been completed, the outcome result of 'Competent' or 'Not Yet Competent' is recorded. You must achieve 100% satisfactory tasks to receive a competent result.

Teaching staff (assessors) make decisions about whether a task has been satisfactorily completed based on the following considerations:

- a) All parts of the assessment task(s) have been completed to a standard that satisfactorily meets the requirements set out in all the marking criteria (as outlined in the marking guide on the last page of the assessment).
- b) The student's work is of a standard acceptable in the workplace for an entry-level employee in the occupation in question, including acceptable formatting, expression, language, spelling, and grammar.

- c) The assessment and its tasks are the student's own work, except where appropriately acknowledged by the use of referencing.

## ACADEMIC COURSE PROGRESS

Students are required to successfully complete various assessments, such as, examinations, projects and practical demonstrations of technique. The assessment tasks and dates are set out in the unit outlines that you receive at the start of each unit.

Your academic course progress will be recorded by the trainer and submitted to the VET Head of Department. You will receive feedback on your results for every assessment.

If your academic performance is not satisfactory, you will be counseled under our Course Progress monitoring policy. Where possible, we will support students to achieve their best academic standard.

### Course progress is reviewed at mid-term

Assessment of a unit is carried out throughout the term and at the end of its teaching period or course.

For the purpose of course progress monitoring, trainers must report student progress in a detailed report made in Week 5 of each term. Fortnightly, reports are required for students with poor attendance level or any continuing disciplinary issues.

### Students must maintain a satisfactory performance in a unit

Academic results in each unit are recorded and can include mandatory completion of:

- written and oral assessment and demonstrations.
- examinations.
- practical projects.
- work placement assessments (for Childcare only).

## REVIEW OF THE UNIT RESULTS AND DECISION TO INTERVENE

The student progress reports are reviewed by the VET Head of Department (HOD).

- **At Week 5 of each term:** Trainers compile mid term student progress reports and alert the VET HOD to any Academic and Attendance progress issues. The VET HOD will decide on mid-term intervention plans.
- **At the end of each term:** The VET Head of Department will consult with Trainers
- **Regarding results and review the final exam results:** The VET HOD approves the issuance of the term results. Intervention plans for the following term will be designed and activated.

## UNIT RESULTS AT THE END OF EACH TERM

Student results will be sent by email to the students. Results will be made available two weeks after the final unit examination/assessment.

## ACTION TAKEN IF A STUDENT HAS FAILED A VET UNIT

If a student has failed a unit, the student has the option of requesting a reassessment before an intervention and student support action is planned.

## REASSESSMENT OPTION

Only students who have good attendance records will be offered the chance to:

- Re-sit the exam, or
- Re-submit the failed assessment

The student's work will be reassessed. If the result is still "not yet competent", an intervention and student support program will be planned for the student during the coming term.

The reassessment and intervention plans will not take away the student's rights to appeal.

## INTERVENTION AND SUPPORT OPTION

The teachers and VET HOD will decide the most appropriate intervention. There may be consultation with management for a student who has had serious attendance problems across the whole term and has not demonstrated a satisfactory performance in more than one unit. An intervention term is applied if a student has failed the previous term. In the first week of the intervention term, you will receive a letter in which we will outline the College's intervention strategy and procedure to help you during the term.

If your progress is below satisfactory level, warning letters will be sent advising you of the need to meet with the VET Head of Department and the Counselor. The letters explain that the student is able to access the complaints and appeals process and has 20 working days in which to do so.

A follow-up email or phone call will be made within five working days if there is no response from the student.

The College is aware that sometimes students fall behind because it is difficult to study in a new country and to study in English as a second language. We will offer counseling and extra support to students who demonstrate commitment to their studies.

## VOCATIONAL PROGRAMS: REPEATING A UNIT

If the student re-sits an examination or re-submits a project and fails a second time, he or she may repeat the required unit. Repeated units will be charged at different rates depending on the courses of studies (See Admin for "Incidental Fees and Charges" List). Overseas students can extend their course but may only repeat a unit once under student visa conditions. The College will offer the student support services such as counseling and extra English classes.

Results for each unit are recorded in the UPC database at the end of the term.

## REPORTING OVERSEAS STUDENTS TO PRISMS AFFECTS STUDENT VISA CONDITIONS

The system will flag when a student has fallen below the minimum course progress as per Department of Education policy.

Unit failure of half the units in a term will result in the establishment of an intervention plan (see Intervention and Support Option). The student will be monitored and informed of all progress. If over two consecutive terms the student progress is below 50% it will be recorded in our system as reportable unsatisfactory progress.

This may affect the student's visa and the Department of Home Affairs will then contact the student directly about their situation.



# STUDENT WELFARE TRANSFER & COMPLETION

## STUDENT INPUT TO THE COLLEGE

The College will seek the views of students, teachers, staff and parents on the quality of our course provision, our teachers, our staff and our services. We welcome complaints and feedback as an opportunity to improve the College.

## CHANGE OF PROGRAMS

After counseling with the Head of Department or Student Counseling Officers, students are allowed to change their programs. However, if the change affects the articulation to a higher education provider, the latter is also consulted, and permission is sought. You need to complete the Transfer Form.

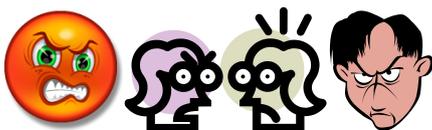
## STUDENT WELFARE

The College is concerned about the welfare of students and offers support through the Student Support staff, Management, the Heads of Department and welfare officers. Check their details in this handbook or website <http://upc.edu.au/>.

We assist all students with an orientation program and course induction. Advice on accommodation options and other matters that may have an impact on a student's progress are available throughout the course.

We will be quick to respond to unacceptable behaviour from students or staff. Discrimination, harassment, or victimisation will be dealt with as per legislation and our procedures.

The teaching and administration staff are aware of their responsibilities to ensure that students feel safe and supported at our College.



## TRANSFER OUT OF UPC

Students can apply for a transfer OUT of UPC if they wish to change courses and enroll in another College.

You cannot transfer prior to completing the first six months of study in your Principal course (unless there are special circumstances). These circumstances are:

- UPC has ceased to be registered or the course in which the student is enrolled has ceased to be registered,
- UPC has had a sanction imposed on its registration by the 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 to our College, or
- The UPC President has provided a written letter of release under compassionate grounds.

After six months, it is possible to review your study preferences and transfer Colleges. You should talk to Student Services staff about your intention to transfer and also talk to the College or University where you want to study to understand the rules around transfers.

If you wish to transfer, you must complete the request for transfer form to tell us about your plans. The College staff will assist you and provide advice. We will check the following:

- If student is close to completion of a unit or end of term, we will advise you to complete that term and the examinations.
- We will advise you on the impact of the request if there are multiple COEs and packaging of courses including pathway to university after the UPC course.
- All fees must be paid up to date.
- We will calculate any refund of fees and provide you with a copy of the calculation.

- You must provide a letter offering a place in a course at the transferring education provider if the request is during the first 6 months at UPC in the principal course.

Where the request is during the first 6 months at UPC in the principal course and this has been approved, the College will provide a letter of release at no cost to the student, and we will advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

## COURSE COMPLETION AND GRADUATION

To receive a qualification and graduate from UPC, students must achieve competency in each unit of their course. The Testamur and The Record of Results will be issued at the

completion either presented at the graduation ceremony or mailed by arrangement.

Graduation is the culmination of your efforts at the College. It is a celebration of your career or an admission to further study.



# THE RESPONSIBILITIES OF AN INTERNATIONAL STUDENT

If you are an international student in Australia on a student visa, you have certain responsibilities that you must take very seriously.

## YOUR STUDY PROGRAM

Some students find study in Australia very different from home and may take time to adjust. In Australian schools and colleges, you are expected to participate in your lessons, ask questions and do your own research. You can expect to spend less time listening to the teacher and writing down what is said and more time discussing and writing down what you think.

Every unit will have textbook(s) or reading materials. Make sure that you get a copy of these materials and study and revise in your own time as well as in class.

There may be difficult English terms in your unit, as each special area you are working in will have its own terms and language.

Our classes are designed to allow time to explore the English terms that are needed to be successful in the unit, so it is important to be at class and practice with your teacher/trainer and other students.

Every unit will set out the work to be completed week by week and the dates for assessments to be handed in. Keep a diary for your units, so you can organise your study.



## CHILDCARE STUDENTS COMPLETE WORK PLACEMENT AS PART OF THE COURSE

Students studying childcare will complete part of their course in a childcare facility to gain experience working with children. This is arranged by the College and you are supported through visits and contact with your centre. Work placement does not commence for a few weeks into the course when the arrangements are set up with each student. This is an extremely valuable part of your academic program and is compulsory. Under the “Working with Children Legislation” you are required to apply for a “Working With Children Check” before you are allowed to go on your work experience. This is a standard checking process for all workers and students in contact with children.

## STUDY INCLUDES GROUP WORK, ORAL COMMUNICATION AND PRESENTATIONS

Many units in our academic programs require students to learn technical knowledge and theory, then apply this in a practical sense and demonstrate skills. Some learning and assessments will be oral. They will use questioning and observation of students working in small groups. This may be a different way of learning for you, but it is very important in vocational education and part of the curriculum guidelines.

Most units also require students to give presentations to the class and teacher as part of the assessment. We will introduce these methods gradually, so you get plenty of practice in practical and oral assessments.

## MEDICAL INSURANCE AND SEEING A DOCTOR

All international students have paid for Overseas Student Health Cover before they arrive in Australia as requested by the DHA. UPC can help you to arrange your OSHC during enrolment. But you have the option to choose your own provider or let the college arrange it for you. Once arrived, you should get your OSHC card from your Provider for accessing the service.

You can go to any doctor, but you must take your OSHC World care card with you to access the service. If you are sick, you should see a doctor immediately. If you are in a home stay, your family will help you.

## LEGAL SERVICES

If there is a situation such as an accident or issues with your landlord during your stay as an international student, you may need legal advice.

We can counsel you up to a point but then we will refer you to a Migrant Centre or solicitor that is known to the College. Where possible, we will find you a legal representative who speaks your first language.

## HOLIDAYS

UPC will not grant any holiday leave and will not issue any holiday approval letters during the term. There are 2 or 3 week breaks between terms and a longer break at the end of the year. This provides opportunities for holidays to be arranged.

## SPECIAL LEAVE

The Student Services Manager may consider special leave only for compassionate reasons.

### Illness

In cases of illness, students must provide certified documents (i.e. Medical Certificate) from a registered Medical Practitioner. The documents must state the reason for their absence and the dates they were deemed unfit for class. The documents must also clearly state the Medical Practitioner's contact details.

Students must make a copy of these documents and write their student number on the copy before submitting it to their teacher for filing. The original documentation must be kept by the student for the information of DET-DHA in the event of an audit or appeal.



## COMPASSIONATE OR COMPELLING CIRCUMSTANCES

Compassionate or compelling circumstances 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;
  - major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies;
- or**
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; and
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- or**
- where the registered provider was unable to offer a pre-requisite unit.

In these circumstances, the President may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, UPC will request documentary evidence to support the claim where available and will keep copies of these documents in the student's file. We will make notes of the decision in the student file.

## CHANGE OF ADDRESS

It is a condition of your student visa that the College must be able to contact you at any time. This means we need your current address. If you move from the address you give at the beginning of your course, you must go to the office and tell us your new address. If you do not do this, your visa could be cancelled.

## DEFER, TEMPORARILY SUSPEND, GRANT LEAVE OF ABSENCE OR CANCEL STUDENT ENROLMENT

The College has the discretion to allow students to defer or temporarily suspend their studies, including granting a leave of absence in certain limited circumstances. The request will be put in writing and assessed by the management. An interview with the student (and the guardian if the student is under 18 years of age) will assist the College to assess and decide each request on a case-by-case basis. The decision and records of the request and correspondence will be recorded in the files.

The grounds for agreeing to deferment, temporary suspension or leave of absence or cancellation are set by the Education Services for Overseas Students (ESOS) Act and include:

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
- Student disciplinary issues.

The student will be informed that deferring, suspending or cancelling his or her enrolment may affect his or her student visa.

The College will notify the Secretary of DET as required under Section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

## TERMINATION OF A STUDENT BY THE COLLEGE DUE TO DISCIPLINARY OR LEGAL BREACHES

The College reserves the right to expel a student. Incidents leading to termination by the College and cancellation of enrolment and reporting to DET include but are not limited to cheating, theft, willful damage to college property, possession of illegal drugs and weapons on our premises, behaviour which is considered inappropriate, threatens the safety of other students, or interferes with College operations.

Students terminated by the College will have their fees forfeited. Refunds for fees paid in advance will be negotiated on a case-by-case basis and will be adjusted to take into account

administration costs, repairs and damages or other expenses that may arise due to the circumstances leading to termination of the student.

Where the College decides to terminate a student from the College:

- We must inform the student of the intention to terminate, suspend or cancel the student's enrolment where this is not initiated by the student.
- Give the student 20 working days to access the complaints and appeals process.

If the student accesses the internal complaints and appeals process, the termination, suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating

circumstances relating to the welfare of the student apply.

## PROVIDER DEFAULT

Default is a legal term and can occur if a course does not start on the agreed start date, or a course ceases to be offered or is not offered in full before an enrolled student has completed, or if the College closes. Such situations are covered by the provision of the Commonwealth government ESOS Act 2000 and the ESOS Regulations 2001.

Through our insurance policies and CRICOS provider legislation, students will be protected and able to get a refund which will be paid within two weeks of the default date and/or complete their course with another College.



## REFUND POLICY & PROCEDURE

The College's policy on the refund of fees has been determined in accordance with the Education Services for Overseas Student Act 2001 (ESOS Act 2001). This policy applies to all students irrespective of who pays the fees.

**The student has to submit the Refund Application before the case is processed. All refunds incur a \$300 administration fee except where it is specifically stated. All bank transfer fees will be deducted from the refund amount.**

The following conditions apply for both College and Student faults. The amount of the refund is determined as follows:

| ALL COURSES                                   |   |  |
|---|---|--|
| 1   | In the unlikely event that the College is unable to provide the course for which an offer has been made.  |  |
| 2   | An offer of a place in a course is withdrawn by the College before the course commences.  | Refund is 100% of total tuition fees paid or an alternate place is offered at no extra cost to the student. No administration fees.  |
| 3   | The course is not provided in full to the student because of a government directive or sanction imposed on the College.                                   |  |
| 4   | The applicant is unable to obtain a visa from the Department of Home Affairs (DHA).   | Refund is 100% of total tuition fees paid. Evidence of visa refusal is required. However, if the reason for visa refusal is due to fraud, misled, etc. there is no refund.   |
| 5   | The applicant withdraws from applying for the visa.   | Refund is <ul style="list-style-type: none"> <li>90% of tuition fees of the first study period if CoE has not been issued or</li> <li>50% of tuition fees of the first study period if CoE has been issued.</li> </ul>                             |
| 6   | Compassionate or exceptional circumstantial cases.  | Refund is determined on a case-by-case basis.  |
| BEFORE COMMENCEMENT OF A COURSE – VET COURSES |   |  |
| 7   | Request (for a refund) is 10 weeks or more before the commencement date of the course.  | Refund is 90% of tuition fee of the first study period. Full refund of the balanced amount paid.   |
| 8   | Request is less than 10 weeks but more than 4 weeks before the commencement date.   | Refund is 70% of tuition fees of the first study period. Full refund of the balanced amount paid.  |
| 9   | Request is less than 4 weeks before the commencement date.  | Refund is 40% of tuition fees of the first study period. Full refund of the balanced amount paid.  |
| 10  | If a student withdraws from a course on or after the commencement date.   | No refund of tuition fee of the first study period. Full refund of the balanced amount paid.   |
| 11  | Onshore students are not allowed to change the commencement date of a course unless under exceptional circumstance. The maximum delay period is one term. | If the deferral is approved, tuition fees will be held by the College until the new course commencement date.<br>No refund of tuition fee of the first study period if delay period is more than 1 study period. Full refund of the balanced paid. |

| ELICOS COURSES                          |  |   |
|---|--|---|
| 12                                      | The student has: <ul style="list-style-type: none"> <li>Completed at least 20 weeks of the English Program or</li> <li>Successful completed the EHES course (Level 5) or</li> <li>Gained an IELTS score of 5.5 or equivalent.</li> </ul> | Refund of un-used portion of the tuition fees paid.   |
| 13                                      | The student has not satisfied any condition in Clause 12.  | Refund is 50% of the unused portion of the tuition fees paid.   |
| NO REFUND OF TUITION FEES – ALL COURSES |  |   |
| 14                                      | Falsified documents and/or intentionally misleading information are used on application forms that have influenced the decision to offer a place in a course.  | Your place on the course is reassessed and may lead to cancellation of the enrolment. Automatic disqualification from any refund if your enrolment was cancelled. |
| 15                                      | When a student enrolment is terminated due to a serious breach of UPC College policies and rules and/or a breach of visa conditions including non-attendance or unsatisfactory progress.   | No refund of any amount paid.   |
| 16                                      | If an off-shore student defers their commencement date (Note: On-shore international students are not allowed to defer commencement dates except under exceptional circumstances).   | Tuition fees will be held by the College until a new course commencement date. No refund if the delay is more than 2 terms or 6 months, which one is shorter.     |
| 17                                      | If a student fails to commence his/her course or leaves and does not notify the College (Absent from classes for 4 consecutive weeks) or formally cancels his/her enrolment in the College.  | Automatic disqualification from any refund and the College will invoice the student for the balance of fees owed.   |
| 18                                      | When a student voluntarily delays starting the course without approval from the College.   | No refund of the un-used portion of the course fee.   |
| 19                                      | If a student makes a payment but the money does not reach UPC's designated bank account due to whatever reason.  | No refund.  |

**Note:**

- *A study period is defined as 9 studying weeks for a VET course and 10 studying weeks for an ELICOS course.*
- *Course cancellation and transferring are subject to the Student Transferring Policy and Procedure (See the College website).*
- *Where a student has requested a refund, the refunds of any monies received by the College on behalf of the student, for services other than tuition fees, must be requested directly from the company delivering the services. Students will be subject to that company's refund policy. The student will be advised on how to contact these companies in the refund calculation letter.*

**How to claim a refund**

**Provider default** - Where the refund is generated by the College default, the College will initiate the refund process on the date of the decision and notify the student within 10 working days of the decision date. A refund letter with calculations showing fees to be refunded will be sent to the student. No administration fees.

**Student default or withdrawal** - To claim any refund, the student must complete a **Refund Application Form** and submit it with their course fee receipt and certified copies of any supporting documents (such as visa refusal letter, etc.). The College will respond in writing to the refund request with an explanation

of the student's current financial status and calculations showing the refund payable to the student or the amount owed to the College by the student within 10 working days from the receipt of the Refund Application Form and supporting documents.

**Appeal and refund payment** - In both situations, the student will have 10 working days to lodge an appeal if he/she is not satisfied with the College's decision. The payment will be processed within 10 working days from the date the College receives the Refund Acceptance Letter. The refund will be paid in Australian dollars to the person or bank account nominated in the Refund Application Form regardless of who initially paid the tuition fee. An identification check may be initiated if there are any doubts about account details shown in the Refund Application Form. For overseas refund payment, an international money transfer fee will be deducted from the refund amount. The refund policy does not remove the student's right to appeal against the refund decision and calculations made by the College.

## DEALING WITH PROBLEMS

It is difficult for people when moving to a new country, adjusting to a new culture and sometimes you may have problems settling down. Occasionally, the reason is because you do not really understand the way things are done in the new country.

The best way to deal with any problem is to talk about it. If you have a problem, the first person to contact is your teacher/trainer unless the problem is one with your teacher/trainer.

### University Preparation College Staff

At UPC, all staff are always willing to help you at all times. The table below explains senior staff titles, names, and their roles in the College. You will see the staff names and photos in the reception area of the College. (As at Sept 2020).

#### Leadership & Senior Management



**Dr Thuy Mai-Viet**

President

and Academic Director (Acting)



**Dr Brian Low**

Patron



**Dr Ken Yu**

Chief Executive Officer

#### Academic Team



**Mr Mai Cao Ho**

Academic Compliance

**Mr Duy Nguyen**  
Head of Business and  
Management  
Department



**Ms. Angel Cheung**

Head of Community Services  
Department



**Dr Helen Trinh**

Head of English  
Department

## Administration & Student Support Team

**Ms Vivian Doan**  
Student Support &  
Accountant



**Mrs Tam Mai-Viet**  
Student Admission &  
Support Manager



**Ms Hoa Le**  
Student Admission

Those are people you should contact if you are having a problem. Do not forget that we also have a counselor (Mr. Son Nguyen) in the College who is trained to help you with personal problems. This is a confidential service and there is no cost involved.

| Problem  | Talk to  |
|--|--|
| Any problem or worry that you have   | Your teacher or admin staff  |
| You do not get on with your teacher or any other problem with your study that your teacher can't help with | English – Dr Helen Trinh ( <a href="mailto:Hient@upc.edu.au">Hient@upc.edu.au</a> )<br>Childcare – Angel Leung ( <a href="mailto:angelc@upc.edu.au">angelc@upc.edu.au</a> )<br>Business and Management – Mr. Duy Nguyen ( <a href="mailto:duyn@upc.edu.au">duyn@upc.edu.au</a> )<br>Academic (General) - Dr Thuy Mai-Viet ( <a href="mailto:thuym@upc.edu.au">thuym@upc.edu.au</a> ) |
| Unhappy with your homestay or need help with finding new accommodation                                     | Ms. Tam Mai-Viet ( <a href="mailto:tamm@upc.edu.au">tamm@upc.edu.au</a> )  |
| Medical issues, visa, finance, etc.  | Ms. Khanh Hoa Le ( <a href="mailto:haul@upc.edu.au">haul@upc.edu.au</a> )  |
| College facilities   | Ms. Vivian Doan ( <a href="mailto:Phuongd@upc.edu.au">Phuongd@upc.edu.au</a> )   |
| Serious personal issues  | Ms. Tam Mai-Viet ( <a href="mailto:tamm@upc.edu.au">tamm@upc.edu.au</a> )  |

# STUDENT COMPLAINTS

All complaints must be dealt with in a constructive and timely manner. Students are able to be accompanied or assisted by a support person at any relevant meetings of the complaint procedure. The student will continue to be enrolled at UPC while the complaints and appeals are being processed.

## 1. Talk to us as soon as there is a problem

In the first instance, you should talk to the Teacher/Trainer. We encourage you to talk to us and explain your concerns in person to see if this can be quickly resolved. The staff will make a note of your concerns and follow up appropriately.

## 2. Meet with the Student Support Manager or Student Counselor to explain your complaint

If the problem continues or is not easy to resolve informally, please ask for a meeting with the Student Support Manager. If it helps, you can bring a friend along with you. You will be given the opportunity to present your case.

We will make notes of the meeting, the complaint and the proposed solution that is hopefully agreed at the meeting.

We undertake to investigate the matters you have raised and respond within a reasonable time.

We will keep a record of your complaint and the outcome in our register and on file.

We may ask you to sign this record, acknowledging your involvement in the complaints process.

## 3. If you are still not satisfied, you may write a formal complaint to the President.

Please ask for the Complaints Form at the office or download it from the website.

Your complaint will be dealt with within 10 working days and heard by an internal panel that will provide you with the opportunity to put your case. The panel's decision, including their reasons, will be provided to you in writing as soon as possible.

## 4. Mediation

If the matter is still unresolved, we will suggest an independent mediation body to examine the matter. Mediation can be provided through two organisations:

- the Training Complaints hotline
- A Migrant Resource Centre where bilingual support is available if preferred by the complainant.

If the unresolved matter is not related to training delivery, you could take your complaints to the Department of Fair Trading.

If your complaint is substantiated, it is our responsibility to follow up on the issues, modify policies and procedures if required and record this action in the continuous improvement system. The student will be notified of this follow-up and corrective action.

## ASSESSMENT APPEALS

From time to time, a student may be dissatisfied with the results of a major assessment and wish to appeal the decision. It is important that the appeal is settled as quickly as possible.

### 1. Re-submission or a second test.

In the first instance, the teacher/trainer will consult with the HOD and depending on the circumstances, will provide an opportunity to re-sit the exam or re-submit the piece of work. It will then be marked again. The request and reason will be recorded in writing.

### 2. A second Assessor will be asked to re-mark the work

The teacher/trainer should immediately inform the HOD if a re-sit or re-submission is not recommended or if the student has a grievance, disagreement, or dispute about the results. The appeal issues will be discussed with the student and teacher/trainer, recorded in writing, considered by the HOD and if appropriate, we will make arrangements for re-assessment by another trainer/assessor.

### 3. A written assessment appeal with assessment panels

If the student is still not satisfied with the re-submission process and second marking, the student must put their appeal in writing. An appeal panel will be set up with the President, the Head of Department and Counselor (or a senior manager appointed by the President).

The student has the right to formally present his/her case and may bring a support person to that meeting.

Details of the meeting will be recorded in writing and the student informed. The student will be given a written statement of the final appeal outcomes, including reasons for the decision by the College within 14 days.

### 4. Appeal to ASQA

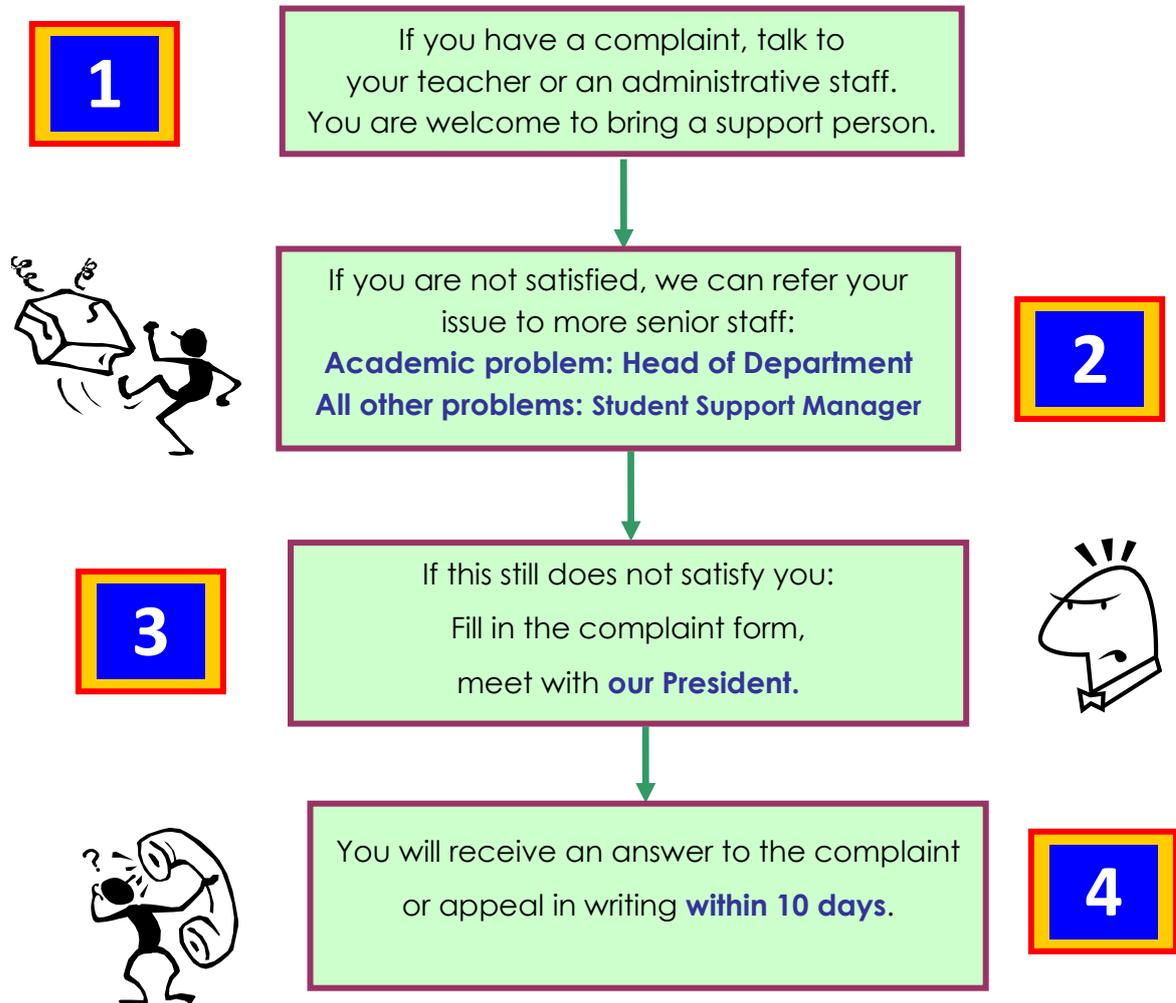
The student has the right to make an appeal related to a VET qualification to ASQA when other avenues have failed. Students have the right to take further action

under Australian Consumer law and the right to pursue other legal remedies.

If your assessment appeal is substantiated, it is our responsibility to follow-up on the issues, modify policies and procedures if required and record this action in the continuous improvement system. The student will be notified of this follow-up and corrective action. Where appropriate, teachers/trainers will be involved in a validation of the unit assessment plan and assessment activities to benchmark their assessment practice with other teachers/trainers.



## COMPLAINTS & APPEAL PROCEDURE



If you are still not satisfied with the outcome at stage 4, you can continue the complaint process by following procedure:

- **Overseas students** have the right to take the complaint to the Overseas Students Ombudsman. Find out more at website [www.ombudsman.gov.au](http://www.ombudsman.gov.au) or phone **1300 362 072**.
- **Local students** may wish to seek a review from an independent organisation. External bodies that may be able to assist include:
  - ✓ NSW Ombudsman at website [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au) or phone **02 9286 1000** or
  - ✓ Anti-Discrimination Board of NSW at website [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au) or phone **02 9268 5555**

**Students have the right to be accompanied by a friend, bilingual support person or third-party mediator at any meetings of the complaint's procedure.**

## GETTING TO KNOW AND LIVING IN SYDNEY

Sydney is a beautiful and interesting city, so we combine your study with regular excursions to interesting places like the Blue Mountains and historical sites. This helps you to understand your surroundings and settle in quickly. It should be pointed out that you have to pay for the excursions. We keep the costs as low as possible. The average cost of an excursion would be \$20. We go on excursions approximately once a month.

### LIVING IN AUSTRALIA

Knowing the average living cost in Australia is an important part of your financial preparation.

The Australian Government officially advises that the indicative annual cost of living in Australia for an international student is AU\$29,710 (or AU\$570 per week). This figure aims to ensure that international students can maintain an adequate standard of living during their stay in Australia, fostering a more stable and positive experience.

In practice, many students are comfortable with a weekly expense of between \$300 to \$500 assuming you are living in shared student accommodation.

If you are accompanied by your spouse and children, the costs of living will be far higher since you have to pay higher health insurance and full fees for your children's schooling.

### ACCOMMODATION

We believe that on arrival, you will get the most out of your study and living experience in Sydney by staying with an Australian family.

We recommend Auzzie Homes, who will assist with your arrival in Sydney, airport pick-up and the placement in a home with a family that suits your personality and study needs.

When you are familiar with the environment, there are other modes of accommodation. The most common one is room sharing.

#### Accommodation (\$AUD)

- **Hostels and Guesthouses** - \$200 to \$300/week
- **Shared Rental** - \$150 to \$300/week
- **Homestay** - \$250 to \$400/week
- **Private Rental** - \$400 to \$600/week

| Information sites for Sydney   | Website details  |
|--|--|
| Accommodation<br>(we recommend homestay option to get settled in Sydney) | <a href="https://auzziefamilies.com/">https://auzziefamilies.com/</a><br><a href="http://www.homestaynetwork.org/sydney-pricing/">www.homestaynetwork.org/sydney-pricing/</a><br><a href="http://www.sydneyhomestay.org/">www.sydneyhomestay.org/</a><br><a href="https://www.study.sydney/live/accommodation">https://www.study.sydney/live/accommodation</a> |
| Shared accommodation   | <a href="https://flatmates.com.au/sydney">https://flatmates.com.au/sydney</a>  |
| Private accommodation  | <a href="http://www.realestate.com.au">www.realestate.com.au</a><br><a href="http://www.property.com.au">www.property.com.au</a>   |
| Maps and locations-  | <a href="http://www.whereis.com.au">www.whereis.com.au</a> or <a href="#">Google maps</a>  |
| Public transport & Travel  | <a href="https://transportnsw.info">https://transportnsw.info</a>  |
| Information on Sydney  | <a href="http://www.sydney.com">www.sydney.com</a>   |
| Looking for a job  | <a href="https://jobsearch.gov.au/">https://jobsearch.gov.au/</a><br><a href="http://www.seek.com.au">www.seek.com.au</a>  |
| Applying for a job (tips)  | <a href="http://www.mycareer.com.au">www.mycareer.com.au</a><br><a href="http://www.study.sydney/english/work/applying-for-a-job/">www.study.sydney/english/work/applying-for-a-job/</a>   |
| Fair work, Pay & Conditions  | <a href="https://calculate.fairwork.gov.au/">https://calculate.fairwork.gov.au/</a>  |
| Cost of living in Australia  | <a href="http://www.studyinaustralia.gov.au/english/live-in-australia/living-costs">www.studyinaustralia.gov.au/english/live-in-australia/living-costs</a>   |
| Studying, Living & Working in Sydney                                     | <a href="http://www.study.sydney/">http://www.study.sydney/</a>  |

## RENTAL ACCOMMODATION

If you are over 18, you may wish to find accommodation in a house or a flat. It is quite common for young people in Australia to live in shared accommodation with their friends. In Sydney, the cost of shared accommodation varies greatly, from under \$180 and even up to \$350 a week per person.

If you are going to live in a shared flat or house, you will also need to pay a returnable bond which is usually equivalent to four weeks' rent. The bond is used to replace or repair any damage you might be responsible for during the time you live in the accommodation. If there is no damage, the full amount will be returned to you when you leave your accommodation.

You can also visit a real estate agent to see if they have any suitable property for you to rent. In this case, if you rent a place yourself, you may have to find other people to share with you.

Finally, you can ask your friends or make contact with students in other colleges to see if anyone has a room they want to rent out. Our college helps with Home Stay but does not assist with setting up rental accommodation. This is something that you will have to arrange independently.

## TRANSPORT

UPC is in a convenient location. The Sydney City Campus (Surry Hills) is less than a few minutes' walk from Sydney's Central Station. Shops, cafes, banks, ATMs, libraries, and easily accessible various modes of public transport are all in close proximity as well as Sydney's major landmarks and famous attractions.

If you are living in the immediate area, you may wish to walk to and from the college. If you are living in suburbs further away, you will need to catch a train. Trains run regularly throughout peak hours and both Central Station and Strathfield Station are interchanges for most of Sydney's major rail lines.

Rail timetables are available at the station or <http://www.sydneytrains.info/>

As no student concession is available for UPC students, it is recommended that you purchase an OPAL card for ease of travel and savings. More details are available at <https://www.opal.com.au/>

## SHOPPING

Most Sydney suburbs have a retail shopping area or mall where you can find a huge variety of shops.

Fresh fruit and vegetables are plentiful and most other goods can be bought in the large supermarkets. The famous Paddy's Market, right near our Surry Hills' Campus, is a must to shop for fresh, cultural but inexpensive products.

Australia has a multicultural population, so it is easy to find food and other items from many countries.

## BANKING

You will need to set up an Australian bank account on your arrival to avoid the necessity of carrying large amounts of cash. You will need to show your passport and evidence of residency.

Banking services in Australia are extremely competitive. Over 20 local and international banking groups are represented in Australia. All major banks have a branch in cities and regional centres.

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Most of the major banks such as Westpac, Commonwealth, National, ANZ, etc. are located very close to the College.

## PERSONAL PROBLEMS

UPC has a counseling service to help you with a personal problem. If you would like to see a counselor, please make a booking. The counselors are available every afternoon at the College. They do need one day's notice. If you are having problems or concerns, either big or small, with your homestay arrangements, talk to us or the homestay counselor.

## CHOOSING A DOCTOR

Your health insurance allows you to consult the doctor of your choice, but it may be difficult for you to choose one. Your homestay family may advise you or even introduce you to their own doctor. If you cannot find a doctor, you might wish to see one with a surgery close to the College. We have a list of nearby doctors. However, it is ideal to locate a doctor nearer to your residence.

## EMPLOYMENT

Work is relatively easy to find in Sydney.

The best way to find a job is through word of mouth – through friends and fellow students. They can tell you about restaurants, supermarkets or shops that need employees. For other jobs, look at the indeed or seek online at

- <https://au.indeed.com/> or
- <https://www.seek.com.au/>

## TAX FILE NUMBER

This is a six-digit number that you must give to any employer so that s/he can deduct tax from you. To get this number you can apply on-line at

<https://www.ato.gov.au/individuals-and-families/tax-file-number/apply-for-a-tfn>

You will have to pay incomes tax if your weekly income is above \$350 per week (2023-24 Tax rate).

## STAYING SAFE

The City of Sydney is proud of its reputation of having relatively safe streets and a friendly welcoming population. However, it is still Australia's most populated major city and a major tourist hub, so there are still concerns about personal safety that exist in the community. No city is ever crime free.

By taking the necessary precautions, being alert and looking after one another, we can make Sydney as safe as possible. There are Safety tips and important contact information below:

- In an emergency dial 000 to contact the police, fire brigade or ambulance.
- The call is free of charge from any phone or mobile.

## Reporting a crime

If you need to report a crime that is not an emergency, dial **131 444 for the Police Assistance Line**, or ask someone in authority at your school, college or university to contact the local police station for you. You can also report a crime in person at your nearest police station.

## Crime Stoppers NSW



To provide crime information anonymously you can contact: **Crime Stoppers** on **1800 333 000**.

## 10 SAFETY TIPS

### 1 Plan your travel

If you are planning a night out, be sure to check the times of the last train, bus or ferry, or book a taxi/Uber service. Let someone know where you are going and what time you plan to return home.

### 2 ATM safety

Be aware of others around you when using ATMs (Automatic Teller Machines). Try not to use them at night or in poorly lit areas, and always keep your PIN hidden. Use your hand to shield your digits and you enter them.

### 3 Keep bags safe

Carry your bag(s) close to you with the clasp/handle facing inwards. If someone grabs your bag, let it go – your safety is more important. Report theft to the police.

### 4 Travelling at night

It is always best to travel with friends, but if you do need to travel alone, let people know where you are going and sit close to the driver or other passengers.

### 5 Carry a taxi number

Always take a taxi phone number and some money, just in case your plans change unexpectedly.

### 6 Take a licensed taxi or a UBER

If you are not sure how to find a licensed taxi, ask at your school, college or university. Sit in the back of the taxi, directly behind the driver if

possible. UBER is another option; you can download the app for convenience on your mobile.

### 7 Conceal valuables

STAY ALERT and keep items such as your mobile phone and wallet out of sight. **Never** carry large amounts of cash unnecessarily. **Do not walk & text** especially at night.

### 8 Avoid confrontation

If you are being threatened or hassled, it is safer to just walk away.

### 9 Walking alone

Try to avoid walking alone at night, but if you must:

- Stay on well-lit, busy streets where you feel safe, and **walk confidently!**
- Avoid listening to headphones or talking on your mobile so you can stay fully focused on your surroundings.
- Avoid dark, isolated areas and **do not** risk taking an unfamiliar shortcut.

Remember, cars drive on the left in Australia, and take extra care when crossing the roads.

### 10 Drinking and drugs

Never accept drinks from strangers or leave your drink unattended, to avoid the risk of your drink being 'spiked' with drugs or alcohol. If you are with someone who has had so much to drink as to be unwell or pass out, have had their drink spiked or taken drugs, get them to the nearest hospital or call 000 immediately.

(Adapted from- <https://www.study.sydney/live/safety>)

#### MAJOR POINTS OF CONTACT FOR HELP

- Emergency (Police/Fire/Ambulance) call Triple Zero **(000)**
- Non-emergency (Police Assistance Line) **131 444**
- Telephone Interpreter Service 131 450
- Lifeline (crisis support) **131 114**
- Alcohol and Drug Information Service **02 9361 8000**
- Sexual Assault, Domestic and Family Violence Counselling Service **1800 737 732**
- International Student Legal Advice **02 9698 7645**
- Department of Home Affairs **131 881**
- NSW Transport Information (Bus/Train/Ferry) **131 500**
- Taxis Combined **133 300**

## UPC SOCIAL PROGRAMS

It is important for overseas students to enjoy their time in Australia and both Sydney & Melbourne have a lot to offer. The College believes that a successful student studies hard but also has time to relax, make friends and enjoy a new country.

We offer a social program and recreational activities, including excursions, sporting events and parties. These are not compulsory, and some activities may have a small fee to cover costs. This is not part of your tuition fee.

We hope that all students will be involved in these activities and will encourage students to organise trips themselves and ask us for assistance.

For English students, excursions are an important part of the curriculum, so attendance is obligatory just like any other study day.



### Excursion Trips

- Four one-day excursion trips to explore Sydney and its surrounding areas (one for every term)
- Two trips to explore NSW regional areas such as the Hunter Valley vineyards, the Blue Mountains, cherry picking, etc.
- Canberra/Snowy Mountain long weekend trip in July/August.

### Graduation Ceremony Dates

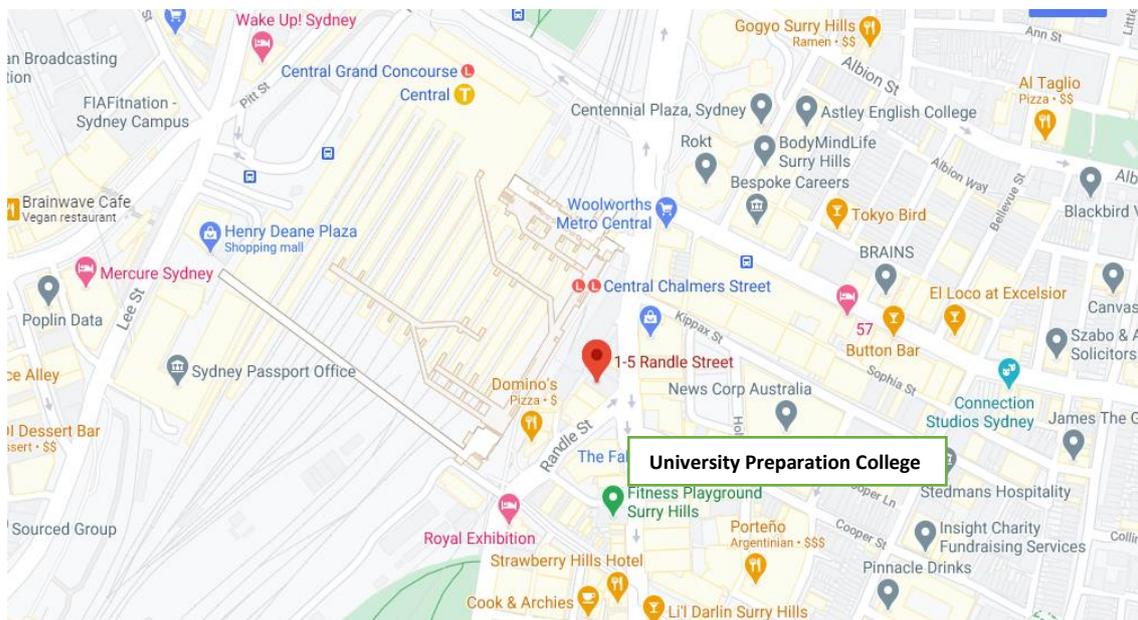
Twice yearly. All students are invited.

- Certificates/Awards to graduated students
- Entertainment
- Refreshments provided for all students.



## COLLEGE LOCATIONS

Our Sydney Campus is conveniently located in the heart of the Sydney Central Business District (CBD) just minutes away from Sydney’s Central Station. The Surry Hills area is full of life and bustling with people and activity! It’s easily accessible by train, bus, and the light rail services. It is also in close proximity to Sydney’s top universities- UTS, USYD and UNSW, and tourist attractions such as Darling Harbour, Chinatown, Paddy’s Markets, the Opera House and Harbour Bridge. The area and surrounds also boasts some of the best cafés and restaurants with multicultural food options and is also near the entertainment, shopping and nightlife precinct of Crown and Oxford Streets and exciting suburbs of Darling Harbour, Barangaroo, Darlinghurst, Kings Cross and Paddington.



## ESOS LEGISLATIVE FRAMEWORK

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The Education Services for Overseas Students (ESOS) Act provides the regulatory requirements for education providers offering courses to international students in Australia on student visas. ESOS also provides tuition protection for international students. The following is a summary of the Act and internet links for more information.

### General

The ESOS Act 2000 and related legislation is designed to protect the interests of international students studying in Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and to support the integrity of the student visa program.

### The students

The Australian Government is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- ✓ [ESOS Act](#)
- ✓ [Recent changes to ESOS Act](#)
- ✓ [National Code and Explanatory Guide](#)
- ✓ [The Overseas Students Ombudsman](#)
- ✓ [The Tuition Protection Service](#)

### Provider Registration

Australian Education International (AEI) is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enroll overseas students to study in Australia on a student visa.

- ✓ [CRICOS website](#)

### National Code Standards

The National Code provides practical instructions of the ESOS Act which applies to education providers and to international students studying in Australia.

- ✓ [National Code and Explanatory Guide](#)
- ✓ [National ELICOS Standards](#)
- ✓ [STANDARD FOR VET ACCREDITED COURSES 2021](#)

### Tuition Protection Services

The Tuition Protection Service (TPS) is a placement and refund service for international students on student visas affected by a **provider closure**.

- ✓ [TPS website](#)

## GLOSSARY

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|        |   |
|--------|---|
| ASQA   | The Australian Skills Quality Authority                                 |
| COE    | Confirmation of Enrolment   |
| CRICOS | Commonwealth Register of Institutions and Courses for Overseas Students |
| CT     | Credit Transfer   |
| DEC    | NSW Department of Education and Community                               |
| DET    | Department of Education and Training                                    |
| DHA    | Department of Home Affairs  |
| ELICOS | English Language Intensive Courses for Overseas Students                |
| ESOS   | Education Services for Overseas Students                                |
| HOD    | Head of Department  |
| IELTS  | International English Language Testing System                           |
| NEAS   | National ELT Accreditation Scheme where ELT (English Language Training) |
| RPL    | Recognition of Prior Learning   |
| RTO    | Registered Training Organisation  |
| TOEFL  | Test of English as a Foreign Language                                   |
| VET    | Vocational Education and Training                                       |



Students on an excursion trip to Canberra (Australian Parliament House)

## GRADUATION



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**Version Control**

| Version | Officer                    | Approved Date | Notes              |
|---------|----------------------------|---------------|--------------------|
| 19.1    | Dr. Thuy Mai-Viet          | Jul 2019      | Review and updates |
| 20.1    | Dr H Trinh & Dr T Mai-Viet | Sep 2020      | Major review       |
| 21.1    | Dr. H Trinh                | Mar 2020      | Review and updates |
| 22.1    | Ada Liu & Dr. H Trinh      | Mar 2022      | Review and updates |
| 23.1    | Dr H. Trinh                | March 2023    | Review and updates |
| 23.2    | Dr Thuy Mai-Viet           | Nov 2023      | Review and Update  |
| 24.1    | Dr Thuy Mai-Viet           | August 2024   | Review and Update  |

Your Australian study journey is a life-time commitment.  
We invite you to visit our website, contact our representatives  
or make direct contact with us to learn more about our  
commitment to quality education and student support.



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