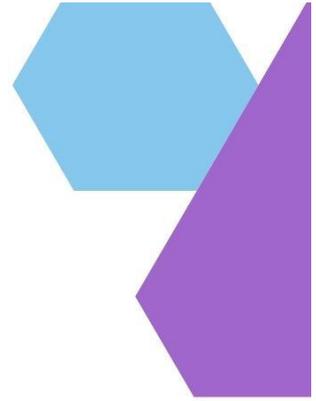




**University
Preparation
College**



DOMESTIC STUDENT HANDBOOK

March 2022

RTO 91364



TABLE OF CONTENTS

Mission Statement	3
Regulations Governed the College	3
Standards for Registered Training Organisation (RTO) 2015	3
The ELICOS Standards 2018	3
TERM DATES: 2022 – 2024	4
TUITION FEES & PAYMENTS	4
EMERGENCY CONTACTS	4
UPC COLLEGE ADDRESS & CONTACTS	5
ENGLISH & VET PROGRAMS	6
ENROLMENT	7
RECOGNITION OF YOUR PAST TRAINING & SKILLS	7
ORIENTATION	8
STUDYING AT UPC	9
CLASSROOM DELIVERY - ATTENDANCE, ACADEMIC PROGRESS AND INTERVENTION	16
STUDENT WELFARE, TRANSFER AND COMPLETION	19
REFUND POLICY & PROCEDURE	22
1. General	22
2. Student fee	22
3. Incidental fees	23
4. Determination of student fee – Smart and Skilled Students	24
5. Student fee refund	24
DEALING WITH PROBLEMS	26
NON-CURRICULUM PROGRAMS	31
COLLEGE LOCATION	34
GLOSSARY	35

Mission Statement

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 and LEARN BETTER

Regulations Governed the College

UPC is a Registered Training Organisation (RTO) for teaching English and vocational education and training (VET) courses to both Australian and international students. UPC courses can be packaged for entry to a number of Australian colleges, higher education institutes and universities.

UPC VET courses are governed by the Standards for Registered Training Organisation, regulated by the Australian Skills Quality Authority (ASQA) while its English courses are governed by the ELICOS Standards, also regulated by ASQA and are accredited by the National English Language Teaching Accreditation Scheme (NEAS).

Standards for Registered Training Organisation (RTO) 2015

The 2015 RTO Standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system. They are used to protect the interests of all students in the Australia's VET system, covering all aspects of the VET system from marketing and recruitment, enrolment, support and progression, training and assessment, completion to regulatory compliance and governance practice of a RTO.

You can find more details by the following link: <https://www.asqa.gov.au/standards>.

The ELICOS Standards 2018

[The ELICOS Standards 2018](#) seek to enhance Australia's reputation as a source of quality education to international education markets and assist in attracting high-quality international students to Australia.

COLLEGE GENERAL INFORMATION

TERM DATES: 2022 – 2024

(The following term dates are applied to classroom deliveries. Workplace students can start their studies any time and their training programs are designed to suit individual circumstances)

	Term 1		Term 2		Term 3		Term 4	
	Start	End*	Start	End*	Start	End*	Start	End*
2022	31 Jan	01 Apr	25 April	24 Jun	18 July	16 Sept	10 Oct	09 Dec
2023	30 Jan	31 Mar	24 April	23 Jun	17 July	15 Sept	09 Oct	08 Dec
2024	29 Jan	29 Mar	22 April	21 Jun	15 July	13 Sept	07 Oct	06 Dec

** English courses have 10 weeks per term while VET courses have 9 weeks per term.*

TUITION FEES & PAYMENTS

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

1. Tuition fee for each study period (shown in the Letter of Offer or the Notification of Enrolment) should be paid before the official start date of the corresponding study period.
2. The College may cease training and/or withhold the results if a student does not pay tuition fee as specified in the Letter of Offer (or the Notification of Enrolment) or any agreed mandatory incidental fees.

EMERGENCY CONTACTS

In case of emergency, please contact one of the following staff:

1. **Dr Thuy Mai-Viet** (President)
Mobile: 0488 020 620; Email: thuym@upc.edu.au

UPC COLLEGE ADDRESS & CONTACTS

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

UPC Website & Social Media Platforms:

Website: www.upc.edu.au

Facebook: <https://www.facebook.com/UniversityPreparationCollege/>

Instagram: <https://www.instagram.com/upccollege/>

Youtube: https://www.youtube.com/channel/UC2x4ESc-KIJfcF-N959d_oQ?view_as=subscriber

ENGLISH & VET PROGRAMS

Here is the list of our programs and the course levels we offer to domestic students (“students”). See UPC website for more details.

ELICOS PROGRAM

English Courses

- ❖ English for Pre-Foundation Studies (Beginner to Intermediate)
- ❖ English for Academic Purposes (Upper Intermediate to Advanced)
- ❖ Preparation for IELTS (Advanced)
- ❖ English for Higher Education Studies (Elementary to Advanced)

CHILDCARE PROGRAM

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

COMMUNITY SERVICE PROGRAM

- ❖ CHC33015 Certificate III in Individual Support

BUSINESS/MANAGEMENT PROGRAM

- ❖ BSB30120 Certificate III in Business
- ❖ BSB40120 Certificate IV in Business
- ❖ BSB50120 Certificate IV in Leadership and Management
- ❖ BSB50420 Diploma of Leadership and Management
- ❖ BSB50620 Marketing and Communications
- ❖ BSB60420 Advanced Diploma of Leadership and Management
- ❖ BSB80120 Graduate Diploma of Management (Learning)
- ❖ BSB80220 Graduate Diploma of Portfolio Management
- ❖ BSB80320 Graduate Diploma of Strategic Leadership

HOSPITALITY PROGRAM

- ❖ SIT50416 Diploma of Hospitality Management

English, Childcare, Business, and Leadership & Management programs are effectively articulated to a number of Australian higher education providers and universities (See the College’s website for the latest articulation information). Articulation negotiations with other providers are ongoing.



ENROLMENT

Students apply 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 to decide, this Domestic Student Handbook and other information about the College and its courses are available on the UPC website www.upc.edu.au

ENTRY REQUIREMENTS

General Conditions

- An interest in the study area of your choice, with work experience being an advantage.
- 18 years or older.
- Completed Year 10 or equivalent. Lower academic achievement may be considered.
- Sit for the College LLN Test to ensure that student's current level of understanding and knowledge performed in the test are matched to the level of qualification they are applying for.

- Recognition of Prior Learning (RPL) and/or Credit Transfer (CT) are available for all eligible students.

English Condition

- IELTS=5.5 (or equivalent), or
- Pass UPC Placement English Test (Upper Intermediate or above).
- For non-native English-speaking background students, English proficiency can be conditional requirement if they will participate in the English language support class organized by the College.

RECOGNITION OF YOUR PAST TRAINING & SKILLS

Recognition of Prior Learning (RPL)

RPL is an assessment process that involves assessment of your relevant prior learning (including formal, informal, and non-formal learning) to determine the credit outcomes of your application for credit.

Credit Transfer (CT)

CT is a process that provides you with agreed and consistent credit outcomes for components (Units of competency) of a qualification based on identified equivalence in content and learning outcomes between matched components.

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

THE BENEFITS OF RECOGNITION

Your study path and course length in your VET programs will be adjusted if you gain CT or RPL. To achieve this, you will 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 an interview with a UPC staff. 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. *The benefits of Recognition will be reducing course load and fees.*

Transfer from Another College

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

ORIENTATION

Orientation programs are conducted for all new students. The UPC orientation program helps students to familiarise with the College's expectations, rules and facilities. The Orientation PowerPoint Presentation includes all the essential information about your course of study as well as your role and responsibilities as a student. In addition to your admissions procedure and general orientation process, you will be given your very own UPC email. This is important - It will be your main source of correspondence for the entirety of your study journey at UPC College. Administration, your teachers and assessors, and other staff will contact you through this email.

ENGLISH PLACEMENT TEST

All English students are required to sit for the UPC English Placement Test so that they can be placed in the correct class.

You will be required to take reading, writing and

listening tests and have a one-to-one interview with a teacher to see how well you can speak.

Once your test results have been available, 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

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.

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

Students under a social benefit scheme must maintain a full-time study load of 20 contact hours per week.

Course Timetables

Each course has a different timetable for every study period or term, which will be issued at the start of the course by the Departmental Head. Dependent on your commitment to study, course can be full-time (20 contact hours per week) or part-time.



STUDYING AT UPC



The English, Childcare, Business, and Leadership & Management courses are designed to meet the Australian Training Package requirements.

For a full-time in-class course delivered on campus or off campus, the study load is 20 contact hours per week in fixed timetables. There are four terms to the academic year, with 9 weeks per term for VET courses and 10 weeks for English courses. The College has term breaks in which students can work, travel, or just relax.

For work-based or distance studies, the study load varies dependent on your commitment to your studies. You can fast-track to complete the course in the shortest period of time or extend it to suit your lifestyle when you meet with your trainer to design your training program.

Each course includes a number of units. There are lectures, supervised practical work, structured self-study, and projects. It is also a requirement for childcare students to complete work placements that build 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 the college premises. It is hard not to use your own language when talking to classmates from your former country, but this will not help your progress in English.

Access to Your Records Kept by the College

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.

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 3 working days, depending on the volume of requests.

Fees and charges

Tuition fees will not be changed during the study period listed in the Letter of Offer (or Eligibility Report for Government-funded students) except when the student delays or changes the course. UPC College does not collect more than \$1,500 tuition fee in advance. Other fees and charges may be charged for other services. Details are in the “Incidental Fees and Charges List”.

LANGUAGE CONDUCTED IN CLASSES

All non-bilingual 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 and special short course classes are kept small. Classes will have up to a maximum of 18 students. Typically, a class will have 12-15 students giving everyone good access to teacher support.

VET (Childcare, Business, Leadership and Management) classes may have up to 30 students in some lectures but small groups in practical tutorials.



Class Etiquette

Always come to class on time to make sure that you don't miss any important tasks and assessments you may be learning. Latecomers cause disruptions for teachers and students who are serious about their study, so please be respectful.

Mobile devices should only be used for class related activities such as dictionary use, research, etc. Using social media and messaging during class is strictly prohibited.

Answering calls during class is also not allowed. Please use break times and outside class hours to make and answer phone calls. If there is an emergency, then please take the call outside. This is to ensure that disruptions to the learning program are minimal and that a small minority of students do not disrupt the learning of the vast majority of students.

STUDENT RESPONSIBILITIES & CONDUCT

RESPECT

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

- 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 - ATTENDANCE, ACADEMIC PROGRESS & INTERVENTION

ATTENDANCE

English courses require intensive training, and you need to practice, so students are expected to maintain class attendance at a minimum of 80%.

Holidays

All students who enroll in the College are advised to arrange their holidays during the 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 / 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 on the student file.

Lateness and Leaving Class

Late arrival to classes can have a significant impact on your attendance level if not being 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, 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 the college. The class teacher is further responsible for directly communicating this information to their individual classes on a regular basis.

ACADEMIC COURSE PROGRESS

Students are required to successfully complete various tests, examinations, projects and practical exercises in reading, writing, speaking and listening. The final exams are carried out in Week 10 of each term (summative assessment), with weekly quizzes and assessments (formative assessment).

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 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 either to 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 should be 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.





Term Results and Decision to Intervene

Your results will be reviewed by the ELICOS Departmental Head.

INTERVENTION AND SUPPORT OPTIONS

The ELICOS Departmental 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.

1. 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 Departmental Head will then work with the Student Support Manager to decide a mid-term academic counseling plan.

2. 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 visa guidelines.

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.

(NB- The College may contact and inform Centrelink (Welfare benefit student) if the attendance level is below 60% with low progress)



Xmas party talent show by our students



Amazing race - an excursion for our EAP students.

VET COURSES

CLASSROOM DELIVERY - ATTENDANCE, ACADEMIC PROGRESS AND INTERVENTION

ATTENDANCE

Students have to 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 attendance is averaged progressively, and students will be counseled at the mid and end of term 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% at the mid and end of 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 timetables. 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 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. Overall, a 50% Pass mark means that you have satisfied all of the basic learning requirements of the question, such as knowledge of fundamental concepts and performance of basic skills; it demonstrates satisfactory, adequate, or competent achievement. In addition, as you progress through a unit and complete the various assessment tasks, you will be assessed on specific tasks as 'Satisfactory' or 'Not Satisfactory'. If you are assessed as 'Not Satisfactory', you are given one 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 should have 100% of the tasks to be satisfactory to have a competent result.

If more than 50% of your tasks are satisfactory, the assessment result will be deemed 'Not-Satisfactory' unless/until you demonstrate to the assessor that you can perform all tasks successfully.

Teaching staff 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 set out in the marking guide on last page of the assessment)

b) the student's work is of a standard to be 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 assessment tasks are the student's own work, except as appropriately acknowledged using 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 Fortnightly and Mid-term

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

REVIEW OF THE UNIT RESULTS AND DECISION TO INTERVENE

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

- 1. 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.
- 2. At the end of each term:** The VET HOD 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 or letter to the students. Results will be made available two weeks after the final unit examination / assessment.

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

Students Must Maintain a Minimum 50% 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)
- **NB-** Some tasks/assessments require a “satisfactory or unsatisfactory” mark despite a minimum of 50%.

ACTION TAKEN IF A STUDENT HAS FAILED A VET UNIT

If a student has failed a unit by not gaining the required 50% pass mark, 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 and averaged marks of 45% to 49% 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 revised average mark is still below the 50% pass mark, 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 HOD 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). 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. Where a student has failed to achieve satisfactory academic progress, this is recorded.



Students helping a charity service - Salvation Army



Students' Talent Show for fund raising

STUDENT WELFARE, TRANSFER AND 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 www.upc.edu.au.

We assist all students with an orientation program and course induction.

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. 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 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:

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

COURSE COMPLETION AND GRADUATION

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

YOUR STUDY PROGRAM

Some students find first study in a VET course very different from high school classes and may take time to adjust. Studying a VET course, 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 technical 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 complete a “Prohibited Employment Declaration” 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.

HOLIDAYS

UPC will not grant any holiday leave and will not issue any holiday approval letters during the terms. 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 Support Manager may consider special leave only for compassionate reasons.

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.

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;
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 enrolment that the College must be able to contact you at any time. This means we need your current address. If

TERMINATION 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 include but are not limited to cheating, theft, willful damage to College property, possession of illegal drugs and weapons on the College premises, behaviour which is considered inappropriate, threatens the safety of other students or interferes with College operations.

Students terminated by the College will forfeit fees. 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.

you move from the address you have provided to the College, you must inform your new address within 10 working days.

DEFER, TEMPORARILY SUSPEND, GRANT LEAVE OF ABSENCE OR CANCEL A 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 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, leave of absence or cancellation are set by the College:

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

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 and/or external complaints and appeals process, the termination, suspension or cancellation of the student's enrolment cannot take effect until the process is completed, unless extenuating circumstances relating to the welfare of the student apply.

REFUND POLICY & PROCEDURE

1. General

Students enroll at UPC under the Smart and Skilled Program (SSP) or Fee-for-Services have to pay two types of fees: Student fee and incidental fees.

1.1 Student fee (Or qualification fee)

1.1.1 Smart and Skilled students - The NSW Government sets the qualification prices which are determined annually. The student pays a portion of the qualification price (known as the “subsidized student fee”). The balance of the qualification price (known as the “subsidy”) is paid by the NSW Government directly to UPC.

Qualification price = student contribution fee + subsidy

(*Please check [Smart & Skilled website](#) for details of the student fees applicable)

1.1.2 Fee-for-Services – The College provides subsidised tuition fees to support local students who are not eligible for government subsidised fees. Please send enquiry to info@upc.edu.au for the fee schedule.

1.2 Incidental fee

Incidental fees are for goods and services provided to you which are minor to your program or study.

1.3 Fee protection - UPC is aware of its obligation as Registered Training Organisation to protect student fees paid in advance. UPC does not collect any amount of over \$1,500 for tuition fee paid in advance.

1.4 Fee recovery - If tuition fees are not paid in full by the end of the course delivery as per the payment schedule supplied at enrolment, ***no certificate will be issued and in certain circumstances, UPC may refer the debt to a debt collection agency.***

Fees and refund conditions are made available to students prior to their enrolment.

2. Student fee

2.1 Smart and Skilled Students

- Student fees to be paid by students will be confirmed on completion of the Notification of Enrolments. Prior to this, students will be provided the fee estimates through the Eligibility Reports.
- The relevant student fees as set by the NSW Government will be charged.
- Students will be notified of any schedule of payments on completion of the Notification of Enrolments. Any fee schedules will ensure that all fees are paid before the commencement of each study period. Study (or training) period is defined as:
 - Exemption and concession students: The whole training program.
 - Standard subsidized fee students: As specified in the fee schedule payment.
- UPC retains student fees collected.
- Where applicable (i.e. under certain Awards) the employers will pay the fees for certain Apprenticeships and Traineeships.

- For classroom delivery, students have to pay for marking of assessments, re-sitting and/or re-doing any units of competency after the end date of the training program (Specified on the Notification of Enrolment). These fees are listed in the Incidental Fee List.
- Student fees will be adjusted to reflect any Recognition of Prior Learning (RPL) and/or credit transfer (CT). If these happened after enrolments, any refunds or adjustments to outstanding fees will be reported in the next training activity data submission to the NSW Department of Industry.

2.2 Fee-for-Services students

- Students can get the Fee-for-Service fee schedule by sending email to info@upc.edu.au
- Training plan and tuition fee will be adjusted to reflect any RPL and/or CT. If these happened after enrolments, any refunds or adjustments to outstanding fees will be made from the next fee payment date.

3. Incidental fees

Incidental fees are fully listed in the Incidental Fees List. Following are some fees directly associated with students' training programs.

3.1 Marking of assessments (Assignment, report, logbook, etc.) – Marking of the first re-submitted assessment is free of charge. Marking of the second re-submitted assessment will be resulted in a fee.

3.2 Re-sit a unit of competency – Students are allowed to re-sit a failed unit of competency (Conditions apply) but it will be resulted in a fee.

3.3 Re-do a unit of competency – Students are allowed to re-do a failed unit of competency (Conditions apply). There is no guaranty that the concerned unit will be available to suit the student's timetables (Classroom delivery). In this case, the student can choose to study by distance.

3.4 Re-issue lost documents – Students have to pay for re-issuance of lost documents which include:

- Testamur
- Record of Results and
- Statement of Attainment

4. Determination of student fee – Smart and Skilled Students

Student contribution fees are determined by the NSW Department of Industry based on qualification type and level, students' circumstances, and Recognition of Prior Learning (RPL) and/or credit transfer (CT). Student contribution fees are adjusted annually. There are 4 types of student contribution fees. (For more information on the exact fees, please visit the NSW Government website under [Smart & Skilled fees calculator](#))

4.1 Exemption of student fee

4.2 Concession fee

4.3 Standard student fee (first and subsequent qualifications)

4.4 Traineeship fee

4.5 Fees adjusted by RPL and/or CT

5. Student fee refund

The College will pay a refund to a student or an intending student in certain circumstances. UPC's refund policy applies to both commencing and re-enrolling students. The applicant should read the College's Refund Policy and Procedure. It is summarised below.

5.1 Administrative and other fees associated with student fee refund.

- a. Administration fee:
 - Full qualification - All refunds will incur an administration fee of three hundred dollars (\$AU300) unless otherwise specifically stated.
 - Short courses (such as Skills sets, First Aid etc) - The administration fee will be \$50 unless otherwise specially stated.
- b. Learning material fee – All learning materials provided by the College should be return in good conditions. Otherwise, a fee will be charge (See Letter of Offer)
- c. Bank transfer fee (if applicable) will be deducted from the refunded amount.

****This policy applies to all domestic students irrespective of who pays the fees.**

5.2 Refund Conditions

5.2.1 College default

This occurs:

- a. when the course does not begin on the agreed commencement date and an alternate date or course is not available or acceptable to the student's circumstances, or
- b. when the course ceases to be provided at any time after it commences but before it is completed, or
- c. in the unlikely event that the course is not provided in full to the student because of a government directive or sanction imposed on the registered provider.

5.2.2 Student default

This occurs when the student directly or indirectly indicates he/she is not going to commence or continue in the course.

Circumstances:

1. The student does not commence the course on the agreed start date;
2. The student withdraws or cancels their enrolment in the course;
3. The student fails to pay fees due to the College in order to undertake or continue in the course;
4. The student's enrolment is terminated by the College due to a serious breach of the College policy and/or rules.

REFUND OF COURSE FEE - THE COLLEGE DEFAULT CASE

A refund of 100% of the un-used portion of fees will be granted under the following circumstances.

When the course does not begin on the agreed commencement date and an alternate date or course is not available or acceptable to the student's circumstances, or	The College will calculate and supply a letter explaining the refund calculation within 2 weeks of the College decision. No administration fee is applied.
When the course ceases to be provided at any time after it commences but before it is completed, or	
In the unlikely event that the course is not provided in full to the student because of a government directive or sanction imposed on the College	

REFUND OF COURSE FEE - STUDENT DEFAULT CASE

The following conditions are applied in case of student default. The student must pay the Administration fee of \$300. The amount of refund is determined as follows.

Full qualification courses	
Nature of enrolment (Government funding students such as Smart & Skilled, skilling for recovery etc)	Amount of refund
Smart and Skilled students (Exemption)	No refund (student contribution fee is nil)
Smart and Skilled students (Concession)	No refund (student contribution fee is \$240 offset with \$300 the administration fee)
Smart and Skilled students (Standard subsidised tuition fee) <ul style="list-style-type: none"> • Withdraw from the courses two (2) weeks before the commencement of the course • Withdraw less than 2 weeks before the commencement of the course • After the commencement date of the course 	<ul style="list-style-type: none"> Full refund of the student contribution fee deduct with \$300 administration fee 50% refund of the student contribution fee Deduct with \$300 administration fee No refund of the current study period
Nature of enrolment (Fee-for-service students)	Amount of refund
<ul style="list-style-type: none"> • withdraw from the courses two (2) weeks before the commencement of the course • Withdraw less than 2 weeks before the commencement of the course • After the commencement of the course 	<ul style="list-style-type: none"> Full refund of the student contribution fee deduct with \$300 administration fee. No refund of the current study period No refund of the current study period.

Short courses and skills set	
Student informs the College to withdraw from the course two (2) weeks before the commencement of the courses.	Full refund deduct \$50 administration fee.
Student does not attend the course as specified in the enrolment forms.	No refund
Student attended but has not completed the course.	No refund.
No Refund of Tuition Fees – All Courses	
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 in the course is re-assessed and may lead to cancellation of the enrolment. Automatic disqualification from any refund.
When a student voluntarily delays starting the course without approval from the college.	No refund of the un-used portion of the course fee.
If a student makes a payment but the money does not reach UPC's designated bank account due to whatever reason.	No refund.

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 end of the appeal period. 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. The refund policy does not remove the student's right to appeal the refund decision and calculations made by the college according to the complaints and appeals policy.

DEALING WITH PROBLEMS

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 role in the college. You will see the staff names and photos at the reception area of the College.

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 at the reception area of the College. (As at Sept 2020).

Leadership & Senior Management



Dr Thuy Mai-Viet

President

Academic Director (Acting)



Professor Brian Low

Patron



Dr Ken Yu

Chief Executive Officer

**Business Development Director
(Acting)**

Academic Team



Dr Helen Trinh

**Head of Department
English (ELICOS &
TESOL)**



Dr Edith Leung

**Head of Department
Early Childhood
Education & Care**



Ms. Angel Cheung

**Head Teacher
Early Childhood
Education & Care**



Mr Mai Cao Ho

**Business and
Management**

Administration & Student Supporting Staff



Ms Ada Liu

**Administration &
Operation Manager**



Mrs Tam Mai-Viet

**Student Admission &
Support Manager**



Ms. Khanh Hoa Le

**Student Support &
Accounts**



Mr Fred Hui

IT Support

Those are people you should contact if having a problem.

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 (hient@upc.edu.au) Childcare – Edith Leung (yukl@upc.edu.au) Childcare – Angel Cheung (angelc@upc.edu.au) Business/Management – Mr. Mai Cao Ho (hom@upc.edu.au) Dr Thuy MV (thuym@upc.edu.au)
Unhappy with your homestay or need help with finding new accommodation	Ms Tam Mai-Viet (tamm@upc.edu.au)
Medical issues, visa, finance, etc.	Ms Khanh Hoa Le (haul@upc.edu.au)
College facilities	Ms Ada Liu (adal@upc.edu.au)
Serious personal issues	Ms Tam Mai-Viet (tamm@upc.edu.au)

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 or email the Student Counselor. 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 the Training Complaints hotline.

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 testing.

In the first instance, the teacher/trainer will consult with the Head of Department (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 reasons 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-submit 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 an assessment panel

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 the 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.

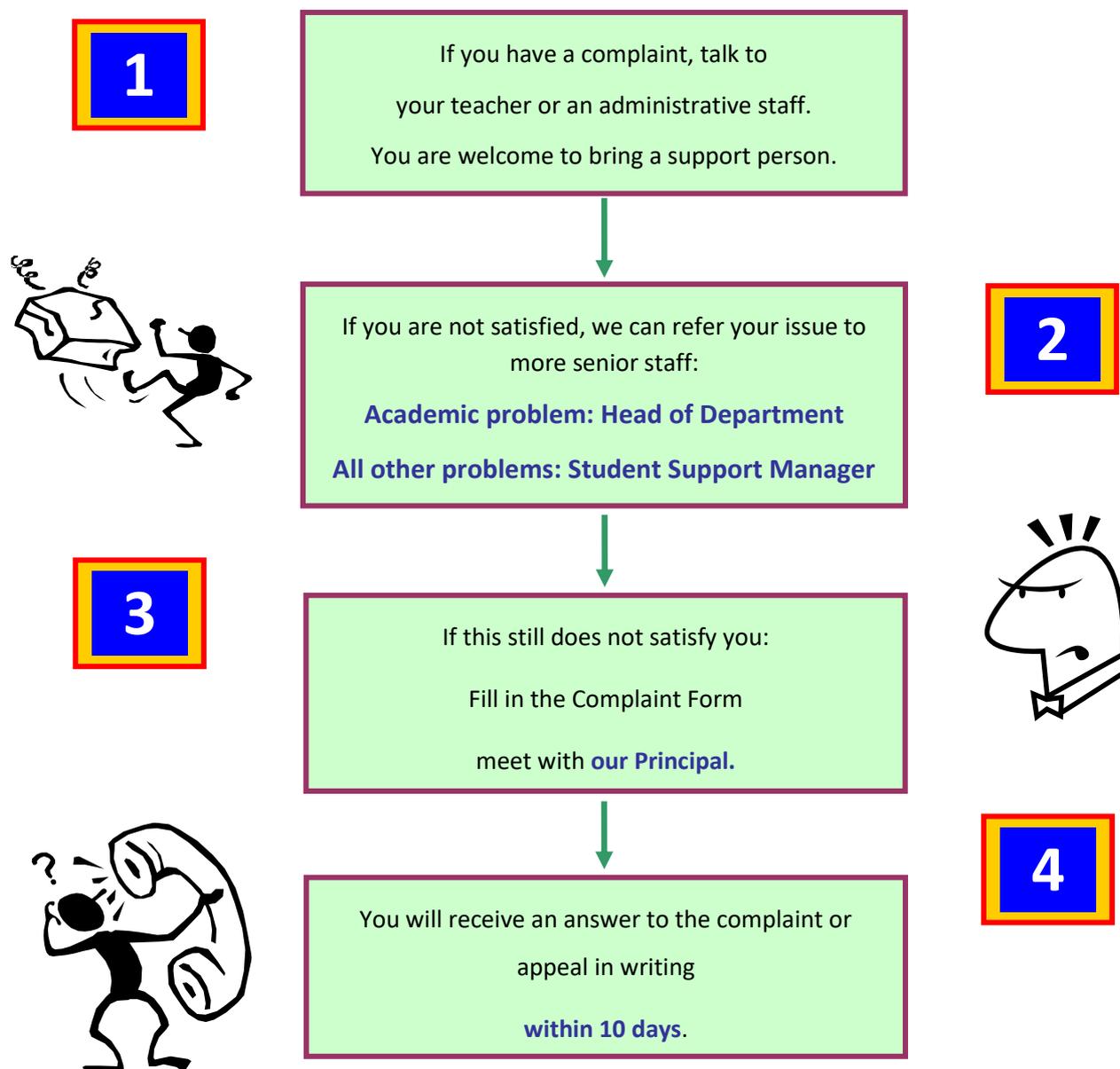
4. The student has the right to take an appeal related to a VET qualification to ASQA when other avenues have failed.

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.
- **Local students** may wish to seek a review from an independent organisation. External bodies that may be able to assist include:
 - NSW Ombudsman at www.ombo.nsw.gov.au or phone: **02 9286 1000**
 - OR
 - Anti-Discrimination Board of NSW at 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 meeting/hearing.

NON-CURRICULUM PROGRAMS

UPC College commits to offer non curriculum programs to enable students to experience activities that will broaden their learning and personal and social skills and give students opportunities that are not available through their day-to-day living.

These activities may have an educational, cultural, environmental, social and/or outdoor emphasis but are not considered directly related to assessment within a curriculum area. The exception is educational excursions for English and Childcare students. These activities may be on or off campus.

Non-Curriculum Program Objectives

- Extending and broadening student experiences.
- Providing students with an opportunity to participate in programs that promotes group cohesiveness, self-esteem, resourcefulness, independence, leadership co-operation and tolerance.
- Enabling students to experience/appreciate a wider range of cultural and environmental situations.
- Providing an opportunity to develop skills and knowledge that may not be available in the normal curriculum or extracurricular program.
- Providing choice and voluntary opportunities that may interest groups of College students.

On and off-campus programs

The College offers a series of social and recreational programs, on and off campus. These are not compulsory, and some activities may have a small fee to cover costs. This fee is not part of your tuition fee. We encourage all students to be involved in these activities. We also encourage students to organise social and recreational events themselves and ask us for assistance. For English and Childcare students, some field trips (excursions) are an important part of the curriculum, so attendance is obligatory just like any other study day.



On-campus activities and programs

Graduation Ceremonies

The College has 2 major Graduation Ceremonies in February and August, as well as two supplementary Ceremonies in May and October.

Recreational activities

There are at least three popular student functions to celebrate Christmas and New Year (Also End-of-Year), Saint Patricks Day and Melbourne Cup Day.

Charity functions

The College runs annual Salvation Army Winter Shield (Supporting Australian disadvantaged families) and occasional charity functions to help natural disaster victims in students' home countries.

Student personal skills development programs

The primary purpose of the series is to support students on their study journey and help them to build positive and constructive relationships in the college and study life.

Not only can these activities help them to learn stress management but also contribute in improving their overall growth and development through techniques for developing communication skills, good study habits (time management), study skills as well as career development and interviewing skills.

Topics to be covered include but are not limited to:

- Discipline and concentration,
- Getting rid of bad habits,
- Study skills,
- Relationships,
- Stress management,
- Dealing with exam stress,
- Communication,
- Career development
- Interviewing skills.

Off-campus activities and programs

Off-campus activities include half-day to full day or long weekend trips.

City-to-Surf Run

Students and staff attend the annual Sydney sport event - City-to-Surf Run.

To encourage attendance, the College will pay for registration fees. A BBQ for runners and non-runners at Centennial Park will follow the run.

Half-day educational excursions

English and Childcare students regularly have half-day educational excursions to supplement their class lessons. These trips are mandatory. Other students are encouraged to join if the excursion does not clash with their study.

There are two different activities.

Learn@Lunch (Twice monthly)

The College is not just a place for studying, it also can expand your horizons by exchanging ideas and learning experiences with others. Therefore, the College runs these lunch events regularly, which integrate some games and lively discussions during lunch time. Learn@Lunch lasts for 30-45 minutes. Extra time is allocated if necessary. A wide range of activities may include:

- Insightful video sharing
- Team-building and group-oriented games
- Explorer & discovery walks
- Educational workshops and so on.

Personal coaching (On request)

At UPC, we believe that students' resilience and wellbeing should be prioritised as it is fundamental in achieving their educational goals.

Life has ups and downs, and this is a completely typical experience for all students. Everyone will encounter difficulties and get stuck in undesirable or overwhelming situations.

In this one-to-one coaching session, you will be assisted in finding the best solutions for your issue(s).

All information during the session will be kept completely confidential.

One day short distance trips

Early each term, one day short trip is organized to visit interested places around Sydney such as the Art Gallery, Clovelly or Manly Beach, etc.

One day long distance trips

At the end of each term, there are one day long distance trips. Locations vary around the year: Picking cherries (Yass or Orange) in December, Watching Autumn leaves (Blue Mountains) in April, Tulip Festival (Canberra) in September, etc.

Long weekend at the Snowy Mountain

Depending on demand, a 4-day trip to Canberra and Snowy Mountains can be organized in July.

Other activities on demand

The College staff and teachers will organize off-campus activities which can be initiated by students.

Participation of family members and friends

Depending on available places, students' family members and friends can join most of the long-distance trips.



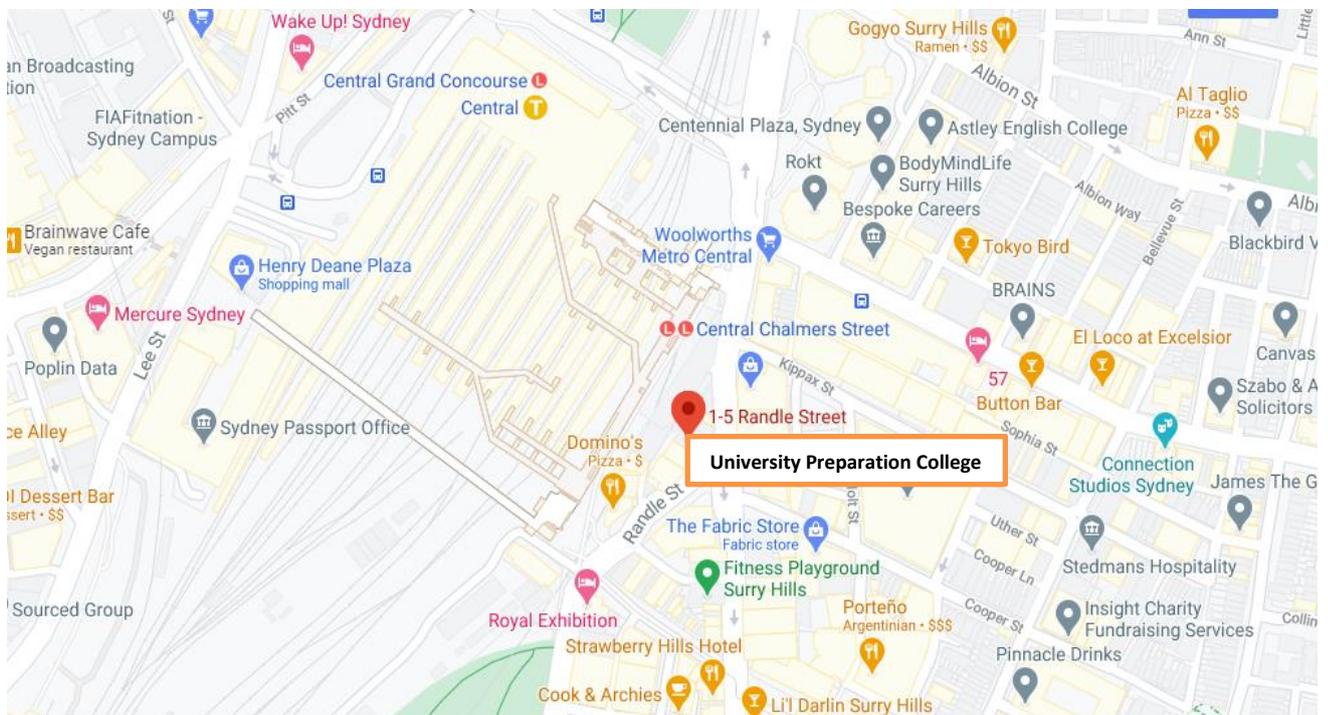
Christmas Party – Carol Singing by the Childcare Diploma class



Students' multicultural background

COLLEGE LOCATION

Our **City 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 up-coming light rail/tram 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.



GLOSSARY

ASQA	The Australian Skills Quality Authority
CT	Credit Transfer
DEC	NSW Department of Education and Community
DET	Department of Education and Training
ELICOS	English Language Intensive Courses for Overseas Students
EPT	UPC English Placement Test
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
SSP	Smart and Skilled Program
TOEFL	Test of English as a Foreign Language
VET	Vocational Education & Training



Students and staff showed their happiness and love at the Christmas party.



Presentation contest held in UPC

VERSION CONTROL

Version	Officer	Approved Date	Notes
18.0	T. Mai-Viet	Dec 2018	Compiling the document
18.01	Sam Hui	Dec 2018	Re-formatting
18.02	Ada Liu & Tony Currie	Jan 2019	Proof reading
19.0	T Mai-Viet	Jan 2019	Release first version
22.1	Ada Liu & Vivian Doan	Mar 2022	Update & Proof reading