key2learning College

RTO 88191 | CRICOS 03644F



STUDENT HANDBOOK

FOR

INTERNATIONAL STUDENTS

2026 - 2027

Contents

.....1
.....1
Contents 2
Welcome to Key 2 Learning College 4
Why Study in Canberra Australia? 4
Why Study with Key 2 Learning College?.....6
What We Offer Our Students 6
About Key 2 Learning College.....6
Location 8
Student Amenities.....8
Our Team.....9
Course Information 9
How to Enrol 10
Offer of Placement 11
Student Timetable/Course Schedule.....12
Living in Australia.....12
Money matters 14
Transport around Australia.....17
Australia East Coast Run: Sydney to Cairns 17
Across the Continent: Cairns to Perth 17
Costs of living 18
Visa requirements 18
Overseas Student Health Cover (OSHC) 18
Dependants 18
Accommodation Options 19
Introducing Canberra 20
How to Advance Your Skills in the English Language 23
NCELTR and IELTS.....23
Quality English Language Programs 23
English Australia 23
Migration Agents 24
Refund Policy.....24
Refund Policy – Provider Default and Fee Protection.....25
Fee – Terms and Conditions 26
Deferring or Suspending Study 28
Code of Conduct 30
PRIVACY AND CONFIDENTIALITY 30
Assessments: 34
F075 -CRICOS Diploma of Nursing - Academic Integrity and Course Requirements 36
PP080 - Diploma of Community Services CWA - Attendance, Assessment and Academic Integrity Policy.....**Error! Bookmark not defined.**
Recognition of Prior Learning (RPL) and Course Credit 36
Completion within the expected duration of study 38
Repeating of Units for International Students 38
Monitoring Course Progress – Study Periods.....40
Transfer Policy 41
Students withdrawing from a course 43
Refund of Fees 43
Additional Administration Fees: 43
Practical Training, Non-discriminatory Environment 44
Students and diversity.....45

Intent to Relocate Premises 47
Complaints, Feedback and Appeals Policy 48
Information on Additional Support Services and Assistance.....50
Student Induction and Orientation.....53
Legal Requirements for International Students.....53

Welcome to Key 2 Learning College

Thank you for your enquiry regarding the courses offered for International Students at Key 2 Learning.

Every year Australia welcomes thousands of students from all over the world who have made the decision to study in Australia, live the Australian way of life and enrich their life on an academic and personal level.

This Course Guide is designed to provide you with sufficient information on Key 2 Learning College and our courses to ensure your transition to studying in Australia as easy as possible.

Key 2 Learning College is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) and Education Services for Overseas Students Framework (ESOS). All qualifications taught at Key 2 Learning College are nationally recognised (in Australia) giving you more flexibility when looking at further studies and are taught to the highest Australian standards. Key 2 Learning College also holds accreditation with Community Work Australia (CWA) and Australian Nursing and Midwifery Accreditation Council (ANMAC).

The process of choosing the right training provider is the first step towards your success. We invite you to contact us either by phone or email with any concerns or questions you may have. We would like you to have complete confidence in selecting Key 2 Learning College as the right choice for you.

The better prepared you are for life in Canberra the more likely you are to enjoy your stay and have a greater chance of success on your journey. It is important that you read the entire contents of this document. It is our official notice to you of Key 2 Learning's Policies and Procedures which we must make you aware of before any decision is made regarding enrolment.

If you have any queries or concerns with regards to any part of this document, please ensure that you clarify these issues prior to applying for enrolment.

Why Study in Canberra Australia?



If you have decided to study overseas, you want the very best education available. You want to put your career on fast track by perfecting your English and working with the top professionals in your field.

Whatever your reasons for studying overseas, one thing is clear – your next step is to come to the Australia which will help you achieve your goals and have fun.

For international students, Canberra and Australia has a lot to offer: great study environment, beautiful relaxed atmosphere, mixed culture, beautiful natural environment a short drive away and most importantly, Key 2 Learning College, a brilliant Training organisation.

You will be given the opportunity to discover a whole new way of life and broaden your outlook on your new career.

Why Study with Key 2 Learning College?

Key 2 Learning College differs from other providers; our point of difference is our ability to contextualize training to meet your needs. We have experience in continuous improvement, management and service provision across a range of sectors in aged care, health, mental health, disability and education. We believe consultation and partnership are integral to improved outcomes for all. We have qualified and highly experienced trainers and assessors who have direct industry experience.

Students at Key 2 Learning College have high graduation and employment rates. This makes Key 2 learning College the provider of choice for Health and Community Services courses.

While in class, students are encouraged and expected to contribute to the discussion and educators meet with students and even share coffee or meals with them. The close relationship between students and trainers serves to motivate students and fosters a personal approach to studying.

Studying at Key 2 Learning College will ensure you receive an exceptional level of service and a high-quality education.

What We Offer Our Students

We want you to enjoy yourself while you are learning at Key 2 Learning. We have a supportive network of people to make your time with us fulfilling and fun.

We offer our students:

- Bright, spacious classrooms set up with modern equipment, for students to learn the most up to date techniques.
- Excellent location not far from the centre of Canberra.
- A mentor network of teachers for academic support.
- Access to expert trainers to help you manage your program and any difficulties that might affect our studies.
- Student Services personnel to help in other areas, including personal welfare and guidance.
- Access to qualified counsellor
- Free internet access to support in your research activities.
- Email access to teachers and staff at any time.

About Key 2 Learning College

Key 2 Learning College is an innovative company providing professional consultancy, vocational training and research and development services. Our aim is to assist others to unlock their potential and develop knowledge and skills to enhance both their life and the lives of others.

Our point of difference is our ability to contextualize training and consultancy to meet your needs. We have experience in continuous improvement, management and service provision across a range of sectors. We believe consultation and partnership are integral to improved outcomes for all.

As a Registered Training Organisation (88191), Key 2 Learning College is able to facilitate and coordinate competency-based training and assessment in the vocational sector, primarily in nursing, health, disability, aged care (residential and home-based care), community services, mental health, alcohol and other drugs and leisure and health. Key 2 Learning College have many years of experience in delivering and managing training to students.

Key 2 Learning College aims to provide the finest educational opportunity through its commitment to its students' success. Students are taught at the highest standard of expertise within a friendly, caring and relaxed atmosphere.

Location

The Key 2 Learning College offices and training rooms are located at Canberra Technology Park in Watson, one of Canberra's Training hub. Training is held on-site in workplace facilities and additional training in community based settings, e.g. residential aged care facilities, depending on client and student requirements.

We are at:

Canberra

Block A
Canberra Technology Park
49 Phillip Avenue
Watson ACT 2602

By bus and light rail we are approximately 20 minutes from the centre of Canberra and by car approximately 10 – 15 mins.

All essential services from medical to major banks, shops and a library are located near Watson.

The local area has a large number of sporting facilities such as tennis courts and gyms and is close to bushland and many of Canberra's unique tourist attractions.

Student Amenities

The aim of Key 2 Learning College is to provide students with a clean and harmonious studying atmosphere. We have many facilities at our doorstep, students can access food vendors as well as a local library, a short distance away.

Before and after class, students will also have access to *(subject to availability)*:

- shared internet access, practical practice areas and a study area available for students to use for research or assignment work.

Students will need to bring their own computer or device to study on (With MS-office installed).

Our Team

The Key 2 Learning College team consists of a unique combination of people with vast industry backgrounds. We are a strong team with a common understanding and specialised knowledge of the industry and our students' needs - this is the secret of our success.

Trainers

Our trainers have many years' experience in training and working in the respective Industry. Their wealth of knowledge and passion will allow you to develop skills and broaden your knowledge of the industry so you can provide service to your customers with confidence and professionalism.

Open communication with your trainer can make a big difference to the depth and enjoyment of your learning.

Administration

Key 2 Learning College administration unit has a special interest in ensuring you get through your course as smoothly as possible. The administration team at Key 2 Learning College are well experienced in sorting out any problem you may have concerning the administration of your course.

Their years of experience in administration and customer service roles will ensure all your questions are answered, and if they don't know the answer, they will find out! Administration is there to help you and provide support with as little fuss as possible so that you can concentrate on your studies.

They are the smiling face and friendly voice over the phone when you need help, so please don't hesitate to call them, no matter how big or small your problem may be.

Student Support and Counselling

Key 2 Learning College have a dedicated student support and qualified counselling officer that provides personalised assistance to students, offering guidance on academic, personal, and emotional challenges to help ensure their overall well-being and success throughout their studies.

Course Information

The Key 2 Learning College delivers the following three nationally recognised courses to international students.

- CHC33021 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC52021 Diploma of Community Services
- HLT54121 Diploma of Nursing
- BSB50420 Diploma of Leadership and Management
- CHC62015 Advanced Diploma of Community Sector Management

Refer to the website for more information - https://key2learning.edu.au/international-courses/

How to Enrol

When you are ready to enrol you need to:

1. Read this "Course Guide", being the Policies and Procedures for International Students completely ensuring you full understand your requirements.

2. Download from our website at www.key2learning.com.au and complete the "Enrolment" form, alternatively you can request one to be sent to you via mail or email.

   - Fill in the form in full and sign the Student Declaration and Acknowledgement.

     This acknowledgement states that you have read, understood and agree to abide by the Rules and Regulations contained within the International Students Course Guide

3. Attach the following items with the Enrolment Form:

   - A passport photo of yourself signed legibly and dated.
   - A copy of your passport including your residential address.
   - An English language translation of your secondary school examination results.
   - English language Skills Certificate – score of IELTS 6.0 (Dip of Community Services) and IELTS 7.0 (Dip of Nursing)

4. Send in your Application, requested documents along with your application fee to:

   Key 2 Learning College
   Block A, Canberra Technology Park
   49 Phillip Avenue
   Watson ACT 2602
   AUSTRALIA

   Telephone: 1300 827 188

   Email: info@key2learning.com.au
   Web: http://www.key2learning.edu.au

Please Note: All the above documents sent to Key 2 Learning College must be certified by an official.

The Key 2 Learning College reserves the right to check the validity of all documents tendered.

Key 2 Learning College only offer Diploma of Nursing at the Canberra Campus

Offer of Placement

Once the International Application for Enrolment, the attachments and application fee (non-refundable) have been received and accepted, Key 2 Learning College will send you an official "Conditional Letter of Offer & Acceptance" for entry into your chosen course.

NOTE:

- An offer of placement will only be given to those students who meet the requirements and who are enrolling in a full time course.
- After you have received the Conditional Letter of Offer you will need to Accept the Offer and pay all fees to confirm your place in the course.
- Upon receipt of payment you will be issued with a Confirmation of Enrolment (CoE) and Student Identification Number. This will complete the enrolment process.
- If Key 2 Learning College grants the student course credit which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.
- If the course credit is granted after the student visa is granted, the change of course duration will be reported to the Department of Education via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Please Note the Conditional Letter of Offer will be based on the following conditions:

- That Key 2 Learning College agrees to "recruit students in an ethical and responsible manner and provide them with information that enables each student to make informed decisions about studying with Key 2 Learning".
- That Key 2 Learning College will assess that the students' qualifications and proficiencies are appropriate to the course e.g. that they have achieved the minimum level of English required to study at Key 2 Learning.
- Evidence is provided that the prospective student has been assessed on English proficiency and meets the requirements of the Migration Regulations.

Student Timetable/Course Schedule

Students will be provided, prior to enrolment, with a timetable relevant to their course of study.

The timetable/schedule will include the days and times each student is required to attend Key 2 Learning College for training, session content and assessment due dates.

Students must attend **20 hours** per week

Additional breaks will be Australian public holidays.

When the between semester break occurs at Christmas time (December-January) and when scheduled in the Course Schedule all dates will be clarified by Key 2 Learning College upon induction.

Students are advised that in order to achieve prescribed skills and competencies it will be necessary to practice skills learnt and undertake self-study at home furthering addition to class hours spent at Key 2 Learning.



Living in Australia

The following information was taken from the "Study in Australia" website. For more information visit www.studyinaustralia.gov.au

Introduction

Australia is known globally as being one of the world's most diverse and welcoming countries, and it is something for which we take great pride. In fact, of Australia's 23 million population, almost half (47%) of all Australians were either born overseas or have one parent born overseas. We also know a thing or two about languages, with more than 260 languages spoken in Australian homes: in addition to English, the most common are Mandarin, Italian, Arabic, Cantonese and Greek.

Australia's diversity and friendly attitude is matched by its economic stability. To date, Australia has experienced more than 20 years of continued economic growth, weathering the 2008 global financial crisis better than most advanced economies. And we are as competitive on the global economic stage as we are in the world's sporting arenas! Not surprising, with more than 120 certified sports organisations around the country, covering popular activities such as AFL, cricket, football (soccer), rugby league, golf, tennis, netball and hockey to name just a few.

You may not know but Australia is the biggest island in the world, the sixth-biggest country in the world in land area, and the only nation to govern an entire continent. Within our expansive country, there are more than 500 national parks and more than 2,700 conservation areas, ranging from wildlife sanctuaries to Aboriginal reserves. There are also seventeen UNESCO World Heritage sites – more than any other country – including the Great Barrier Reef, Kakadu National Park, Lord Howe Island Group, Tasmanian Wilderness, Fraser Island and the Sydney Opera House.

But many people around the world know Australia for being a beautiful country. We also have world-class infrastructure, with five of the top 40 cities with the best infrastructure in the world. We also have a reputation for building 'big' things – over 150 in fact from the Big Banana in New South Wales, to the Big Koala in Victoria, the Big Mango in Queensland, and the Big Ram in Western Australia. It's worth a trip to see them all!

With all these wonderful attributes around Australia, we have good reason to be happy. So much so, we were recently ranked as the fourth happiest country in the world behind only Norway, Denmark and Sweden.

Why wouldn't you want to experience the best Australia has to offer? Museums, vibrant multicultural cities to a love of sport, Australia is unique.

The people

Australia's population in mid-2019 was 25,293,811. Population density is among the lowest in the world, with an average of 2.5 people per square kilometre – no-one's within cooee (shouting distance) in the outback. Most people live along the eastern seaboard, with a smaller concentration on the south-western coast. Living in one of the world's most culturally diverse countries – 23% is foreign-born – Australians incorporate a wide variety of influences into the way they live and play.

The places

Australia's states and territories each have unique characteristics. Explore one at a time or, when your studies have finished, visit them all in one big loop! This would mean over 14,000km of highway, not including side trips to beaches, forests, mountains, country towns... If you'd rather not go far from where you're studying, you'll still find there's plenty to keep you entertained.

The potential

Australia offers a unique experience for students. Apart from a world-class education system, the opportunities to get involved in daily life are endless: whether you're into the arts or sport, partying or book clubs, the great outdoors or cosy cafés, you'll find many ways to join in and have fun. So if you want to get an education and have a life, it really is the place to be.

Money matters

It's easy for visitors to Australia to access money. Automated teller machines (ATMs) are located in most Australian towns and all cities, as well as banks that will cash traveller's cheques. The Australian dollar has become increasingly competitive against major international currencies like the US dollar and the euro, so the country is a less economical destination than it used to be. That said, daily living costs such as food and accommodation are still fairly inexpensive. The biggest cost in any trip to Australia if you want to see a lot of the country will be transport, simply because it's such a huge place.

ATMs, EFTPOS, Credit Cards & Bank Accounts

Branches of the ANZ, Commonwealth, National, Westpac and affiliated banks are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks. EFTPOS (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases, and often withdraw cash as well.

Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they'll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate or an international driving licence with photo.

Currency & Exchanging Money

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, $1 and $2 coins, and $5, $10, $20, $50 and $100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay.

Changing foreign currency or traveller's cheques (see following) is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns.

Taxes & Refunds

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. There are exceptions, however, such as basic foods (milk, bread, fruits and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

If you purchase new or second-hand goods with a total minimum value of $300 from any one supplier no more than 30 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid. For more details, contact the Australian

Customs Service on 1300 363 263 or 02 6275 6666 or you can visit the website at: www.customs.gov.au

Travellers Cheques

The convenience of internationally linked credit and debit card facilities in Australia means that travellers cheques are not used much. Nevertheless, Amex, Thomas Cook and other well-known international brands of traveller's cheques are easily exchanged. You need to present your passport for identification when cashing traveller's cheques.

Shopping Etiquette

Bargaining is not the norm in Australia, unless you're at a second-hand market or buy a whole new wardrobe from one store, in which case it probably wouldn't hurt to ask for a small discount.
Tipping is becoming more common in Australia, particularly in cafes and restaurants in the bigger cities; a 10% tip is usual. However, you won't cause offence if you don't tip. Taxi drivers are always grateful if you leave the change.

Australia for Free

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer. The list of free or cheap things to do is endless, so there's no need to let a student budget come between you and good times.

Working while you study

People granted student visas on or after 26 April 2008 will receive permission to work with their visa grant. If your student visa was granted before 26 April 2008 however, you can still apply separately to the Department of Home Affairs (DHA) for permission to work once you have started your course in Australia.

Permission to work allows you to work up to 20 hours a week on a casual basis during course time and full-time during vacation periods. Family members can also work up to 20 hours a week throughout the year. In the case of students who have commenced a masters or doctorate course, family members can work unlimited hours. Students and their family members must not undertake work until the student has commenced their course of study in Australia.

Food

Australia is one of the most dynamic places in the world to eat, thanks to international culinary influences and a dining public willing to give anything new ago. Anything another country does, Australia does too. Vietnamese, Indian, Fijian, Italian – no matter where it's from, there are expats and locals keen to cook and eat the cuisine. Due to the country's huge size, the climate varies a great deal from north to south. This means that at any time of the year there's an enormous variety of produce on offer, including Australia's justifiably famous seafood.

Food tourism and food festivals are blossoming. Melbourne, for instance, has its own month-long food-and-wine festival in May. There are harvest festivals in wine regions, and various communities hold annual events, such as Clare Valley's (South Australia) Gourmet Weekend.

Christmas in Australia, in mid-summer, is less likely to involve a traditional European baked dinner, and more likely to be replaced by a ‘barbie’ (barbecue), full of seafood and quality steak. Various ethnic groups have their own celebrations. The Indian community brings out delicious sweets during Diwali; the Chinese annual Spring Festival (Chinese New Year) involves sumptuous banquets; and Australia’s Islamic community marks the end of Ramadan with the festival of Eid al-Fitr.

Typically, a restaurant meal in Australia is a relaxed affair. Any table that you've booked is yours for the night, unless you're told otherwise. A competitively priced place to eat is a club or pub that offers a 'counter meal'. Here you order at the kitchen, take a number and wait until it's called. You then pick up the meal yourself, saving the restaurant money on staff and you on your total bill.

A great feature of the restaurant scene, which also makes eating out less expensive, is 'BYO' (Bring Your Own). If a restaurant says it's BYO, you're allowed to bring your own alcohol. If the place also sells alcohol, the BYO is usually limited to bottled wine only (no beer, no casks) and a corkage charge is often added to your bill.

Shopping

Australians like to shop, as evidenced by the huge variety of local and international brand shops, and the crowds that gather at clearance sale. Big cities can satisfy most consumer appetites with everything from high-fashion boutiques to second-hand emporiums, while many smaller places tend towards speciality retail, be it home-grown produce, antiques or arts and crafts. Many Australian cities have really interesting shopping (and eating) precincts located in different neighbourhoods, especially in the inner suburbs.

Transport around Australia

Australian cities have excellent public (and private) transport systems, making travelling around them simple. Following is a breakdown of how best to get around in each capital city:

Getting around Canberra

Canberra boasts a world-class public transport network. Information on routes and connections can be obtained by visiting the website at:

https://www.transport.act.gov.au/

Australia East Coast Run: Sydney to Cairns

Hordes of travellers stay on the beaten track on Australia's sun-loving east coast, following this beach-themed route. From Sydney, travel along the Pacific Hwy through central and northern New South Wales towns with idyllic beach locales.

Why not soak up the beauty of Port Stephens, the water sports-mad Myall Lakes National Park and the stunning, plateau-top rainforests of Dorrigo National Park. Join the wild and famous in Byron Bay, then head over the New South Wales border into the state capital, Sydney, via the party town of Surfers Paradise.

The Bruce Hwy then winds along the coast into the far north. Nature lovers should visit the whale-watching haven of Hervey Bay and, further north, the blissful Whitsunday Islands, the coral charms of the Great Barrier Reef and the scuba-diving heaven of Cairns.

Across the Continent: Cairns to Perth

The following is a long, difficult route from the tropics to the Indian Ocean – few roads are less travelled than this 4,560km trail. There are many potential hazards in heading off the beaten track into the Australian outback, so wherever you go, make sure you're well informed and fully prepared. Start in Cairns and head west to Normanton, the biggest town in the Gulf of Carpentaria region, then south down the Matilda Hwy to the rough mining town of Mt Isa. To the southwest is the frontier outback town of Urandangi, after which you run into the Plenty Hwy, a boring – or to some, gloriously desolate – road with plenty of bone-jolting challenges (4WD recommended). Over 500km later you'll hit the Stuart Hwy and then the dead-centre city of Alice Springs.

The Lasseter Hwy turn-off takes you to amazing Uluru (Ayers Rock) and the captivating Kata Tjuta (the Olgas) rock formations, beyond which is the beginning of the Great Central Rd. This lonely trail, suitable for well-prepared 2WDs and lined with saltbush, spinifex and desert oak trees, stretches 750km to the tiny gold-mining town of Laverton, from where it's another 400km to a much bigger gold-mining town, Kalgoorlie-Boulder. Finally, the ocean beckons from behind the beaches of Scarborough and Cottesloe in Perth.

Costs of living

Study costs

There is no doubt that Australia is the perfect place to enjoy a quality education and outstanding quality of life. What makes it even better is that Australia offers excellent value for money, with living expenses and tuition costs comparable to the United Kingdom and Unites States.

Australians enjoy one of the highest standards of living in the world - without the expensive price tag. An average international Student in Australia will spend about A$360 a week on accommodation, food, clothing, entertainment, transport and telephone. Remember, though, that this figure depends on your location, lifestyle and even your course.

You should always research the city in which you are potentially to move to, and work out a budget based on Student accommodation, expenses, transport fees and miscellaneous costs associated with every-day life (such as grocery shopping or tickets to the movies etc.).

Visa requirements

Before you receive a student visa, you will have to show that you have enough money to pay for living expenses, education costs and travel for the duration of your course. You can offset your living expenses by working part time while you study, but you shouldn't rely on your wages as your only source of income.

Overseas Student Health Cover (OSHC)

Another requirement is that you maintain Overseas Student Health Cover (OSHC) for the duration of your student visa. You will also be responsible for your own accident and property insurance. It's a good idea to purchase travel insurance before leaving your country to cover lost baggage, cancellation of plane tickets and repatriation.

Dependants

If you need to bring any dependants with you whilst studying, who are of schooling age you will need to be aware of specific requirements such as the requirement to pay full schooling fees, even for at public (government funded) schools. For more information, please contact Key 2 Learning on +61 261 300 100.

Accommodation Options

There are many options for accommodation in Australia to suite the different needs and budgets of all Students.

Homestay

You know that every family is different, even within your home country. So you know that it will take you a while to settle in and get used to your new home. Be patient, accepting and try to have a sense of humour, even if you are tired or homesick.

There is a wide variety of what is "normal" behaviour for families in Australia. Australian families may have one parent (either the mother or the father) or both parents living together with children. Some households may include grandparents, aunts or uncles as well.

In many families, both parents work full time, so children of the family may be quite independent - making their own breakfasts, lunches and/or dinners, returning home after school before the parents get home, and so forth.

Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden or do laundry. Usually every family member is expected to help with jobs around the house, like cleaning, cooking, shopping and tidying.

Rental accommodation

Rental accommodation in Australia varies from one bedroom apartments to large houses, which are normally rented by a number of tenants living together as "housemates". Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start studies to allow yourself time to find accommodation, settle in and attend orientation at your institution.

Your study institution can help you find rental accommodation, or show you how you can search for it independently.

If you are renting, you should think about the size of property you want to rent, the cost you can afford, how close you are to public transport, and whether you want to rent "furnished" or "unfurnished". Renting an unfurnished place is cheaper, but you will need to provide your own furniture.

You may decide it is easier to look for an existing share house where the current tenants are looking for a new housemate. People who are looking for housemates often leave notices and advertisements in and around universities and other Institute campuses, but it is probably best to start with us, which should be able to help you find other Students who are looking for housemates.

Arranging Accommodation

Students will need to make their own accommodation arrangements.

Some accommodation options include (but are not limited to):

- Hostels and Backpacker Accommodation – Approximately $230 per week
- Share Accommodation – Upwards of $160 per week

- Rental Accommodation – Upwards of $350 to $450 per week for a 1 bedroom studio in the outer suburbs of Canberra.

For information on accommodation you can visit:

- http://www.hostelworld.com/findabed.php/ChosenCity.Canberra/ChosenCountry.Australia
- www.realestate.com.au
- www.homestaynetwork.com.au
- www.homestayworldwide.com
- www.auzziefamilies.com

You can also visit the https://www.tripadvisor.com.au trip advisor site for more comprehensive information.

Introducing Canberra

Canberra is the capital city of Australia. With a population of approximately 400,000, it is Australia's largest inland city and the eighth-largest city overall. The city is located at the northern end of the Australian Capital Territory (ACT), 280 km (170 mi) south-west of Sydney, and 660 km (410 mi) north-east of Melbourne. A resident of Canberra is known as a "Canberran". Although Canberra is the capital and seat of government, many federal government ministries have secondary seats in state capital cities, as do the Governor-General and the Prime Minister.

The site of Canberra was selected for the location of the nation's capital in 1908 as a compromise between rivals Sydney and Melbourne, Australia's two largest cities. It is unusual among Australian cities, being an entirely planned city outside of any state, similar to Washington, D.C. in the United States, or Brasília in Brazil. Following an international contest for the city's design, a blueprint by American architects Walter Burley Griffin and Marion Mahony Griffin was selected and construction commenced in 1913. The Griffins' plan featured geometric motifs such as circles, hexagons and triangles, and was centred on axes aligned with significant topographical landmarks in the Australian Capital Territory.

The city's design was influenced by the garden city movement and incorporates significant areas of natural vegetation. The growth and development of Canberra were hindered by the World Wars and the Great Depression, which exacerbated a series of planning disputes and the ineffectiveness of a procession of bodies that were created in turn to oversee the development of the city. The national capital emerged as a thriving city after World War II, as Prime Minister Sir Robert Menzies championed its development and the National Capital Development Commission was formed with executive powers. Although the Australian Capital Territory is now self-governing, the Commonwealth Government retains some influence through the National Capital Authority.

As the seat of the government of Australia, Canberra is the site of Parliament House, the official residence of the Monarch's representative the Governor-General, the High Court and numerous government departments and agencies. It is also the location of many social and cultural institutions of national significance, such as the Australian War Memorial, Australian

National University, Royal Australian Mint, Australian Institute of Sport, National Gallery, National Museum and the National Library. The Australian Army's officer corps is trained at the Royal Military College, Duntroon and the Australian Defence Force Academy is also located in the capital.

The ACT is independent of any state to prevent any one state from gaining an advantage by hosting the seat of Commonwealth power. The ACT has voting representation in the Commonwealth Parliament, and has its own independent Legislative Assembly and government, similar to the states.

As the city has a high proportion of public servants, the Commonwealth Government contributes the largest percentage of Gross State Product and is the largest single employer in Canberra, although no longer the majority employer. Compared to the national averages, the unemployment rate is lower and the average income higher; tertiary education levels are higher, while the population is younger. Property prices are relatively high, in part due to comparatively restrictive development regulations.

More information can be found at https://en.wikipedia.org/wiki/Canberra

Canberra's Climate

Canberra has an oceanic climate. In January, the warmest month, the average high is approximately 28 °C (82 °F); however, in July, the coldest month, the average high drops to approximately 11 °C (52 °F). Frost is common in the winter months. Snow is rare in the CBD (central business district), but the surrounding areas get annual snowfall through winter and often the snow-capped mountains can be seen from the CBD—the last significant snowfall in the city centre was in 1968. [91] The highest recorded maximum temperature is variously reported as 42.2 °C (108.0 °F) on 1 February 1968, or as 42.8 °C (109.0 °F) at Acton on 11 January 1939. Winter 2011 was Canberra's warmest winter on record, approximately 2 °C (4 °F) above the average temperature.

The lowest recorded minimum temperature was −10.0 °C (14.0 °F) on the morning of 11 July 1971. Light snow falls only once or twice per year, and it is usually not widespread and quickly dissipates. Canberra is protected from the west by the Brindabellas which create a slight rain shadow in Canberra's valleys. Canberra gets 100.4 clear days annually.

Annual rainfall is the third lowest of the capital cities (after Adelaide and Hobart) but is spread fairly evenly over the seasons, with late spring bringing the highest rainfall. Thunderstorms occur mostly between October and April, owing to the effect of summer and the mountains. The area is not very windy and the breeze is at its strongest from August to November. Canberra is less humid than the nearby coastal areas.



Australia Climate

Nearly a third of Australia is in the tropics and the rest is in the temperate zone. The coldest areas are in the south-eastern corner of the mainland and Tasmania.

Seasons in Australia

Summer	December – February
Autumn	March – May
Winter	June – August
Spring	September – November

Time zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So it may be a little confusing. If you plan to travel around October and May, be sure to double check the times of departure and if daylight savings affects you.

Australian Eastern Standard Time (AEST)
Greenwich time minus 10 hours

Australian Capital Territory, New South Wales, Queensland, Tasmania, Victoria

Central Standard Time (CST) **AEST minus 30 mins**
South Australia, Northern Territory

Western Standard Time (WST) **AEST minus 2 hours**
Western Australia

Australian Daylight Saving Time (ADST) **AEST plus 1 hour**
End of October – end of March

Daylight Savings is only applicable to the following states:

- Australian Capital Territory,
- New South Wales,
- South Australia,
- Tasmania,
- Victoria

Events

There's usually something happening somewhere in Canberra whatever the time of year.

For an up-to-date list, visit http://www.events.act.gov.au/

How to Advance Your Skills in the English Language

If you are interested in furthering your English language skills whilst you are in Australia, you can obtain more information from the following websites:

- www.mq.edu.au/study/find-a-course/other-study-options/english-language-courses
- www.englishaustralia.com.au

Please see below for sample information on the courses conducted at the above institutions.

NCELTR and IELTS

NCELTR is the National Centre for English Language Teaching and Research at Macquarie University and is a leading research and development centre in the field of TESOL. In addition, the Centre is an IELTS (International English Language Testing System) centre and administers IELTS tests each month.

To find your closest centre, visit https://www.ielts.org/book-a-test/find-a-test-location

Quality English Language Programs

NCELTR is a leading Applied Linguistics centre, staffed with highly qualified and experienced teachers. It is unique in its close collaboration with academics and, is the longest running National Key Centre in Australia.

Teachers and Administrative staff at NCELTR are trained in intercultural awareness and communication and work hard to ensure that students are able to develop friendships with each other across many cultures.

Studying English at NCELTR does not simply improve your English language knowledge: it also helps prepare you with the intercultural communications, understanding and skills you will require for success in a competitive international environment.

For more information, please visit the NCELTR website http://www.mq.edu.au/study/other-study-options/english-language-courses or contact us via phone + 61 2 9850 7667 or email.

English Australia

English Australia is the representative body for quality public and private English language Institutes in Australia.

- Over 80% of students learning English in Australia study at an English Australia Institute
- English Australia guarantees and protects students' fees
- English Australia Institutes are located in capital and regional cities throughout Australia

For more information, go to www.englishaustralia.com.au

Migration Agents

A migration agent is a person or an organisation which uses their knowledge of migration procedures to offer advice or assistance to a person wishing to obtain a visa to enter or remain in Australia, or to a person nominating or sponsoring a visa applicant. All migration agents who receive a fee or reward for their services must be registered with the Migration Agents Registration Authority (the MARA).

Migration agents must hold a current legal practising certificate issued in Australia. They are also required to follow a Code of Conduct (which is contained in the Migration Agents Regulations 1998). This code is legally binding on all registered migration agents.

Further information can be obtained by visiting the following website www.mara.gov.au

Refund Policy

Any student wanting to request a refund of tuition or non-tuition fees for whatever reason must do in writing and within 14 days of the incident taking place, or whatever the reason may be.

Enrolment/administration fees, material fees and fees paid to education agents are non-refundable.

Application for a refund must be made in writing and addressed to the PEO, clearly stating the reason for the cancellation and if applicable, include accompanying evidence of “Special circumstances” under which a refund will be considered and which are beyond the students control: o In the case of serious illness – verified by a medical certificate o Family or personal tragedy-evidence of it, such as death certificate o Acts of God, Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study. Where a student’s Visa has not been granted ($500 Administration fee will be kept by the College)

A full refund of the tuition and non-tuition fees, less the non-refundable enrolment/administration fee, and fees paid to education agents, will be given by Key 2 Learning only up to twenty-eight (28) days prior to the nominated course commencement date. If less than twenty-eight (28) days’ notice is given of the intention to withdraw from the course then a 50% refund of tuition and non-tuition fees, excluding the non-refundable registration/enrolment fee, student kit fee, administration fees and fees paid to education agents, will be given. If you fail to commence with or without notifying Key 2 Learning, no refund will be available except in special circumstances.

If required / or in instances where Key 2 Learning agrees to refund monies paid, it will do so within 2 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, student kit, administration fees and fees paid to education agents).

If a student withdraws from a course of study after commencing, for any reason outside those specified under “Special Circumstances” no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

Key 2 Learning will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with Key 2 Learning (the student) unless they provide written direction to the provider

to pay the refund to another specified person who can receive a refund in respect of the overseas student, consistent with the ESOS Act. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid. "Special circumstances" under which a refund will be considered and which are beyond the students control:

- In the case of serious illness – varified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a students Visa has not been granted ($500 Administration fee will be kept by the College)

Note: This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies

Refund Policy – Provider Default and Fee Protection

In the unlikely event that Key 2 Learning College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by Key 2 Learning College at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Key 2 Learning College is unable to provide a refund or place you in an alternative course, you may access the Governments Tuition Protection Scheme. You may contact the TPS Administrator either by phone; within Australia: (02) 6271 3340; outside Australia: +61 2 6271 3440; or via email administrator@a.tps.gov.au. They will work with you to place you in a suitable alternative course at no extra cost to you

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

For more information, visit https://tps.gov.au/Home/NotLoggedIn or the FAQ's section: https://tps.gov.au/StaticContent/Get/Faqs

Fee – Terms and Conditions

Promotional Price Conditions:

Under Promotional Price, the Deposit for the CoE will not be refunded if the student decided to withdraw from the course at any time.

Commencing Students

1. There is a NON-REFUNDABLE enrolment/administration fee of $500.00 for processing of enrolment application.
2. Payment of tuition and non-tuition fees are due when a Letter of Offer is sent to the student with all fees stated and required. The student MUST return the Formal Acceptance letter with required fee payment.
3. All tuition and non-tuition fee payments MUST be made in Australian dollars.
4. Payment of tuition and non-tuition fees are paid as per the payment schedule in the Letter of Offer.
5. Students that do not pay their fees as per payment schedule in the Letter of Offer will incur a late payment of tuition fees penalty payment of $200.00. This $200.00 fee will be added to your invoice for payment within 7 days.
6. If the student is unable to meet the conditions of their offer and elects to withdraw prior to the commencement date (census date), they may be eligible for a refund as per the Key 2 Learning Refund Policy stated in this offer.
7. Indicative tuition and non-tuition fees for the current year are provided to the student at the time of their offer. International fees are reviewed annually and if the student commences in the following year, the student will be required to pay the set fee applicable for that course in the year in which the student commences.

Continuing Students

8. Continuing students must pay the required fee as per the payment schedule in the Letter of Offer.
9. An invoice will be given/sent to the student that will indicate the payment date or dates by which payment must be made. The payment amounts may vary for each teaching period and qualification undertaken.
10. All fee payments MUST be made in Australian dollars.
11. Students that do not pay their fees as per payment schedule in the Letter of Offer will incur a late payment of tuition fees penalty payment of $200.00. This $200.00 fee will be added to your invoice for payment within 7 days.
12. Students will not be able to attend classes until fees are paid in full.

Difficulties with Payment

13. In exceptional circumstances, special payments arrangements may be made for students experiencing difficulties with payment. These arrangements will take into account students financial and other circumstances. Written requests for special payment arrangements together with relevant documentation will be considered by the CEO of Key 2 Learning.

Non – Payment of Fees

14. Students who fail to pay tuition and non-tuition fees as per payment schedule are at risk of defaulting on this agreement and will incurring a late payment penalty of $200. The late payment fee must be paid within seven days of notification of the $200 penalty payment. Failure to pay outstanding tuition and non-tuition fees and the late payment fee by the due

date (seven days from default of payment) will result in the cancellation of a student's enrolment.

15. A student whose enrolment is cancelled will retain their fee liability (as per the Refund policy) and will not be permitted to re-enrol in a subsequent training period until such time as the debt is paid in full or agreement has been reached between the student and the CEO about the arrangements for repayment.

Withholding of course completion certification

Students will not be issued with course completion certification where penalties or fees remain outstanding.

Deferring or Suspending Study

Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

Key 2 Learning College can only defer or temporarily suspend the enrolment of a student on the grounds of:

(a) Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
(b) Misbehaviour by the student.

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by Key 2 Learning College to defer, suspend or cancel their studies and Key 2 Learning College will not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.

Deferring a semester

Students who would like to defer their studies must first speak to Key 2 Learning College CEO. An application to defer form must be completed which will need to be approved by the CEO. Prior to applying to defer their program students must ensure that they have paid any outstanding fees.

Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason such as misbehaviour by the student.

Students will be required to provide evidence of the compassionate or compelling circumstances.

Failure to Start Course

Students who are unable to arrive and start their course on time as agreed or no later than seven (7) days of the agreed start date will have to apply to Key 2 Learning College to defer their studies.

Suspension due to Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

a) Student's responsibilities:

1 During Examinations

a) Students must not help or receive assistance from other students

b) Students must not request the loan of or lend materials or devices to other students
c) Students must not bring any materials into the examination room other than those specified for that examination
d) Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from an examination in a unit for any of the following reasons:

- unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- academic misconduct
- general misconduct (see below)

2 Other assessment tasks

a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
b) Students must not use another person's concepts, results or conclusions and pass them off as their own
c) In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
d) Students must not ask another person to produce an assessable item for them.

b) Key 2 Learning College's responsibilities:

Procedural fairness

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.
5. Students may be placed on a Progression Plan

c) Penalties

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Key 2 Learning College.
3. The following penalties may be imposed: a warning, failing the unit, exclusion from Key 2 Learning College.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of academic misconduct.
2. The grounds for appeal are:
   a) procedural irregularities, and/or
   b) factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing with the CEO within 20 days of the date of the student being notified of the consequence.

Code of Conduct

Students will be expected to behave in a respectful, honest, and diligent manner on all occasions especially when they are representing Key 2 Learning College - that is in the classroom, skills laboratory and on student placement.

For all students to have equal opportunity and maximise their learning opportunities, a basic code of conduct has been put in place which all students and staff are expected to adhere to. Where a student has breached the Code of Conduct, they will be seen by the course coordinator in the first instance and sanctions will be determined (possible expulsion from the course could be decided upon).

The Course Coordinator will make every effort to assist the student to ascertain the cause of their behaviour and assist them to plan more appropriate strategies of coping. The matter will be recorded in the student file.

PRIVACY AND CONFIDENTIALITY

Key 2 Learning College works hard to ensure the privacy of your personal information. We only collect information that we need to ensure the smooth running of your training and strictly control consent, clarity and confidentiality of information.

Please note that your personal information may be used for research, statistical and internal management purposes and/or to meet Government reporting requirements. In supplying the requested information, you are deemed to have consented to the use of that information for these purposes.

CONSENT TO USE AND DISCLOSURE OF PERSONAL INFORMATION

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, Key 2 Learning College is required to collect personal information (information or an opinion about me), collected from me, my parent or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including my ethnicity or health information) and other enrolment and training activity-related information (together Personal Information) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER).

My Personal Information (including the personal information contained on my enrolment form and my training activity data) may be used or disclosed by Key2 Learning College for

statistical, regulatory and research purposes. Key 2 Learning College may disclose my personal information for these purposes to third parties, including:

• School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship;

• Employer – if I am enrolled in training paid by my employer; or under terms and conditions of my employment; or for work placement requirements

• Commonwealth and State or Territory government departments and authorised agencies, including the NSW Department of Education (Department);

• NCVER;

Confidentiality

Students will be expected to maintain confidentiality of information given by or about patients, residents, clients, family members, friends, carers, Key 2 Learning College staff, staff of services where placements are completed and other students of Key 2 Learning College. Students must comply with these regulations at all times.

General misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals the provider's property or the property of others; alters/defaces the provider's documents or records; prejudices the good name of Key 2 Learning College, or otherwise acts in an improper manner.

The Key 2 Learning College will report all criminal acts committed by its students to the relevant authorities. The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive.

Student misconduct may occur when a student:
a) contravenes any rules or acts;
b) prejudices the good name or reputation of Key 2 Learning College;
c) prejudices the good order and governance of Key 2 Learning College or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Key 2 Learning College;
d) fails to comply with conditions agreed in the Letter of Offer contract;
e) wilfully disobeys or disregards any lawful order or direction;
f) refuses to identify him or herself when lawfully asked to do so by an officer of Key 2 Learning College;
g) fails to comply with any penalty imposed for breach of discipline;
h) Misbehaves in a class, meeting or other activity under the control or supervision of Key 2 Learning College, or on the provider's premises or other premises to which the student has access as a student of Key 2 Learning College;
i) obstructs any member of staff in the performance of their duties;
j) acts dishonestly in relation to admission to Key 2 Learning College;

k) knowingly makes any false or misleading representation about things that concern the student as a student of Key 2 Learning College or breaches any of Key 2 Learning College's rules;
l) alters any documents or records;
m)harasses or intimidates another student, a member of staff, a visitor to Key 2 Learning College, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
n) breaches any confidence of Key 2 Learning College;
o) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Key 2 Learning College premises while acting as a student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
p) steals, destroys or damages a facility or property of Key 2 Learning College or for which Key 2 Learning College is responsible; or
q) is guilty of any improper conduct.
r) fails to attend and participate in classes regularly.
s) fails to pay their fees as per the Letter of Offer

Penalties for general misconduct

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Key 2 Learning College.
3. Students may be placed on a Progression Plan to monitor conduct

If the student admits to the alleged misconduct, the CEO may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from Key 2 Learning.

The CEO may then impose the penalty of permanent exclusion from Key 2 Learning College in the case of physical or verbal abuse of students or staff of Key 2 Learning, repeated or severe misconduct, or in the case of criminal acts.

Financial Misconduct

Any student who fails to maintain up-to-date payments for their course will be seen as breaching their financial obligations. Any student who falls more than one month behind in their payments will be notified that if they do not make payment within 7 days, of all outstanding amounts, they will have their enrolment cancelled on the grounds of financial misconduct and the debt collection agency will be informed to recovery all outstanding fees.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of general misconduct
2. The grounds for appeal are:
   - procedural irregularities, and/or
   - factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
   - Appeals must be lodged in writing with the CEO within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

Procedure for recording deferments – Exceptional Circumstance

- Student requests deferment of course studies
- Request made in writing and evidenced with a medical certificate or letter outlining the exceptional circumstances for which they are seeking a deferment
- Request to be assessed by CEO
- If circumstances deemed exceptional a deferment will be granted
- Student will be granted a deferment for 12 months before enrolment will be cancelled
- Circumstances not deemed exceptional will not be granted
- The provider reports student to Secretary of the Department of Education via PRISMS

Assessments:

1. It is expected that students will submit assessments by the due date that is indicated on the Course Schedule or Canvas calendar for each unit of competency.
2. Don't leave assessments until the last minute. We encourage you to plan your workload so you can meet assessment deadlines. We realise, however, that on occasion there may be exceptional circumstances beyond your control that prevent you from submitting an assessment item by the due date and time. In these circumstances, you can apply for an extension.
3. Extensions are normally only granted if there are exceptional circumstances affecting your study, which you can substantiate with supporting documentation. To apply for an extension you need to:
    - Submit F027 - Application for Assessment Extension form via email to Trainer at least 2 business days prior to the submission due date. The F027 - Application for Assessment Extension form can be located on your Canvas platform or on the Key 2 Learning College website in the “links” section.
    - Attach supporting documents or evidence. For example, a medical certificate.
    - Your application and supporting documentation will be treated confidentially.

✓ **Acceptable supporting evidence**:

- A **medical practitioner** must assess your condition and provide a signed medical certificate. You **MUST** submit this medical certificate with your extension request. The doctor must be independent – they cannot be a near relative (e.g. a spouse, partner, child, brother, sister, or parent) or a close associate (e.g. a close friend, neighbour, or partner or child of a colleague).
- A **statement from a counsellor, psychologist or psychiatrist**. The statement must confirm how your circumstances have affected your ability to meet the due date for the assessment item.

× **Unacceptable supporting evidence**

- Documentation that only states information provided by you.
- A medical certificate generated online without the medical practitioner assessing your condition.
- A medical certificate for an elective or non-critical medical appointments (e.g. optical, dental).

4. Any “Extension” application not received in accordance with point 3 will not be considered.
5. Special consideration for extension of assessments is made available on the understanding that students will use it sparingly and only in cases of proven genuine need.
6. Applying for extension does not guarantee it will be granted. Each application will be assessed on a case-by-case basis.
7. A trainer, course coordinator or relevant staff member will refuse your extension request if they aren't satisfied you took reasonable steps to avoid the circumstances that contributed to your being unable to submit an assessment item on time.
8. You are eligible for a maximum of 6 “extensions” across the entirety of the qualification being studied.
9. A $100 penalty will apply if this policy is not followed and your Canvas account for the unit that is overdue will be locked. You will be required to come to the College to speak

to your Trainer, pay your overdue fee of $100.00 and set a target for your submissions that are overdue.

10. After granting an extension for valid reasons, students are expected to submit on the due date provided by the Trainer. If not applied an additional penalty of $100 will be issued and the process as per point 9 will need to be followed.
11. Assessment extensions and resubmissions MUST be submitted on the due date provided by the Trainer on the extension form or the above penalty will apply.
12. **NOTE** – Penalties will also apply if students submit assessments that are not fully completed or have unanswered questions.
13. If a student is deemed NYC in a unit of competency and has been requested to resubmit more than two times, the above penalty will apply.
14. Decisions made regarding assessment extensions do not constitute an academic decision under the College's Appeals Policy and Procedures. Therefore, you are not able to seek a review of the decision if you are unhappy with the outcome of your application. If you believe your application has been declined in error, contact your Course Coordinator.
15. Please note that the below reasons for extension or absences to theory or skills lab sessions are Unacceptable and **WILL NOT** be considered:
    - Irregular casual work
    - Increased ordinary work commitments
    - Financial problems
    - Conference attendance
    - Ordinary demands of employment, or
    - Increased work or pressures as a consequence of promotion
    - Being invited to attend a wedding or any other event as a guest
    - Pre-booked flights to return home
    - Pre-arranged holidays or other travel/accommodation
    - Additional holiday time before or after a wedding
    - Reasonably anticipated or ordinary family events or commitments
    - Computer or internet problems
    - Holiday arrangements (including overseas travel)
    - Misreading or not familiarising yourself of an assessment due date or time
    - Unexpected events causing the loss of a few hours of study time close to the due date
    - Difficulty studying effectively or adjusting to the demands of study life
    - Normal levels of stress or anxiety associated with study (accommodations can be made for students with a mental health condition)
    - English language difficulties
    - Visa problems
    - Moving house or changing address (exceptions may exist when the move is sudden and involuntary)
    - Social or leisure events (other than sporting or cultural activities at an elite level)
    - Minor events or accidents
    - Normal pressures relating to study or employment.

Misconduct for plagiarism or collusion:

- If the student is found guilty of Plagiarism or Collusion Academic misconduct, they will receive a 1st written warning and need to re submit the assessment task that was plagiarised or colluded.
- If the student is found guilty for a second time, they will receive 2nd written warning and be required to pay a cost of $80.00 per hour and re submit their assessment task that was plagiarised or colluded.
- Found guilty a 3rd time will result in the student being withdraw from the course

The use of Artificial Intelligence (AI) in assessable work:

Using AI content generators or tools to create or alter Assessments is a violation of academic integrity, because the work is not the result of the student's own efforts. Where students use AI to create, paraphrase, translate or alter their work, the penalties outlined will apply

Verification of student knowledge:

At any time, students can be required to undertake handwritten Assessments under exam conditions, or to participate in question-and-answer sessions (viva voce) to verify that verbal answers align with Assessment submissions. Where students are found unable to reproduce knowledge by their own hand, or verbally, the penalties outlined will apply

***If penalties are raised and payments are not made, the course completion certificate will be withheld until all payments are made.**

Staff and Student Awareness of Policy

All staff are provided with a copy of this policy at their initial induction. Students are provided with a copy of this policy in the International Student Handbook which is made available to them online prior to enrolment and at their course induction.

F075 -CRICOS Diploma of Nursing - Academic Integrity and Course Requirements

Recognition of Prior Learning (RPL) and Course Credit

Standard 2: Recruitment of an overseas student - National Code of Practice for Providers of Education and Training to Overseas Students 2018

Under this policy, Key 2 Learning College will provide applicants with the opportunity to apply for credit or RPL prior to Application for Enrolment or during the initial part of the course. Key 2 Learning College will recognise past study and life experience and assess these aspects against the units and training package requirements.

Key 2 Learning College will grant credit or RPL to applicants that meet the respective criteria and provide them with the result of the assessment and feedback. Students will be given the opportunity to accept the result of the assessment.

Key 2 Learning College will only grant up to a maximum of 40% RPL or Credit Transfer for any qualification that is accredited by CWA – Dip of Community Services

Key 2 Learning College will provide a record of the course credit or RPL to the student, which must be signed or otherwise accepted by the student, and placed it on the student's file.

For a student to apply for course credit or RPL the following needs to be followed.

- A Course Credit/RPL Application form is available to students on request.

The evidence provided must include:

- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- USI Transcript
- Subject outlines specifying subject content and duration.

Applications for CT within 1 month of commence of their course.

Incomplete applications may result in a rejection and/or delay in processing of the application.

Assessment of the skills and knowledge will be carried out in the following ways:

- Assessment by the CEO or appropriately trained administrative personnel by way of interview and/or inspection of evidence for compliance with the above mentioned criteria.

  and / or

- Sitting a challenge test to assess knowledge and skill of subjects for which RPL has been requested.

If credit is granted, tuition fees to the value of that subject's worth, to a maximum of 25% of the course, will be deducted from the total course cost.

Further cost exemptions may be granted at the discretion of the CEO but the maximum fee reduction remains at 25% of the course cost.

The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history.

PRISMS Notification

Any course credit offered by Key 2 Learning College which leads to a shortening of the student's course, must be reported on PRISMS

- if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course.
- if the course credit is granted after the student visa grant, report the change of course duration via PRISMS within 14 days under section 19 of the ESOS Act.

Completion within the expected duration of study

The Key 2 Learning College will at all times monitor the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's CoE and in conjunction with the Course Schedule.

Students that fail to meet the course outcomes within the designated time fames of the Course Schedule (plus 1 month from the last date of classes), will be issued with a Statement of Attainment and their CoE cancelled. Students who wish to go on and complete the qualification after the expected completion date cut off and within their CoE course end date, MUST pay an additional cost of 50% of the total course cost to cover expenses outside the original course fees.

Key 2 Learning College will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

Key 2 Learning College will ensure students do not exceed more than 25 per cent of the student's total course by distance and/or online learning. In monitoring this enrolment load, Key 2 Learning College will ensure that in each compulsory study period for a course, the student will study all units face to face, unless there are exceptional circumstances that prohibited this from occurring e.g.: COVID-19.

Repeating of Units for International Students

If a student is required to repeat a unit of study due to failure to be deemed competent in that unit they are not required to be enrolled to Key 2 Learning College in a full time capacity.

The student must re-do the relevant unit at an additional cost to them.

Students are not permitted to repeat a unit of study more than once. However the code does not preclude a student from repeating a unit of study more than once while in a full-time course of study where there are reasons to allow this such as not completing certain course components due to illness, evidenced by a medical certificate, or other exceptional circumstances beyond the control of the student, eg bereavement.

Monitoring Attendance

Students are required to attend 100% of all scheduled classroom/laboratory and tutorial sessions and 100% of placement hours. This will be sufficient to allow graduate competency outcomes to be met.

The attendance register needs to be completed and your attendance recorded for each session. It is the student's responsibility to ensure the register is completed each session.
Where a student does not attend 100% of scheduled class (Theoretical instruction and Tutorial Support),and laboratory sessions they will have to request consideration for a repeat or re-sit of the missed Unit of Study or Placement, which will incur additional costs for the student.

It needs to be strongly emphasised that re-sits and repeat sessions will incur extra costs to cover the expenses of training and supervision. Key 2 Learning College will attempt to arrange repeat sessions as soon as possible but will not guarantee that progress will not be affected.

Where there is a lapse in the students' progress a meeting will be arranged with the course coordinator. A plan of action will be developed with the student in order to assist them to continue with their studies. When students are not able to attend a session, they must make every reasonable attempt to notify Key 2 Learning College of their non-attendance prior to the session start time. If non-attendance is due to ill health, a doctor's certificate is required. Student will still be marked absent. It is the responsibility of the student to collect any information or handouts from the session they have missed.

The purpose of this policy is to ensure Key 2 Learning College systematically monitor students' compliance with student visa conditions relating to attendance. Registered providers report students, under section 19 of the ESOS Act, who have breached the attendance requirements.

Key 2 Learning College will monitor, record and assess the course attendance of each student for the course in which the student is currently enrolled.

Key 2 Learning College will assess each student's attendance at the end of each week to check if students are at risk of falling below 100%.

During the orientation programme, all students are informed of the student visa condition relating to course attendance. Under the Attendance Policy, a student has breached the policy if the student has not successfully maintained an attendance above 100% over the duration of the program they are enrolled in.

Key 2 Learning College will record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled. This will include any accredited vocational education and training courses.

Key 2 Learning College will provide, to staff and students, a policy and procedure that specify the:

a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 100 per cent of the scheduled course contact hours
b. manner in which attendance and absences are recorded and calculated
c. process for assessing satisfactory attendance
d. process for determining the point at which the student has failed to meet satisfactory attendance, and
e. procedure for notifying students that they have failed to meet satisfactory attendance requirements.

Key 2 Learning College will contact and counsel students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 100 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e. before the student's attendance drops below 100 per cent).

Key 2 Learning College will regularly assess the attendance of the student in accordance with the registered provider's attendance policies and procedures.

Key 2 Learning College will notify the student in writing of its intention to report the student for not achieving satisfactory attendance in their course.

Key 2 Learning College will inform student in writing that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Key 2 Learning, Key 2 Learning College will notify the Secretary of the Department of Education through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

For the vocational education and training courses Key 2 Learning College will only decide not to report the student for breaching the 100 per cent attendance requirement where:

a. that decision is consistent with its documented attendance policies and procedures, and

b. the student records clearly indicate that the student is maintaining satisfactory course progress, and

Monitoring Course Progress – Study Periods

The Key 2 Learning College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

Key 2 Learning College will assess each student's progress at the end of each compulsory study period. Each study period will equal one semester which equates to approximately 6 months of study.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 100% of the course requirements in that study period.

Key 2 Learning College defines in Key 2 Learning College timetable the course requirements for each study period and can identify when a student has not passed or demonstrated competency in 100% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

Key 2 Learning College has and will implement an intervention strategy for any student who is not making satisfactory course progress.

It must be made available to staff and students and must specify:

i. procedures for contacting and counselling students;
ii. strategies to assist identified students to achieve satisfactory course progress; and
iii. the process by which the intervention strategy is activated.

The intervention strategy must include provisions for:

i. where appropriate, advising students on the suitability of the course in which they are enrolled;
ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DHA process.
iv. Place student on a Progression Plan

At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined above and in the "Intervention Strategy Document" is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if Key 2 Learning College identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, Key 2 Learning College will implement its intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress in a second **consecutive compulsory study period** in a course, Key 2 Learning College **must notify** the student of its intention to report the student to DHA for unsatisfactory progress. Key 2 Learning College will do this through the written notice described below.

The written notice (of intention to report the student for unsatisfactory progress) will inform, you, the student that you are able to access Key 2 Learning's complaints and appeals process under Standard 8 and that you have 20 working days in which to do so. You may appeal on the following grounds:

i. Key 2 Learning's failure to record or calculate your marks accurately,
ii. compassionate or compelling circumstances, or
iii. Key 2 Learning College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where your appeal is successful, the outcomes may vary according to the findings of the appeals process.

i. If the appeal shows that there was an error in calculation, and you actually made satisfactory course progress (successfully completed more than 100% of the course requirements for that study period), Key 2 Learning College will not report the student, and there is no requirement for intervention.

ii. If the appeals process shows that you have not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to you through Key 2 Learning's intervention strategy, and Key 2 Learning College will not report you.

Where:

i. You have chosen not to access the complaints and appeals processes within the 20 working day period; or
ii. you withdraw from the process; or
iii. the process is completed and results in a decision supporting Key 2 Learning College (i.e. your appeal was unsuccessful);

Key 2 Learning College **must** notify the Secretary of Department of Education through PRISMS as soon as practicable of you not achieving satisfactory course progress.

Transfer Policy

Under this policy Key 2 Learning College will support the intent of the standard which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

Enrolling a Transferring Student

Under this policy Key 2 Learning College will **not** enrol any transferring international student prior to completion of 6 months of their CoE course unless that student has a valid letter of release agreeing to such a transfer.

Key 2 Learning College may enrol a student if they have documentation that approximates the letter of release (e.g. the student has evidence their CoE was conditional on meeting certain entry requirements and they did not meet the requirements). Key 2 Learning College will note this in PRISMS and keep the documentation on the student's file.

NOTE: A student wanting a CoE for the purposes of applying for a new visa is not considered to be a circumstance that would constitute an approximation of a letter of release.

Transferring away from Key 2 Learning College

International students holding a student visa seeking to transfer from Key 2 Learning College within, or before, the first 6 months of their principal course of study, (their enrolled Diploma-level course), are required to apply to the CEO for consideration to approve the transfer and the issue of a Letter of Release.
Key 2 Learning College will issue a Letter of Release only if:

1. Key 2 Learning College can no longer provide the course that you are enrolled in;
2. You have a government sponsor and that sponsor writes a letter saying they support your change of course.

If the student meets the Key 2 Learning College criteria above (points 1 and 2) for issuing a letter of release. The Letter will only be issued if the student has the following documentation:

1. A valid Letter of Offer of enrolment with receiving provider is presented.

2. If student is under the age of 18:
   a) The student's parent or legal guardian supports the transfer in writing; and
   b) The new provider accepts responsibility for approving student's accommodation, support and general welfare in writing.

When Key 2 Learning College will be refusing to provide a letter of release

A Letter of Release **will not** be granted if:

1. the student has not paid the required fees for their principle course in full
2. the transfer would be considered detrimental to student or future studies;
3. the student has changed his/her mind about what course he/she wishes to study;
4. the student is within the first 6-months, or has not yet commenced, their Principal Course of study (Diploma-level course);
5. the student has not accessed Key 2 Learning College's support services for assistance with study or personal difficulties including accommodation, travel and finances;
6. Key 2 Learning College believes the student is trying to avoid being reported to DIAC for not meeting course requirements;
7. Representative Agent Error; and/or

8. circumstances for approving a Letter of Release have not been satisfied.

When a request for release is refused, the student will be provided with written response stating the reason for the refusal within 10 days.

The student will be given advice in writing that it is possible to appeal the decision if the student so chooses.

All complaints will be processed as per the Key 2 Learning Complaints and Appeals Policy and in accordance with the ESOS National Code for Providers 2018.

Students withdrawing from a course

If a student withdraws from a course the ESOS Act requires that Key 2 Learning College advise the Department of Education and Training through PRISMS within 14 days. This information is transmitted to the Department of Immigration and Border Protection (DIBP) and has implications for the student's visa.

Students withdrawing from the course without a letter of release will be liable for payment of any outstanding fees. If fees are not paid Key 2 Learning College reserves the right to engage a debt collection agency for recovery of any fees still owing to the College due to the breach of your contract (Letter of Offer)

Refund of Fees

If a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

Additional Administration Fees:

•**Unofficial Transcript/Partial Result Letter:** The fee for issuing an Unofficial Transcript/Partial Result letter is $50.
•**Reissuance of Course Completion Certificate:** The fee for re-issuing a certificate is $50. (electronic copies – no charge)
•**Holiday Letter/Term Break Letter/ Proof of enrolment letter:** Will be issued free of cost.

Practical Training, Non-discriminatory Environment

In order to avoid misunderstandings related to different cultural ways of life and religious beliefs in different countries, students should be aware of the following:

- Classrooms at Key 2 Learning College are a non-discriminatory environment and in order to complete the course successfully students must participate in all practical training required by the Course Curriculum.
- Key 2 Learning has a strict 'English only' policy whilst in class and on placement. This means that it is a requirement for the students to communicate in English only during class as well as during placement.

Learning Management System (LMS) – Canvas

Canvas is a web-based learning management system, or LMS. It is used by Key 2 Learning College for our students to access and manage online course learning and assessment materials and resources, and communicate to Trainers and Assessors about skill development and learning achievement.

Key 2 Learning College will provide all students with a free Canvas account.

How it works - Canvas Student Online Portal.

Once you are officially enrolled as a Student, you will receive an email from the Administration team with instructions on how to access and set up the Canvas account.
Follow the steps below to finalise your login into the system.

Check your email from Canvas to Finish registration:

1. Check your email from Canvas to **Finish registration: Canvas**. Click that link that says "**Click here to finish the registration process".** Then click **"YES"** to finish registration.
2. Please follow this link to locate Key 2 Learning Canvas login page: **https://key2learning.instructure.com/login/canvas**
3. Please watch the following Canvas Navigation Tutorial (this also contains information on how to setup your initial password): **https://youtu.be/uV6JNpU9zds**
4. This link will show you how students setup folders to store their work, and how to download/upload assessments: **https://youtu.be/q3jLRlmwewE**

The above videos can also be located on your Canvas Home Page.

Should you encounter issues or need help to access your Canvas account, please call or email the College on 6130 0100 or office@key2learning.edu.au during business hours.

Students and diversity

Key 2 Learning College provides education for all people. The college operates on a premise of no tolerance for discrimination toward others. We embrace diversity and treats everyone equitably and fairly. We believe this lays the foundation for contributing to a rich and valued community which we all benefit from. All students regardless of level of academia, work experiences, life experiences, life achievements, with different cultural and linguistic backgrounds, of different ages and ability are welcome at Key 2 Learning College.

Specifically, people who identify as Aboriginal or Torres Strait Islander are encouraged to enrol in the Course and will be offered support appropriate to their needs.

Support for student learning needs will be included as an important aspect of the learning journey. This support can be accessed via the Key 2 Learning College Course Coordinator.

Classroom Expectations and Code of Conduct

It is expected that all students and staff will be respectful of each other.
When on campus, the expectation is that students treat the experience as a simulated work environment. It is expected that students will dress and behave in a professional manner at all times.

This means:

1. Punctuality – arrive on time for class as stated in the Course Schedule
2. Mobile phones turned off or on silent and NOT answered or accessed during class time
3. Allowing opportunity for others to speak
4. Remain attentive and alert at all times – NO sleeping in class
5. Appropriate and clean clothing
6. Personal hygiene attended to daily

As adult students it is expected that you will take responsibility for your own learning. Trainers are here to facilitate your learning. It is up to you to make the most of all learning opportunities, including making time to undertake additional reading to supplement your learning. This also means:

1. Complete assigned work on time
2. Participate in all classroom and laboratory activities
3. Seek clarification if you do not understand something.
4. Make the most of all learning opportunities

Uniform Requirements

Students are expected to always wear complete uniforms (if applicable) to placement including a Key 2 Learning College ID badge. If the stduent is not required to wear a uniform, the students must dress in a professional manner that reflects a business environment. When attending class, please ensure that a smart casual dress attire is maintained.

- Key 2 Learning College uniform polo (Blue polo with black Key 2 Learning College insignia and blue polo fleece jacket)
- Key 2 Learning College scubs
- Identification badge

- Navy or black pants / skirts (loose and comfortable fitting i.e. no jeans, jeggings or tights allowed)
- Black, leather, closed in shoes with a low heal
- Clean and tidy presentation
- Hair below collar tied back
- Jewellery removed (wedding band accepted)
- Long, acrylic / gel nails and nail polish not permitted on placement
- Students who need to wear clothing under their shirts (i.e. for cultural reasons or warmth), need to ensure that it is plain / neutral in colour and must only be worn to the elbow (as per infection control guidelines)
- Students who wear a hijab (headscarf) are to ensure that it is either navy / black and is tucked into your shirt (as per infection control guidelines)

Students can be requested by the facility to be sent home from placement or class if they are dressed inappropriately.

Student Placement Requirements

Immunisation

Immunisation is the responsibility of the student. It is recommended that an informed, individual choice is made about this matter. Students should refer to a doctor of their choice for discussion and advice.

Students will come into contact with a large variety of individuals while attending student placement. Some of these people may have a communicable disease.
Immunisation is one of the most effective public health measures for the control of communicable diseases, protecting both the individual and the community.

For further information on recommended immunisation for Health Care Workers in the ACT, please refer to the ACT Health website at: http://www.health.act.gov.au/our-services/immunisation/are-you-risk

Conscientious objection

When a student objects to a vaccination that is required of the facility or jurisdiction the unvaccinated student will not be permitted to undertake invasive procedures or work with specific client groups identified by health facilities.

Where the placement is a requirement to complete the course and there is no alternative placement,
the student will be counselled by the Course Coordinator about non-progression and inability to complete the course.

Police Checks

All students must provide a National Police Check, also known as a National Police Certificate, prior to student placement. The health care agency will not allow you to attend student placement without a current (12-month) Police Record Check. Application forms can be completed online by: https://www.afp.gov.au/what-we-do/services/criminal-records/national-police-checks#national-police-certificates

These forms must be sealed in an envelope and kept available for presentation to the nominated health service representative where student placements are to be undertaken.

Failure to do so may result in the student being sent home. Students must advise the health service in a timely manner of any change made to their criminal record during their training.

When you have a disclosable result:
Any criminal record should be discussed with the course coordinator/CEO. Depending on the nature of the offence, you may be advised to discuss the impact that your record will have on your ability to become registered.

You may be asked to meet with an organisational representative to discuss the police record check findings. Be aware that the organisation has the right to refuse your request to attend student placement.

A copy of the National Police Check needs to be lodged with Key2Learning College on commencement of the course and annually. Students will need to notify Key2Learning College and/or the student placement facility if there has been a change to their police record status as soon as is possible when this change occurs.

Working with Vulnerable People Card (WWVP)

You may have the opportunity to work with patients under the age of 18. However, before you can be allowed contact with minors you need to obtain a Working with Vulnerable People (WWVP) Check. If you don't want to miss out on these opportunities, be sure to obtain this card early in your course.

The WWVP card is valid for five years. You can pick up an application form from a participating at Access Canberra. It is advisable to undertake a non-volunteer status WWVP Check so that it can be used in the future in an employment context. However, you are able to apply for a Volunteer Card, identifying yourself as a student. The volunteer WWVP card is free. For more information, you can visit: https://form.act.gov.au/smartforms

All students entering a student placement must have a current WWVP card in place.

When completing the application, you will need to enter the details below – Details of Organisation.

Key 2 Learning College
Canberra Technology Park
49 Phillip Ave
Watson ACT 2602

Once lodged you will receive an application number. This must be presented to Key 2 Learning College to indicate that you have commenced this process. An official card will be sent directly to you through the mail and Key 2 Learning College will require a copy of this.

Intent to Relocate Premises

In the event that Key 2 Learning College has a need to relocate to larger premises all students will be notified by formal letter of any intention to relocate at least three (3) weeks prior to the relocation date stating the new address, contact details and directions.

Complaints, Feedback and Appeals Policy

Key 2 Learning College aims to resolve all complaints received in an informal manner to avoid unneccessary stress and disruption to the student and Key 2 Learning College.

Student's complaints is a process designed to support students with issues they may be experiencing while studying at Key 2 Learning College. If you have feedback, issue, concern or a complaint you would like staff/ management to address please complete a form (*F059 - Complaints and Appeals form or F098 - Feedback and Suggestions Form)* located on our website or request a form from Key 2 Learning Reception. If you wish to submit a completed form these can be handed to a Key 2 Learning staff member, placed in the Reception drop box or emailed to office@key2learning.edu.au. Feedback and complaints will be considered by the Key 2 Learning College management team and, where required, appropriate actions and/or management strategies will be developed and implemented. A record of all feedback and complaints provided will be maintained on the Key 2 Learning College Continuous Improvement and Complaints database.

Key 2 Learning College is committed to securing and reviewing feedback and advice, whether ideas for improvement, comments, compliments or complaints, from our students and other stakeholders. You can provide your feedback or complaint verbally or in writing at any time to a member of the Key 2 Learning College staff.

If your feedback concerns a complaint, we will work to ensure that the matter is resolved promptly, fairly and effectively. As the complainant you may make representation either orally or in writing prior to a decision being reached, at any stage during the complaint's procedure. You will be notified of all decisions and outcomes.

However, if a complaint is unable to be resolved on an informal level the student is required to present to Key 2 Learning College a written complaint within 5 business days of the incident. The written complaint will then be acknowledged by Key 2 Learning College within 7 business days with an outline of the process to be followed and an estimated timeframe for resolving the complaint. Any expected delay is required to be explained. Should a delay be encountered once the complaint handling process has been commenced, this is required to be advised in writing with a revised period. Review of the complaint will begin within 10 business days of Key 2 Learning College receiving the formal written lodgement of the complaint.

Complaints from overseas students may be investigated by ASQA, the Overseas Students Ombudsman, or, in some cases, another agency.

To lodge a complaint, students may do so by visiting: https://asqanet.asqa.gov.au/

Before you submit a complaint to ASQA, please be aware that:

- ASQA takes a risk-assessment approach to complaints—our resources will be focused on the most serious complaints.
- ASQA cannot act as an advocate or provide a 'consumer protection' service for students.
- ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the

regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved.
- Read ASQA's Privacy Policy.

Complainants can represent themselves, and there are no fees for accessing the grievances and complaints procedures. Complainants may be assisted and supported by another person at any meetings.

A written statement of the outcome, including details and reasons for the decision will be provided to the student. Key 2 Learning College will immediately advise the student and implement any decision in the event of any favourable outcome to the student.

Key 2 Learning College will maintain the student's enrolment while the internal and external complaints and appeals process is ongoing if there is a threat that the student will be deported. However, if there is no threat that the student will be deported enrolment may only be mainted during the internal process (enrolment during the external process will be at Key 2 Learning College's discretion).

This policy advises that students are able to access Key 2 Learning College's Appeals process within 20 working days of the outcome of the complaint. If after the internal appeals process has been conducted, the student is still unsatisfied with the result they may appeal to the Australian Council for Private Education and Training (ACPET). As per Standard 8.2 there is no cost for accessing this process. The outcome of the external appeals process will be final and accepted by both parties.

Complaints about Key 2 Learning College must be made in writing.

Informal Complaint Procedure

1. Student has a complaint
2. Approaches Trainer/CEO with complaint
3. Trainer/CEO resolves complaint internally on an informal basis

Formal Complaint Procedure

1. Student has a complaint
2. Student lodges the complaint in writing to the CEO within 5 business days of the incident occuring
3. The written complaint will be acknowledged by Key 2 Learning College in writing, along with an outline of the processes to be followed and an estimated time frame.
4. Review of the complaint to begin within 7 working days of the written complaint being received
5. The students enrolment will be maintained during the review process (if there is a threat the student will be deported)
6. A written statement detailing the outcome of the complaint review will be given to the student
7. In the event of a favourable outcome for the student, Key 2 Learning College will immediately advise and implement any decision
8. If student unhappy with result – able to lodge internal appeals process
9. Student able to pursue external appeal at no extra cost to them if they are unhappy with the outcome of the complaint review.

The Key 2 Learning College policy and procedure International Students Complaints, Feedback and Appeals Policy is available on our website. www.key2learning.edu.au or on request from reception.

Work Health and Safety

Key 2 Learning College is committed to providing a safe environment for all our students, employees, contractors and visitors in accordance with the relevant work health and safety legislation and regulations.

Each person has a duty of care to ensure the health and safety of themselves and others and to comply with current work health and safety policy and risk management procedures. You MUST report within 48 hours any incidents to yourself (including injuries at college, work or home) or unsafe working practices or conditions to your Trainer / Assessor or to any member of the Key 2 Learning College staff.

Access and Equity

Key 2 Learning College provides equal opportunity and affirmative action in employment and education. Our employees work within the requirements of our Code of Practice and the rights and responsibilities of our students are set out in this Student Handbook.

Key 2 Learning College recognises the principles of Access and Equity and the rights of all people to be treated in a fair and equitable manner. All our employees have a duty of care to ensure Access and Equity for all our students.

It is against the law for anyone to treat you unfairly (discriminate) or harass you and Key 2 Learning College undertakes to ensure all our students and employees are treated equitably and are not subject to discrimination or harassment. We will also ensure that people who make complaints, or who help someone else to make a complaint, are not victimised in any way and that their complaint is dealt with respectfully.

Information on Additional Support Services and Assistance

Key 2 Learning College will provide a flexible learning approach for all students. Guidance and initial counselling are available through the Course Coordinator to any students who are having difficulties with the return to study or with fitting study into their busy schedules. Access to a specialised counsellor can be arranged if needed. All counselling is private and confidential, and concerns can be discussed without fear of judgment or criticism. Your Trainer and Course Coordinator are available to assist you.

Key 2 Learning College strongly embraces diversity of all peoples and provides assistance and access to further resources to ensure all students reach their learning potential.

Trauma Support

During your studies, there may be occasions when you are exposed to information, discussions, or content that you find confronting, triggering, or uncomfortable.

We understand that everyone has different experiences, and some topics may bring up difficult emotions or memories. If you experience this at any time while studying at the college, please know that support is available.

We encourage you to reach out to your trainer, Aloma, or Erin. You do not have to manage these feelings on your own, and we are here to support you throughout your learning journey.

Aloma Bao – Counselling and student support
Aloma.Bao@key2learning.edu.au
Erin Coates– Student Support and Mentor
erin.coates@key2learning.edu.au

Emergency and Health services

- National Emergency Number (Police, Fire Ambulance) 000
- Access Mental Health 1800 629 354
- Suicide Call Back Service 1300 659 467
- Life Line 13 11 14
- LGBTIQ Support | Qlife 1800 184 527
- Canberra Rape Crisis Centre - (02) 6247 2525 https://crcc.org.au/
- Grief Line - Helpline 1300 845 745
- Domestic Violence – 1800 737 732

Student Support and Welfare Services

- Interpreting Services -131 450
- Department of Education and Training-
- ESOS Hotline - 02 6240 5069
- PRISMS Hotline - 02 6240 7647
- Department of Home Affairs General Enquiries - 131 881

Provision for Language, Literacy and Numeracy Assessment

Language, literacy and numeracy skills are monitored through application, enrolment and orientation processes. Key 2 Learning College will make provisions for special needs and/or support on request or when needs are identified.

- Interpreting Services -131 450

Drug and Alcohol Assistance

The use and abuse of alcohol and other drugs can impact on health, workplaces, resources, families and communities. If you or your family are experiencing problems associated with drug and alcohol abuse information, counselling and other assistance is available through the *Alcohol and Other Drugs Council of Australia* help lines:

- ACT Health Alcohol and Drug Program (02) 6207 9977 (24-hour helpline)

Student Induction and Orientation

Student orientation day is conducted for all new students at the beginning of the course. It is essential for all new students to attend this session to understand Key 2 Learning College academic systems, rules and regulations and familiarise themselves with the facilities.

Students must bring with them; valid passport and current residential address.

Typically, the orientation day includes:

- Introduction to our facilities and the study environment
- Introduction to trainers and administration team
- Highlighting of information contained in the student handbook
- Introduction to course structure, academic calendar and timetable issues.
- Information about academic and attendance requirements governed by the department of immigration and student visa regulations.

At the end of the orientation day students will receive access to the Key 2 Learning College resource manuals for each Unit.

Students will then be asked to sign a Student Orientation form that acknowledges that they understand and agree to comply with student visa conditions and aware of their rights and obligations as a student of Key 2 Learning College.

Legal Requirements for International Students

A description of the ESOS framework made available electronically through the Department of Education.

https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx

There is Australian legislation governing the requirements of Education Providers delivering education to International students. These requirements apply to all students for the entire duration of their studies and are outlined in details in the following documents:

- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code) 2007
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulation 2001