

Version 6.0, Aug 2022



STUDENT HANDBOOK

ABOUT THIS STUDENT HANDBOOK

All Abbey College Australia International students will have access to a copy of this handbook. The handbook contains some guidelines on what is expected in the way of behavior whilst undertaking training and assessment with Abbey College Australia. It also includes important information about your rights and obligations. Students are expected to abide by its direction and intent. Please check that the version you have is the most current version. The version is located at the footer of each page. Check with Student Services to ensure that you have the current version.

Abbey College Australia welcomes any feedback or comments about this Student Handbook.

DISCLAIMER

Abbey College Australia attempts to ensure all information distributed to students are up to date, but sections may be amended without notice. Any person acting on information contained should first check with the Institute to ascertain whether the relevant information is updated. The Institute, its agents, and staffs will not be liable for any damage or loss caused directly or indirectly from the possession, publication, or use of the information contained. It is provided in good faith without express or implied warranty. The references to legal services are for information only and do not constitute legal advice.

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1. WHO WE ARE



DELIVERING TODAY'S SKILLS SINCE 2005

We wish to welcome you to our college. Your decision to study with us is an important one and we look forward to supporting you throughout your course with us. Our Student Support Staff are available to answer your questions and guide you to support services within the college and externally.

Logic Entity Australia Pty Ltd trading as Abbey College Australia has been delivering quality training to local and international students since 2005. We are one of the leading education providers in Sydney and we would be delighted to have you join us at our campus in the heart of Sydney's CBD.

Abbey College Australia has a Training and Assessment system that ensures:

- all trainers and assessors hold appropriate qualifications and relevant industry experience to deliver services to participants.
- all trainers and assessors are thoroughly familiarized with the procedures for Training and Assessment.

Abbey College Australia will not advertise any course as accredited unless it is approved under the ASQA Scope of Registration and/or CRICOS approval. We aim to promote our services in a clear and ethical manner.

The staff at Abbey College Australia have many years of collective experience in training within the VET sector. Our staff has built a reputation for the delivery of quality learning programs based on national standards. With our highly qualified instructors and well-structured programs, we aim to empower learners to contribute to their educational growth and equip with the best practical skills in the competitive corporate landscape.

Good luck in your studies and enjoy your time here!

2. WHERE WE ARE

Please find us at:

Sydney Campus: Level 3 & 4, 191 Thomas Street, Haymarket 2000 Australia

Street Directions:



CLASSROOMS AND FACILITIES AT SYDNEY CAMPUS

CLASSROOMS

Our classrooms are located at Level 3 & 4, 191 Thomas Street, Haymarket 2000 Australia.

Most classrooms are equipped with computers, whiteboards, projectors and all equipment required for teaching purposes.

KITCHEN AREA

The kitchen area is located on Level 3 of the building, and is equipped with microwaves, boiling/chilled water dispenser, and washing sink.

STUDENT COMMON ROOM

Student Common Area is available for students to use to read, study, prepare for their classes and enjoy their meals. The area is located on level 3 of the building at 191 Thomas Street, and is equipped with computers, vending machines, and others.

LIBRARY AND LEARNING RESOURCES

Library is located at 4th Floor of the teaching building. The room is located on the 4th Floor of the building at 191 Thomas Street. Please refer to the next section for more details about library. Online library is also provided to our students. Access will be given on orientation.

Adelaide Campus: L11, 118 King William St, Adelaide SA 5000 Australia

Street Directions:

ABBAY COLLEGE AUSTRALIA
ADELAIDE CAMPUS



**ABBAY COLLEGE ADELAIDE CAMPUS
LEVEL 11/118 KING WILLIAM ST**

abbeycollege.edu.au **+61 2 9055 8558**

CLASSROOMS AND FACILITIES AT ADELAIDE CAMPUS

CLASSROOMS

Our classrooms are located at Level 11, 118 King William St. Adelaide SA 5000 Australia

Most classrooms are equipped with computers, whiteboards, projectors and all equipment required for teaching purposes.

KITCHEN AREA

The kitchen area is equipped with microwaves, boiling/chilled water dispenser, and washingsink.

STUDENT COMMON ROOM

Student Common Area is available for students to use to read, study, prepare for their classes and enjoy their meals. The area is equipped with computers, vending machines, and others.

LIBRARY AND LEARNING RESOURCES

Library is located on the same on the floor. Online library is also provided to our students. Access will be given on orientation.

3. CONTACT DETAILS

IMPORTANT: Due to the COVID-19 pandemic, access to the campus is restricted. Please call us before coming to campus.

STAFF OFFICES

Please note that the Receptionist/Student Welfare Officer is your **first** point of contact.

Administration Office:

Level 3 & 4, 191 Thomas Street, Haymarket
2000 Australia

Phone: +61 2 9055 8558

Emails: info@abbeycollege.edu.au

Office business hours:

Monday to Friday 09:00 to 18:00

Emergency Contact:

0415 758 880

Website: <http://www.abbeycollege.edu.au/>

KEY CONTACT DETAILS

General Enquiries

Email: info@abbeycollege.edu.au

Admission Enquiries

Email: info@abbeycollege.edu.au

Administration Enquiries

Email: admin01@abbeycollege.edu.au

Academic Enquiries

Email: yang@abbeycollege.edu.au

Finance Enquiries

Email: account@abbeycollege.edu.au

WHO TO CONTACT IF YOU NEED HELP

Studying in a different country, new location, with diverse cultures and backgrounds while achieving academic excellence can be challenging, so it is important to us that you have access to great help, advice and care.

If you have a problem, or you just feel like you need someone to talk to, let us know. If, at any time, you have a problem or require support, please see our Reception Desk as the first point of contact so that we can find the best person to help you.

Student services:

- If you have general enquires
- To notify change of your address
- If you required first aid while on campus
- Enquires on you qualification / certificate issuance
- To apply deferment and suspension
- To receive student ID
- Payment related question
- If you have any complaints or grievances
- Or if you do not know whom to ask

Academic support:

- If you have queries related to your course and units
- Inquires on your class, time-table or change of class
- If you missed your classes or need academic support
- Course progress enquires
- Reassessment and resubmission enquires

Trainer and assessor

- Any assessment related queries
- Feedback on your assessment
- Attendance enquires
- Late submission for current subject / units

SUPPORT, WELFARE AND GUIDANCE

International Students are also able to access an independent mediator as an additional support service to assist in problem resolution. The college has identified 'The Resolution Institute' as a highly experienced organisation that specialise in mediation through Alternative Dispute Resolution (ADR). However, Abbey College Australia is also open to the use of other qualified mediators. The Resolution Institute be contacted on 1800 651 650 or at www.iama.org.au

The following contacts are also provided for support of students:

- Australian Tax Office <http://www.ato.gov.au>
- Department of Home Affairs (DHA) <https://homeaffairs.gov.au/>
- Commonwealth of Australia Law <http://www.comlaw.gov.au/>
- Department of Education and Training <http://education.gov.au/>
- Australian Industrial Relations Commission <http://airc.gov.au/>
- Wage Net <http://www.wagenet.gov.au/>
- Human Rights & Equal Opportunity Commission <http://www.hreoc.gov.au/>
- Office of the Federal Privacy Commissioner <http://www.privacy.gov.au/>
- Australian Drug Foundation <http://www.adf.org.au/>
- Quit (Smoking) <http://www.quit.org.au>

Other external service contacts for students:

- Translating and Interpreting Services 131 450
- Lifeline 131 114
- Crime Stoppers 1800 333 000
- Alcohol and Drug Information Service 1800 422 599
- Mental Health Line 1800 011 511
- Sexual Assault, Domestic and Family Violence 1800 737 732
- International Student Legal Advice 02 9698 7645

4. YOUR RIGHTS AND RESPONSIBILITIES

For the latest information about relevant legislation please visit www.austlii.edu.au and/or www.legislation.nsw.gov.au

PRIVACY AND PERSONAL INFORMATION PROTECTION

When you enrol at Abbey College Australia the personal information you provide is protected under the NSW *Privacy and Personal Information Protection Act* (1998) and the Commonwealth *Privacy Act* (1998). These Acts impose obligations regarding the collection, storage, use and disclosure of your personal information.

Abbey College Australia will use your personal information for the purpose of general participant administration, planning and communication. In addition, your personal information may be provided to governmental agencies in the Australian Training sector. Abbey College Australia will not knowingly provide personal information to third parties for commercial purposes.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections if necessary. We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be that which is necessary for the purposes of your course enrolment, learning and study records.

Information is collected during your enrolment in order to meet our obligations under the *ESOS Act* (2000) and the *National Code 2018*; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the *Education Services for Overseas Students Act 2000*, the *Education Services for Overseas Students Regulations 2001* and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018*. Department of Education and Training is also a government department to which the college is obliged to disclose certain information. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme. In other instances, information collected can be disclosed without your consent where authorised or required by law.

See Appendix C for a mandatory declaration related to collection and supply of data and information to NCVER.

To learn more please refer to the *Privacy Act* and *National Privacy Principles* (2001)

ABBEY COLLEGE AUSTRALIA PRIVACY NOTICE

The term “personal information” has the meaning given to it in the *Privacy Act*. In general terms, it is any information that can be used to identify an individual whether the information is true. If the information we collect identifies a student, or their identity can be reasonably ascertained from it, the information will be considered personal information. Abbey College Australia recognises the importance of protecting individual’s privacy and personal information.

Abbey College Australia is bound by the [Australian Privacy Principles](#) (APPs) in the [Privacy Act 1988](#) (Cth) (the Privacy Act), *Student Identifiers Act 2014*. These Acts regulates how we can collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information. We respect student rights to privacy under the Privacy Act and we comply with all the Privacy Act’s requirements in respect of the collection and management of your personal information.

The type of personal information we may collect includes, but is not limited to:

- name;
- mailing and/or street address;
- contact details;
- age and/or birth date;
- sensitive information as defined by the Privacy Act (such as information about your country of birth); and
- city or town of birth.

When collecting student’s personal information, we may collect it in different ways including, but not limited to:

- from various forms input such as enrolment application and orientation acknowledgement forms;
- via phone, online, digitally, correspondence, and in person;
- directly from a student and / or during a conversation with a student; and
- government agencies; law enforcement other educational institute, educational agents and others legal and appropriate methods and other service providers.

National VET Provider Collection Data Requirements Policy – Amendment

The Industry and Skills Council of Ministers has updated Section 4 of the June 2013 National VET Provider Collection Data Requirements Policy as follows:

Freedom of Information (FOI) — Your rights to access documentation

The *Freedom of Information Act* gives you the right to access documents held by Abbey College Australia (as well as most government agencies). Under the Act, you are also able to ensure that records held concerning your personal affairs are not incomplete, missing, out of date or misleading.

If you want to access documents held by Abbey College Australia, you do not have to explain why you want access. To request access to documents, you will make a request in writing to the Campus Manager. You can only ask to see documents which may contain the information you are seeking.

You cannot ask for an answer to a specific question or ask for a document to be created specially to meet your request.

To learn more please refer to the *Freedom of Information Act* (1989).

Work, Health and Safety

Abbey College Australia has a duty to ensure the health, safety and welfare of all employees, students and visitors. At enrolment you will be informed of any course requirement that you provide and wear protective clothing and equipment. During an orientation session on your first attendance you will be given information on what to do in case of an emergency or if you are injured and require first aid.

You must not interfere with or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your teacher or campus staff as soon as possible. You are also required to take responsibility for your own health and safety and that of the equipment provided to you.

If your course leads to a career with specific WH&S requirements, these will be taught as part of the curriculum.

MINIMUM MANDATORY CONTENT PRIVACY NOTICE

Under the Data Provision Requirements 2012, Abbey College Australia is required by law to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on our enrolment form) may be used or disclosed by Abbey College Australia for statistical, administrative, regulatory and research purposes. Abbey College Australia may disclose your personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes: populating authenticated VET transcripts; facilitating statistics and research relating to education, including surveys and data linkage; pre-populating RTO student enrolment forms; understanding how the VET market operates, for policy, workforce planning and consumer information; and administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent, third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>

Please note: This Privacy Notice is to be given to students in addition to the RTO's Privacy Policy

USING & DESTROYING PERSONAL INFORMATION

We collect personal information about a student so that we can perform our functions and activities and to provide the best possible quality of customer service.

We collect, hold, use and disclose our student personal information to:

- correctly identify them;
- process services such as verifying a USI or applying for USI on behalf of student; and
- comply with any Australian law and regulations.

No personal information will not be released unless the law permits it or the relevant individual permission is granted. We take reasonable steps to ensure student personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. Abbey College Australia cannot guarantee:

- the security of transmission of information individual communicate to us;
- the information a student supplies will not be intercepted while being transmitted over the internet; and/or
- any personal information or other information which individual send to us is transmitted at their own risk.

Where our website contain links to other websites operated by third parties, we cannot guarantee the privacy practices of any third-party website and we are not responsible for the privacy policies or the content of any third-party website. Third party websites are responsible for informing individuals about their privacy practices. Students are strongly advised to examine each website's privacy policy thoroughly.

In accordance with Section 11 of the *Student Identifiers Act (2014) Cth (SI Act)*, we will securely destroy students personal information which we collect from a student is solely for the purpose of applying for a USI on student's behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about student that we provide to the Registrar, including your identity information, is protected by the *Privacy Act (1988) Cth*. The collection use and disclosure of your USI are protected by the *SI Act*.

UPDATING AND ACCESSING PERSONAL INFORMATION

Students have a right to access their own personal information including attendance records, results, and course progress at any time. All the information will be made available for students' access through the student management portal RTOmanager, and the login detail for RTOmanager will be given at the orientation day. To request for a formal confirmation letter or related documents from the college, students may fill in a "document request form" at the campus reception.

Students have an obligation to inform the college of any changes in contact detail or other personal information. Students may make a request by filling a 'change of detail form' or directly modify their personal details on RTOmanager using their login details.

If you believe that your personal information is incorrect, please discuss with our administration team.

YOUR ENROLMENT OBLIGATIONS

Students are responsible for abiding our enrolment conditions. This include:

- Keeping a copy of all documents issued by Abbey College Australia
- Keeping your contact details and information updated in Abbey College Australia's database
- Planning your enrolment according to the schedule and rules of your course. It is expected that the student fully understands and had obtained advices from admissions on credit and prior learning recognition.
- Pay the tuition fee on-time according to the schedule provided on offer letter
- Abiding to the Visa requirement in relation to the enrolment in a course for International students

CODE OF CONDUCT FOR STUDENT

Abbey College Australia highly value ethical conduct and integrity. It is expected that student conduct will be consistent with the values of Abbey College Australia. Some of the responsibilities that we expect have been disclosed below. A student who disregards the Abbey College Australia Student's Code of Conduct may be suspended or even expelled from the College.

PRESENTATION AND CLEANLINESS

You are entering a professional area. As such, thongs, singlets, offensive T-shirts and shorts are not appropriate. Depending on the field of study, you may be required to wear uniform or conform to a dress code.

You are required to clean up after yourself and wash up your own cups, dishes, utensils etc. It is expected that you ensure your class areas are left clean and tidy and any rubbish is removed.

MISBEHAVIOUR

It is important you are aware that inappropriate conduct will not be tolerated. You must treat all other students, trainers and visitors with respect.

Some examples of inappropriate conduct:

- aggressive or potentially dangerous behaviour.
- using offensive language.
- visiting offensive websites including, but not limited to, websites with explicit sexual content or racial intolerance.

Misbehaviour, such as the above, but not limited to the above, is a ground for suspension.

SEXUAL HARASSMENT

Sexual harassment is any verbal, visual or physical sexual conduct that is unwelcome, uninvited or intimidating. Sexual harassment is unlawful within the terms of the Federal and State Equal Opportunity Legislation and may result in the harasser being liable to significant penalties.

Sexual harassment may include:

- leering, patting, pinching, touching or unnecessary familiarity;

- demands for sexual favours;
- unwelcome comments about a person's sex life;
- displays of offensive posters, pictures or graffiti; and/or
- sexual jokes, suggestive behaviour, sexual innuendo, spoken comments, swearing, offensive telephone calls or obscene gestures.

Sexual harassment is regarded as misconduct which may, after due investigation, result in expulsion of the offending student. To learn more please refer to the *Sex Discrimination Act (1984)* and the *NSW Anti-Discrimination Act (1977)*.

If you experience sexual discrimination whilst on campus at Abbey College Australia, you should report this to the Campus Manager. All reports will be managed confidentially.

PLAGIARISM OR CHEATING OR COPYING

Students must respect the copyrights of others. Plagiarism, copying, and cheating (including the taking of photos) of assessments will not be accepted and may lead to suspension. If you did not write it, you cannot copy it without giving recognition to the original writer. To learn more please refer to the *Copyright Act (1968)*.

ACCESS AND EQUITY

Abbey College Australia will ensure:

- all reasonable steps will be taken to ensure students are given an equal opportunity to undertake training and/or assessment.
- while on the college campus, students will be treated equitably regardless of race, sex, marital status, age or sexual preference (actual or presumed).
- should students require special equipment due to a physical impairment, students should discuss this with one of the Trainers immediately. Every effort will be made to accommodate disabilities, however, where we are unable to assist you, we will endeavour to refer you to an alternative Registered Training Provider who would be able to provide training to meet your needs.

To learn more please refer to the: *NSW Anti-discrimination Act (1977)*.

DISCRIMINATION

You will not discriminate against any person because of their race, gender, sexual preference, background or religion. You are not to incite hatred, serious contempt, and severe ridicule of a person or group of persons based on their race, sex, sexual preference, marital status or disability.

You should report any cases of discrimination towards yourself, or to another participant, to your Trainer immediately. Discrimination is a serious offence and appropriate steps will be taken to address any situations that might arise.

To learn more please refer to the: *NSW Anti-discrimination Act (1977)*.

DRUGS, ALCOHOL AND SMOKING

Abbey College Australia is a smoke, alcohol and drug free learning environment. Creation, distribution, and consumption of illicit drugs or alcohol are strictly prohibited at campus. Under no circumstances are students permitted to possess any alcoholic substances, illicit drugs or drug paraphernalia. The staffs in Abbey College Australia has the right to refuse service to any student that is intoxicated and has the right to ask the student to leave the premises.

You are not permitted to smoke inside the buildings including lifts and toilets, but you are permitted to smoke outside the building.

MOBILE PHONES

Mobile phones can be switched off or left on silent while in Abbey College Australia training venues. If you need have your phone active because of some personal emergency, please speak to your trainer about your situation.

STUDENTS ONLY AT COLLEGE CAMPUS

Abbey College Australia has a policy, like most other colleges, that college, facilities and classrooms are for students only, nobody else. Therefore friends, relatives and the children (offspring) of our students are not permitted on college premises and classrooms. There are all kinds of complicated legal (e.g. Child Protection) and WH&S and National Code (for International Students) issues involved which compel the college to apply this 'students only' policy. Exception to Students Only at College: Students may bring an advocate to a formal appeal or complaint meeting.

EMAIL AND INTERNET

Access to Abbey College Australia systems is a privilege, not a right. Access to any Abbey College Australia-provided IT resource may be denied or revoked at any time for any reason without notice.

Unacceptable uses:

- to use for illegal or malicious purposes;
- to share data which is not authorised for distribution;
- to use profane, obscene, offensive or inflammatory speech, or to personally attack any individual or entity;
- to knowingly or inadvertently spread a computer virus - do not import files from unknown or questionable sources;
- to deliberately attempt to degrade or disrupt the performance of Abbey College Australia computer systems or networks, or any other computer system;
- to transmit confidential or "secret" information across the Internet without encryption;
- to misrepresent oneself;
- to send chain letters, etc;
- To display or transmit sexually explicit or suggestive materials; and/or for personal and/or profit-making purposes.

5. STUDENT LIFE

ORIENTATION

At the start of each course, Abbey College Australia runs an Orientation Program for all new International students. Orientation provides students with important information about the College, the courses; study plans and the rights and obligations of students.

Orientation covers:

- the Academic Calendar, number of study terms, and length of terms
- scheduling of assessments
- Course progress & Attendance
- Code of Conduct requirements
- our amenities and staff
- the local area
- grievance and appeal procedures
- information on the qualification for which you have enrolled
- support services available including counselling and English Language and learning support
- discussion of issues you may have
- obtaining a USI.

UNIQUE STUDENT IDENTIFIER (USI)

If a student is undertaking nationally recognised training, they need to have a Unique Student Identifier (USI). This includes all existing and new students.

Abbey College Australia collects personal information that is reasonably necessary for, or directly related to, its functions and activities pursuant to the *Student Identifiers Act* (2014). Abbey College Australia will only use and disclose your personal information for the purposes it was collected for and in accordance with the Privacy Act.

EXEMPTIONS FOR INDIVIDUALS

Exemptions are provided for an individual where:

- The individual is an offshore international student studying outside of Australia:
 - this means that international students who are enrolled with an Australian training organisation but are not in Australia while undertaking their training do not require a USI in order to receive a VET qualification or statement of attainment. However, training organisations will still be required to submit AVETMISS compliant data in respect of their offshore international students; and

In addition, individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar.

Students can find further information on how the USI Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy by contacting the Office of the Student Identifiers Registrar on 13 38 73 or visiting the USI website: www.usi.gov.au

COMPLAINTS

The USI Registrar's Privacy Policy contains information about how a student may access and seek correction of the personal information held about them and how they may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

Students may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Abbey College Australia to destroy personal information collected by the student only for the purpose of applying for a USI on their behalf.

STUDENT NUMBER

Your student number is generated at the time you enrolled into your chosen course and serves as your unique identifier during your study in Abbey College Australia

STUDENT ID CARD

Your student card will be issued within 2 weeks following your enrolment and serves as your official identification at all time in campus. Student cards need to be present in campus when making enquiries as well as taking attendance. Any fraud or inappropriate use of Abbey College student card will be regarded as serious misconduct and may be subject to penalties and sanctions.

UNIT MATERIALS - MOODLE SYSTEM

Abbey College Australia uses a cloud-based education resource system called 'Moodle'. All learning resources will be available electronically on our Moodle system <http://moodle.abbeycollege.edu.au/>. Enrolled students will be provided with password access to the Abbey Moodle page prior to their course commencement. Learner guides, resources and assessment details are loaded to the Moodle page. The Moodle page offers 24-hour access to information to enable students to customise their learning schedules to match their individual needs and provides access to a learning community through forums and chat options.

ASSESSMENTS

Courses are made up of units of competency. Each Unit may require students to undertake one or more assessment tasks. Assessments for each unit will be accessible on Abbey Moodle system. Assessment tasks may be practical tasks, written questionnaires, presentations (or role play), group activities, observations of your performance, projects, or other tasks appropriate to determine your competence in the Unit.

Students must complete all assessment tasks by the due dates advised by the Trainer-Assessor/Administrator.

ASSESSMENT RECORDS

All assessment results are stored electronically (and as a hard copy when submitted as such) for 6 months after course completion. A copy of the qualification and the transcript issued is kept electronically for 30 years. Access to your records is available on request.

ASSESSMENT PRE-REQUISITES

To undertake the assessment tasks, students will need to be capable of an independent level of written and spoken English and to present their work word-processed/typed.

ASSESSMENT LODGEMENT

Written Assessments are to be lodged in hard copy to Trainers/Administration by the due date. A 'soft' copy must also be uploaded to Moodle via a specified link on the date hard copies are lodged. Students must ensure that assessments are complete, and follow the requirements set out in the assessment tasks provided. Full details and instructions for all assessments are provided in Assessment materials via the Abbey Moodle platform.

MARKING

Written assessments will be marked within 14 days. Results (after resubmissions and quality checking) will be posted to RTOManager within 30 days of the assessment submission date. Practical assessments will be conducted on site at Abbey College and results available after the assessment. For detail marking and grading rules, please see The Grading System section below.

RE-ASSESSMENT

Students are eligible for re-assessment at any time during the term for which the unit is taught (including term break), provided they have received a Not Yet Competent (NYC) outcome regardless of whether they have made a genuine attempt at the assessment or have missed the due date for some inevitable circumstances. For re-assessment/s that were submitted in the following term/s, a \$250 re-assessment fee apply for each re-assessment made.

Abbey College Australia has established an assessment framework based on a '*three-attempt*' model of vocational competency assessment. No further assessment opportunity can be given for students who were marked "NYS" after three attempts, unless approved by the Principal Executive Officer (PEO).

FAILURE TO SUBMIT POLICY (FTS)

Where a student fails to submit on the due date/attend a schedule assessment event and no approval for an extension has been requested/granted; the student will forfeit one of their three attempts.

Examples of valid reasons for not submitting assessments/attending assessments include medical problems, emergency situations or illness evidenced by a medical certificate that must state that the student was unable to attend class. Abbey College Australia reserves the right to request evidence prior to re-scheduling the assessment date. The request must be presented to the trainer in writing one week prior to the requested re-scheduled date.

INVALID ASSESSMENT(S) DUE TO MISCONDUCT, IRREGULARITIES OR PLAGIARISM

Abbey College Australia's assessment procedures and standards aim to give participants comparable opportunities to demonstrate their abilities. To promote this objective, we reserve the right to nullify any assessment when, in our judgment, an irregularity occurs, or there is an apparent discrepancy in or falsification of an assessment taker's identification; a test taker engages in misconduct or plagiarism, or the scores are believed to be invalid for any other reason.

When Abbey College Australia nullifies an assessment that has already been reported, the participant will be informed that the assessment has been nullified. Abbey College Australia also reserves the right to suspend the student from the College and report the student to DHA.

Assessment Irregularities

This refers to events that affect the administration of an assessment. When assessment irregularities occur, they may affect an individual or group of students. Such irregularities include, but are not limited to:

- Administrative errors (such as improper timing, improper seating, defective materials, or defective equipment, an unauthorised participation in assessment by a student);
- Improper or inadvertent access to or disclosure of assessment content involving individuals who cannot be identified; and
- Disruptions of assessment (such as natural disasters, emergencies or other incidents).

If an assessment irregularity occurs, Abbey College Australia may invalidate the assessment, or may cancel or withhold assessment results. Subject to Abbey College Australia policy and procedures, we give affected student/s the opportunity to take the assessment again or complete an alternative assessment activity.

Please note:

- All assessments must be completed prior to course completion.
- Advanced Diploma of Translation students may choose to participate in an Abbey College NAATI approved exam subject to following conditions:
 - NAATI approved assessment which may lead to NAATI accreditation must be completed within the course duration. E.g. if you have enrolled in a 24 weeks program, you must take the NAATI final assessment within 24 weeks.
 - Subject to NAATI approval, if a student's fail the first NAATI assessment, they can take a supplementally assessment within 3 months of the first assessment date.
 - Abbey College reserves the right to schedule its NAATI exam on varied dates and times.
 - Students must apply three weeks in advance to reserve a position in the exam.
 - Improper or inadvertent access to or disclosure of assessment content involving individuals who cannot be identified; and
 - Disruptions of assessment (such as natural disasters, emergencies or other incidents).

THE GRADING SYSTEM

Our grading format is Competency Based Assessment. VET assessment is based on national benchmarks, called competency standards, for the occupation or industry in which an individual is training. VET assessment is not graded, and marks and percentages are not used. Each unit is

comprised by one or more assessment tasks. There are two ways you could be marked for an assessment task: **'Satisfactory' (S)** or **'Not Yet Satisfactory' (NYS)**. A student then receives one of two overall results following completion of ALL assessments for a unit - **'COMPETENT'** or **'NOT COMPETENT'**. To receive a 'Competent' grade for a unit, students must achieve a 'satisfactory' result for **each** assessment task in a unit.

Satisfactory Result

If the student demonstrates competence in a particular assessment task, the Assessor will ensure that enough evidence is held to support the assessment decision and student can access their result via RTOManager.

Not Satisfactory Result

Where a student submits an assessment/participates in an observation/assessment event and the Assessor is not satisfied that they are able to satisfy the assessment requirements for the task, students will receive a result of 'Not Yet Satisfactory'. The Assessor will/may:

- Provide feedback to the student on the parts of the assessment that require more evidence knowledge/skill/ability
- Ask 'competency questions' in a face-to-face meeting
- Advise student that they are required to re-submit assessments for the part(s) of the assessment task that require more evidence, and that they have two additional opportunities to re-submit.

Feedback will be provided on Moodle, face to face or email. Students may use the college's grievance procedures to appeal an assessment decision.

COMPETENT

A successful result in VET assessment is recorded as **'Competent'** rather than as a 'pass' and indicates that the student has achieved an appropriate standard of work to be employed in the occupation. Student will need to achieve Satisfactory Result for **all** tasks in a unit to be deemed Competent for that unit. This is indicated on the transcript as 'C'.

NOT COMPETENT

Where a student fails to satisfactorily complete all assessment tasks, he or she will be given an **'Not Competent'** grade. This is indicated on the transcript as 'NYC'.

QUALIFICATION CERTIFICATES AND STATEMENTS OF ATTAINMENT

To receive qualification Certificates, you need to achieve "Competent" for every unit of a course. If you fail to achieve 1 or more units in your proposed course structure, you will be issued a Statement of Attainment (SOA) for the units you have successfully achieved.

Abbey College Australia will within 30 calendar days of a student's course completion [assessment date], issue and provide an AQF qualification or a statement of attainment to the individual student or to their nominated representative who:

- has finished the whole qualification and/or been assessed as competent for at least one unit of competency;
- does not have any outstanding fees;
- provided a USI or consent to the college to apply for USI on their behalf;
- satisfied any additional summative assessment requirements related to quality management and confirmation of competence

If a student has an outstanding financial account, Abbey College Australia will not issue a qualification or statement of attainment unless the outstanding amount is paid. If a student does not make a full payment within 20 working days from the notification date, Abbey College Australia will terminate the enrolment without issuing a qualification or statement of attainment.

A penalty fee (see Section 10) plus the outstanding fee will apply to those who do not make the full payment within the 20 working days for any qualification or statement of attainment that is required after that date. If a student does not collect their qualification or statement of attainment within six months of the document being issued, it will be securely destroyed. If you require Abbey College Australia to re-issue your qualification or statement of attainment, it will be subject to a service fee (see Section 10).

INTERVENTION STRATEGY FOR STUDENTS AT RISKS

International students must comply with visa conditions as required by the DHA. A list of visa requirements was disclosed in Section 11. Student performance is monitored on a continuous basis to assist towards successful completion of the course/s in which they are enrolled. Students whose performance is deemed to be at risk will be identified and an intervention strategy will be activated. Indicators of students at risk of not completing their course progress may include:

- Not attending lectures, and/or
- Not performing adequately in assessment tasks

The attendance and academic monitoring policy have been disclosed below.

ATTENDANCE POLICY

Students are expected to attend their scheduled classes, lectures, and online learning sessions provided at Orientation to ensure that they are appropriately exposed to course content and hence successfully complete the courses they enrolled in. Abbey College maintains accurate records of attendance for students in a systematic way.

Online Attendance

Online attendance is recorded in weekly timed quiz using the Moodle system. Online activity will not be counted towards your fortnightly attendance where:

- a) You are completing the quiz outside the anticipated week for the quiz
- b) You are attending the quiz during a time which is scheduled face-to-face class time.

Students' weekly online quiz spans from midnight on Sunday to midnight on the following Sunday. Your accumulated online attendance will be recorded on RTOmanager. A maximum of 5 hours per

week will be credited towards students' total attendance record. This means that if a student spends 7.5 hours on the quiz in a given week, they will still only receive 5 hours of online attendance credit towards your total attendance record for that week. Online quizzes are then marked by your trainers and feedback is provided.

Face-to-face Attendance

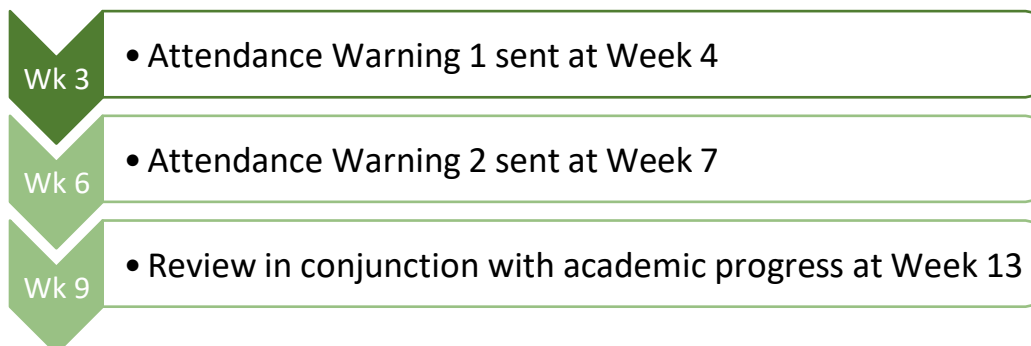
The trainers mark the student attendance on an hourly basis, signs and dates the "Student's Daily Attendance Record" sheet and makes any comments if required. This form is passed to the Administration team by the end of the week. The administration input these attendances into RTOManager weekly, and the system will automatically calculate the attendance rate for the students. Abbey College has an attendance policy that requires students to attend their scheduled classes regularly.

Monitoring Policy

Attendance is monitored regularly and may be used as a factor when identifying students at risk of not meeting course progress requirements.

Abbey College Australia monitors the attendance as follows:

- a) The Administration manager reviews each student's attendance on the student management system based on the diagram below
- b) Review attendance summary every 3 weeks, and students failing to meet the attendance requirements are identified
- c) If a student has not achieved 80% attendance, a warning letter will be sent to students by Administration Manager and request them to contact the college and explain why they have not attended
- d) Monitor attendance and further review in conjunction with academic progress at the end of each compulsory study period (13 weeks)
 - If a student did not satisfy the course progress expectation, they will receive an academic warning letter according to our Course Progress Policy.
 - If a student did meet the course progress expectation, an interview will be scheduled with students to adjust the duration of the course to the minimum duration required given the student's existing skills and knowledge.



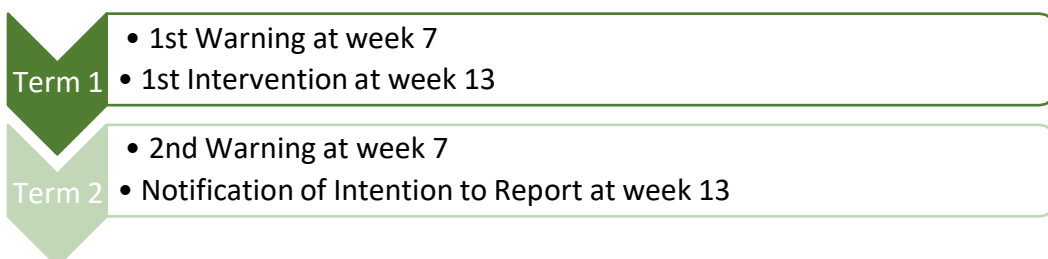
COURSE PROGRESS POLICY

The DHA requires that students' performance be monitored, as a less-than-satisfactory academic result for a period exceeding one study period may be considered a breach of visa conditions.

Trainers can closely monitor both attendance and performance. Abbey College Australia monitors, records, and assesses the course progress throughout and at the end of each study period. For the purpose of this policy, a study period is defined as 13 weeks (1 Term). For mid-intake students, the 1st study period consists of 9 weeks only (including 4 weeks term break). Abbey College Australia monitors the course progress as follows:

Course Progress Monitoring & Intervention Strategy:

- a) Upon enrolment, a study plan will be provided to students with a detail study period date and assessment submission dates.
- b) On week 7 and week 13 of each study period, the Campus Manager will conduct a review of the academic progress for each student to determine whether the student’s course progress has been satisfactory. Unsatisfactory course progress is defined as failing more than 50% of the units delivered within that study period.
- c) If a student is at risk of not achieving satisfactory course progress for the study period, the Campus Manager will review the student’s academic results with a view to activate the intervention strategy by sending warning letters.
 - **1st Warning letter applies for the student who is at risk of failing for the first time or the 1st subject/unit of the term**
1st warning letter requires students to contact the Course Coordinator/Campus Manager to discuss strategies to avoid further academic warning and maintain satisfactory course progress. It is the student’s responsibility to check emails regularly and attend the meeting.
 - **1st Intervention letter applies for the student who has made unsatisfactory progress in the same term after 1st Warning**
If student has failed more than 50% of units in a study period, they will be sent an intervention letter. Requiring them to contact the Course Coordinator/Campus Manager to discuss strategies to help them achieve satisfactory course progress. Suggested strategies/interventions may include trainer support, English support, additional tutoring, increased monitoring, personal counselling, mentoring, placement in a more appropriate class, and/or reduction in study load.
 - **2nd Warning letter applies for the student who is at risk of failure in the following terms after 1st Intervention**
If the student does not respond, and no contact has been made or information received about the students during the study period or if the student continue to fail more than 50% of the units they attempted in the second teaching term, they will be warned by email notifying that the student will be offered the intervention strategy program again.



d) Mid-intake students will have a longer intervention structure, due to a 9-week 1st term instead of 13 weeks, and 5 total terms instead of 4. The process for mid-intake students are:

- **Mid-intake Intervention letter applies for the student who has made unsatisfactory progress in the 1st term**

Mid-intake Intervention requires students to contact the Course Coordinator/Campus Manager to discuss strategies to avoid further academic warning and maintain satisfactory course progress.

- **1st Warning letter applies for the student who is at risk of failing for the first time or the 1st subject/unit of the term**

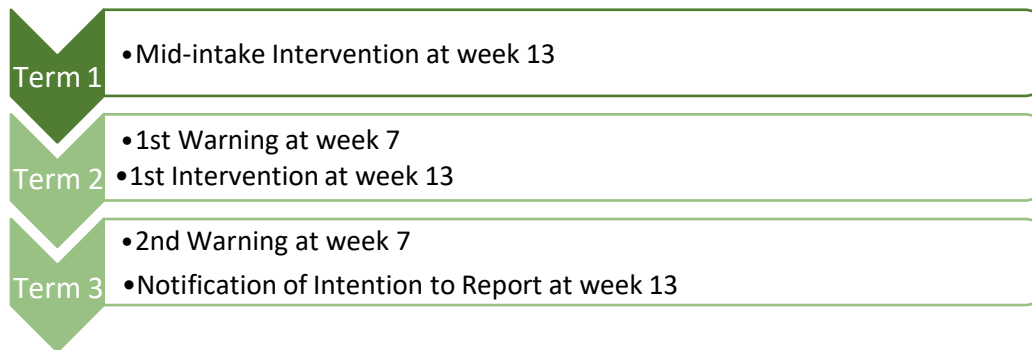
Same as major intake students

- **1st Intervention letter applies for the student who has made unsatisfactory progress in the same term after 1st Warning**

Same as major intake students

- **2nd Warning letter applies for the student who is at risk of failure in the following terms after 1st Intervention**

Same as major intake students



e) Students are required to attend the meeting and counselled regarding his/her course progress

f) The student is given the opportunity for reassessment within an agreed timeframe. Students shall be advised that they must achieve competence in at least 50% of their course requirements for the NEXT study period.

g) The Campus Manager will record the outcome of any counselling session and support services, including reassessment, provided to the student as part of the intervention strategy.

The Campus Manager and VET Coordinator will identify the problems that are impeding the course progress of the student, and help the student by:

- I. Scheduling extra study for the student within next study period;
- II. Scheduling re-assessments for all outstanding assessments;
- III. Considering whether the course is still suitable for the student;
- IV. Reinforcing to the student that unsatisfactory course progress in two consecutive study periods will lead to the student being reported to DHA and cancellation of his or her visa, depending on the outcome of any appeals process; and
- V. Ask the student to complete the Student Course Progress Intervention / Counselling form
- VI. Record the discussion and outcomes in RTO Manager.

If the student fails to improve their performance within the next study period, then the Campus Manager will notify the student of its intention to report the student to the DHA for unsatisfactory progress.

Reporting a student for unsatisfactory course progress:

- h) If after the implementation of the intervention strategy, the student is identified as having unsatisfactory course progress in two consecutive study periods, the Campus Manager will send the student an “Intention to Report” warning letter notifying the student of the Institute’s intention to report the student to DHA for unsatisfactory course progress.
- i) Mid-intake students are allowed three terms of poor progress before exclusion. That is, the “two consecutive study periods” condition starts from the 2nd term for mid-intake students.

Appeals:

- j) Students will be provided with a formal opportunity to ‘appeal the intention to report’ within 20 working days.
- k) Appeal will be assessed in accordance with the Institute’s student complaints and appeals policy and procedures

A student may appeal on the following grounds:

- Abbey College Australia’s failure to record or calculate a student’s marks accurately;
- Compassionate or compelling circumstances; and/or
- Abbey College Australia has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

If the appeal shows that there was an error in calculation, and the student made satisfactory course progress (successfully completed 50% or more of the course requirements for that study period), Abbey College Australia will not report the student and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the college’s intervention strategy. Abbey College Australia will not report the student.

- l) Where the student’s appeal is successful, the outcome may vary according to the findings of the appeals process. If the appeal is successful, students will be advised in writing of the DECISION NOT TO REPORT THEM to DHA.
- m) If the appeal is NOT successful, students will be advised in writing of the TO REPORT THEM to DHA. This will usually result in the cancellation of their student visa. This is in line with the ‘DEEWR – DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses’
- n) After completion of Abbey College Australia will notify the DHA through PRISMS as soon as practicable of the student not achieving satisfactory course progress if:
 - The student has chosen not to access the complaints and appeals processes within the 20-working day period

- The student withdraws from the process; and/or
- The process is completed and results in a decision supporting the college decision (e.g. the student's appeal was unsuccessful)

Completion of course within the expected duration of the Coe:

- o) Overseas students who are enrolled in CRICOS course must complete their course within the expected duration of their Coe, and the duration of the course must not exceed the course duration registered in CRICOS.
- p) Abbey College will only extend the duration of the course where the student will not complete the course within the expected duration, as specified on the student's Coe, as result of:
- Compassionate or compelling circumstances
 - Have implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress
 - An approved deferment or suspension having been granted by Abbey College
- q) All course variations affecting the course finish date will be reported to DHA through PRISMS and the supporting documents are kept in the student's file
- Where necessary a new Coe will be issued to students notifying them of their new course completion date.
 - Changes to the duration of the course may affect the duration of the student's visa.

'Compassionate or compelling' circumstances:

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol

ACADEMIC MISCONDUCT

When, in the judgment of Abbey College Australia or your Assessor, there is misconduct in connection with an assessment:

- the student may be suspended;
- their assessment will be invalid and may not be marked; and/or
- Abbey College Australia may pursue other appropriate remedies.

Misconduct includes, but is not limited to, the following:

- any unauthorised participation in an assessment;
- any unauthorised access to or disclosure of assessment content prior to, during, or after the assessment;
- using any prohibited aids in connection with the assessment;
- engaging in plagiarism, copying, and/or cheating;
- attempting to remove from the assessment room, in any manner, any exam materials or notes relating to the assessment;
- attempting to give or receive assistance or otherwise communicate with another person during an exam.
- attempting to take the assessment for someone else;
- creating a disturbance;
- failing to follow any instructions given by the college or the assessor; and/or
- copying or attempting to copy all or any part of the exam paper.

Any unauthorised access, reproduction, distribution, or disclosure of the assessment activity before, during, or after a student take the assessment is also a violation of Abbey College Australia Assessment regulations.

PLAGIARISM & REFERENCING

Plagiarism is taking and using another person's ideas, or way of expressing them, and passing them off as your own by failing to give appropriate acknowledgement. This includes material sourced from the internet, staff, other students, and published and unpublished works.

Plagiarism includes:

- paraphrasing and presenting another person's work or ideas without a reference
- copying work either in whole or in part
- presenting designs, codes or images as your own original work when they are not
- using exactly the same phrases, passages or structure without reference to the author or source
- reproducing lecture notes without proper acknowledgement.

If you have used another person's idea, please use a standard referencing to acknowledge the writer. A referencing style is a set of rules telling you how to acknowledge the thoughts, ideas and works of others in a particular way. Referencing is a crucial part of successful academic writing, avoiding plagiarism and is key to your assignments and research. There is no standard style used at Abbey College, but you must use a standard reference style. Examples of a reference style include Harvard, APA, Chicago,

LEARNING SKILLS AND RESOURCE SUPPORT

You can always get advice and assistance from our Academic Support team and Student Service Support Team. If you have any problems about unit content, we encourage students to raise questions and ask their trainers. We also suggest that students book consultation sessions with trainers if they need any extra assistance with their study.

If you encounter any issues with writing assignments, using our Moodle or RTO Manager System, and/or improving your Academic English, you can approach our reception to obtain information regarding workshops or additional learning support classes. You can also contact our team at info@abbeycollege.edu.au for assistance. For more information about student service, please refer to Section 8 Student Services.

ENGLISH ASSISTANCE SESSION

We offer English assistance sessions to help students with Academic English and improve academic progress. We organize English assistance session regularly, and the time is subject to changes. We can also refer you to English colleges for additional training if need. More information will be given to students at Orientation and during study.

LIBRARY

On commencement, students are provided with access to resources and workbooks required for the course and access to the Abbey College Australia Moodle Platform. Other texts may be required on recommendation of the trainers. A library of texts and reference books is available on-campus and students may borrow the books by asking their Trainers. It is the responsibility of students to return the book in a good condition. The borrowed book shall be returned to the trainer within one fortnight. Failure to return the book in a good condition may result a penalty (See Appendix B).

PRINTING AND COPYING

Students are allocated \$15 per term of credit for printing and copying. This is accessed via log-in to the student portal using the login details provided at Orientation. A commercial printing machine is in the main reception area of the campus. Printing is charged at .10c per page for single sided printing or .15c for double sided. (A4 black and white). If students require additional credit, they can pay for additional credit to be loaded to their account by contacting the Student Services Team at reception. Students should also see the Student Services Team for assistance/troubleshooting with printing/copying.

COMPUTER EQUIPMENT AND USE OF PERSONAL DEVICES

Abbey College has desktop PCs available for student use in IT Labs and classrooms. Where curriculum /learning requires student to use PCs, classes will take place in classrooms where PCs are located. Students are encouraged to bring their own personal devices (Laptops/notebooks/iPad) to class to take notes and to access their own work to review progress with Trainers. Students may access Abbey's FREE Wi-Fi for students, and personal devices can be charged throughout the campus.

RTOMANAGER & MOODLE

Abbey College Australia uses a cloud-based student information management system called 'RTOManager'. Enrolled students will be provided with password access to the Abbey RTOManager site to access results and information. Learner guides, resources and assessment details are loaded to the Moodle page. The Moodle page offers 24-hour access to information to enable students to customise their learning schedules to match their individual needs.

DOCUMENT REQUEST

Student can apply for relevant documents for various purpose, by filling in and submit a document application form. Fees and charges may apply for certain documents and urgent processing. Please refer to the document request form for more information. To apply for any document (Certificate and SOA), please email your document request form to info@abbeycollege.edu.au.

A Graduation Certificate is a certified credential that represents the completion of a course at Abbey College and will be issued automatically upon course completion without needing to submit a document request form. Students may collect their Certificate from the Administration Office, or through a Graduation Ceremony with dates announced by Abbey College. If Certificate is not collected within 6 months of issued, it will be securely destroyed. Re-issued of Certificate will cost \$50.

A Completion Letter is an official document used to confirm the student has graduated or completed the necessary requirements to finish their course and will be issued automatically upon course completion without needing to submit a document request form. Students may collect their Completion Letter from the Administration Office, or through a Graduation Ceremony with dates announced by Abbey College. If Completion Letter is not collected within 6 months of issued, it will be securely destroyed. Re-issued of Completion Letter will cost \$50.

A Statement of Attainment (SOA) is an official document showing a student's competencies at Abbey College Australia only if a student has not achieved a full qualification. If a student wish to apply for evidence showing academic competencies during their study, they can apply for an Interim Transcript.

An Official/Interim Transcript is an official document showing record of a student's full enrolment history at Abbey College. This includes all units attempted, results received, and enrolled units (if any).

A Confirmation of Enrolment (Coe) is an official document generated from government website and contains significant information about an international student's enrolment at Abbey College Australia.

A Proof of Enrolment Letter is a letter generated by Abbey College to verify and confirm a student's enrolment status at Abbey College.

All documents can be collected from the Administration Office. For further information and instruction, please contact the administration office at info@abbeycollege.edu.au or call (02) 9055 8558.

6. LIVING IN SYDNEY

ACCOMMODATION

If you have any problems finding either short or long-term accommodation on arrival you can contact Abbey College Australia Administration. We can provide information on your options, including information about the different accommodation options available.

www.homestayworldwide.com

www.fairtrading.nsw.gov.au/realestaterenting.html

www.realestateview.com.au/rental-properties

www.staydownunder.com.au/sdu/public.cgi

Homestay: This option offers a safe, secure and friendly family environment and is great for students who wish would improve their English and find out more about the Australian culture.

Hostels: Hostels provide single and shared accommodation including meals and facilities such as recreation areas and laundry facilities. These may vary in each hostel, but most include servicing of rooms. Staying in a hostel gives students the opportunity to contact students from other cultures.

Part board: This is a more economic option in which a furnished room is provided. Students must provide their own meals and do their own laundry, cleaning etc.

Renting/leasing: This option is for students who wish to organise their own place to live. You could be living alone or with a couple of friends. In most cases the properties are unfurnished, and you must provide everything. You lease the entire property and are responsible for the rent and all related expenses.

COST OF LIVING

General Study in Australia. This is the official Australian Government website for international students. This site provides useful information on living costs and finding accommodation in Australia.

www.studyinaustralia.gov.au

You may also find the following websites useful:

- Food: Woolworths <http://www2.woolworthsonline.com.au/>
- General information about the City of Sydney: www.cityofsydney.nsw.gov.au/
- Overseas qualifications recognition: <https://internationaleducation.gov.au/About-AEI/Pages/default.aspx>

BANKING & FINANCE

ATMs are operated by a bank or credit union which dispense money and allow limited transactions, 24/7. They are located at banks or shopping centres and allow access to cash and deposits during and outside business hours.

EFTPOS is a payment method used in most shops, allowing you to use a credit card or bankcard to make your purchase on site.

It is advisable for students to open a bank account in Australia, which allows you to easily access your funds and manage money transfer in Australia. Any payment you receive from employment or a scholarship will need to be paid directly into an Australia account. It normally takes a week or so for bankcards to be mailed to an applicant. There are many banks for students to choose from and they all offer different services, so it pays to 'shop around'.

TRANSPORT

Cars are usually the main form of transport for most people, but Sydney has a range of public transport available, including buses, trains, ferries and light rail trams. These public transports provide access for day trips out of the CBD, and even out of State. Opal is the electronic ticketing system used for all public transport. Users need to manually tap on and off for the transport, and the cost for each trip can be accessed from www.transportnsw.info. It can be automatically or manually topped up, and single trip tickets may also be available for some stations.

International students may be permitted to drive using their home country's driver's license but may need to apply for a license translation. In some cases, students may also need to apply for a Temporary overseas Visitors License. For further information about licensing requirements, please visit www.rms.nsw.gov.au/roads/index.html.

Some students may prefer to travel by bicycle, and there are bicycle lanes in some places in Sydney. For more information and maps for bicycle please visit www.sydneycycleways.net.

AWARDS/JOB SEARCH/VOLUNTEER WORK

www.govolunteer.com.au/

www.jobsearch.gov.au

www.seek.com.au

daywork.com.au

www.positionsvacant.com.au

SCHOOLING FOR YOUR CHILDREN

You are welcome to bring your children with you to Australia if they hold the appropriate visa requirements. However, if they are of school age, they must attend school, and you may be required to pay school fees for them. For further information: <https://immi.homeaffairs.gov.au/home>.

7. STUDENT SERVICES

STUDENT SUPPORT

Our Administration Office is your first contact point for assistance. The administration staff will be able to direct you to the most appropriate person or organisation to help you with your problems (e.g. legal, counselling etc.). You may contact our administration staff by email: info@abbeycollege.edu.au.

We wish to ensure that all students are fully supported in their studies. Anyone who is experiencing any difficulties with their studies should see their Trainer or contact the Campus Manager.

Students seeking advice on guidance on other matters may make an appointment at any time to see a Student Services Officer for confidential guidance relating to:

- maximising your attendance and attention in class;
- managing your time;
- setting and achieving your goals;
- motivation;
- ways of learning;
- coping with assessments;
- looking after yourself; and/or
- academic progress.

Our Student Services Officers may also assist you with personal problems and may refer you to local welfare and guidance services. Guidance provided by our staff is free of charge. If required, you may be referred to a professional counsellor. Abbey College will not charge any fee for this referral service. However, any services provided by a third party is subject to the third-party terms and condition and may involve a fee.

SOCIAL EVENTS

Abbey College offers regular social programs from time to time to enlighten the atmosphere and students' social life. Parties and excursion may be arranged by Abbey College and students may be invited to the events. Details about the coming social events will be announced to students by emails, on-site poster, social media, and on our website. Attendance will need to be confirmed in advance according to the deadline specified in the invitation emails.

ACADEMIC SUPPORT SERVICES

TUTORIAL ASSISTANCE

Trainers at the Institute can provide extra tutorial assistance if required. Announcement for tutorials will be made by Campus Manager through email notification if a related tutorial session is arranged. If you have any request for tutorial training, please contact the Course Coordinator/Campus Manager.

PROVISION OF LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

Whilst all students are required to pass our minimum language requirement before enrolment, and we always aim to provide a positive learning environment for all our students. However, Abbey College will arrange for language, literacy and numeracy assistance from time to time to students in needs. Announcement will be made by Campus manager through email notification if a related assistance class is arranged. If you have any request for LLN assistance, please contact the Course Coordinator/Campus Manager.

COMPUTER SKILLS

All students are expected to possess certain level of computer skills as specified in the enrolment form. However, in cases where we found students with needs of computer skills, special coaching and training will be provided to students. Announcement will be made by Campus manager through email notification if a related assistance class is arranged. If you have any request for computer skills assistance, please contact the Course Coordinator/Campus Manager.

QUALITY TRAINING AND ASSESSMENT

All training and assessments of Abbey College comply with the standards of the AQF and the requirements of the relevant national training package. These standards are maintained through staff professional development, monitoring, industry liaison, internal auditing and both internal and external moderation.

Abbey College is committed to providing our students with the opportunity to engage in a variety of assessment processes and practical understanding of the course material. Abbey College therefore adopted a variety of learning and assessment experiences that may include but not limited to Class-based training/assessment, group discussions, role-plays, presentations, interactive web/CD/DVD-based training, self-directed study, and/or research activities.

INDIVIDUAL SUPPORT

If you have any individual support or special needs such as learning difficulties, a behaviour disorder and/or a disability, additional support can be arranged to suit your needs. These individual supports include but not limited to reasonable adjustment for disabilities, individual study plans tailored for special needs, facility enhancement, and others. You must advise us and we are more than happy to assist with it.

8. ENROLMENT

ENTRY REQUIREMENTS

Each course will have its own entry requirements. Abbey College has published our entry requirements for individual courses on www.abbeycollege.edu.au. Abbey College may conduct an entry test to determine the student's level of English. If the student's level of English is not up to that required for the course, students are required to defer the commencement of their intended course and undertake additional English courses at their own expense to ensure they meet the English Language entry requirement for their course.

SELECTION CRITERIA

All courses delivered to International students are full-time and are not delivered either part-time or by distance education. All enquiries for course registration will be given full and equitable consideration. Applicants will be told if conditions of admission or pre-requisites apply to courses. Applicants who are accepted for courses will be required to complete a Course Application Form and enter into a written agreement with the College that sets out terms and conditions of enrolment,

Some courses have more participants wanting to enrol than there are places available. The selection criteria are based on:

- age requirements (overseas students must be 18 years or over to attend a VET course at Abbey College Australia);
- ability to complete the course;
- previous training and education and ability in English language, literacy as well as numeracy;
- relevant work/life experience - paid or unpaid - full time, part-time, casual or voluntary;
- relevance of the course to your career plans; and
- identified program prerequisites/priorities.

Applicants accepted for courses will be notified as soon as possible about their enrolment.

Students should also refer to and read the ESOS Framework Document before enrolment.

[https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)

ENROLMENT PROCESSES

Should an applicant wish to proceed with enrolment, the applicant needs to complete and sign the Enrolment form and send all relevant documents along with the enrolment form to your student service officer either onsite or through email on info@abbeycollege.edu.au.

Upon receiving the student application for enrolment and relevant supporting documents, Abbey College Australia will assess the suitability of student in taking the selected course. The student service officer will have a phone interview with the applicants in assessing his/her language capacities, academic skills, and experiences. After we determined that the student is suitable for the course, we

will issue a letter of offer and invoice to the applicant. This letter of offer will set out the program duration, commencement and completion dates as well as fees and other conditions of enrolment. On acceptance of the offer, the College will issue an Electronic Confirmation of Enrolment (COE) to facilitate visa application. Students who do NOT complete their course within course duration MUST re-enrol in the same course or unit of the competency to receive training and / or assessment services. Abbey College Australia may not provide any training and assessment services after course completion date.

PACKAGE OFFERS

Courses offered as a package are offered as one course and students pay only one administration fee. While students may be able to pay their tuition by instalments as indicated on their invoice, they are liable for the cost of the entire package once the offer of a place is accepted.

RECOGNITION OF PRIOR LEARNING (RPL)

If you consider you are already competent in specific Units of Competency you may be apply for and be granted an exemption from undertaking the assessment, if your prior learning is relevant to the Unit. A portfolio approach is taken to consider RPL applications including:

- proof of subject-relevant formal training (conducted by industry or educational institutions in Australia), or work experience, undertaken in the last 2 years;
- submission of authenticated documents or samples of work demonstrating enough relevance and currency; and
- participation in an interview to ascertain current skills and knowledge.

Cost of RPL

- A non-refundable administration fee of \$450 for **each unit or module** will be charged for assessing your portfolio.
- Application for course credit transfer must do so by the 2nd week of the first term in their enrolled course.

Conditions Governing RPL

Overseas Students can apply for RPL with the following conditions:

- the student MUST still attend full-time study: Approved RPL does not necessarily shorten the length of a course or the hours of study. Students may be required to complete additional projects, holistic assessments and enrichment activities at Abbey College Australia so that their overall attendance remains a minimum of 20 hours per week for the duration of the course.
- if enough RPL is granted to the student prior to having their VISA granted, so that the duration of the overall course is reduced, this will be indicated on the Electronic Confirmation of Enrolment (Coe).
- if RPL is granted to the student after having their VISA granted Abbey College Australia must report the variation in course length if applicable via PRISMS.

All applications are to be submitted to the PEO and include original documents to be sighted and copied by Administration. Applications will not be accepted unless all required information has been included.

CREDIT TRANSFER (CT)

If you are already competent in specific Units of Competency you may apply for and be granted an exemption from undertaking the assessment, if the unit code for previous learning identically match the units for which you are applying for credit. Abbey College Australia will recognise all AQF Statements of Attainments and AQF qualifications issued by other Registered Training Organisations. There will be no cost associated with the application of CT.

Application Deadline

- Application for course credit transfer must do so by the end of 1st week of the first term in their enrolled course.

Conditions Governing CT

Overseas Students can apply for CT with the following conditions:

- the student **MUST** still attend full-time study: Approved CT does not necessarily shorten the length of a course or the hours of study. Students may be required to complete additional projects, holistic assessments and enrichment activities at Abbey College Australia so that their overall attendance remains a minimum of 20 hours per week for the duration of the course.
- if CT is granted to the student prior to having their VISA granted, so that the duration of the overall course is reduced, this will be indicated on the Electronic Confirmation of Enrolment (Coe).
- if CT is granted to the student after having their VISA granted Abbey College Australia must report the variation in course length if applicable via PRISMS.

All applications are to be submitted to the PEO and include original documents to be sighted and copied by Administration. Applications will not be accepted unless all required information has been included.

9. CHANGES OF ENROLMENT

Requests for changes to your course or enrolment must be submitted in writing on the Enrolment Variation Form. Additional documentation may be required based on case.

Abbey College is required to notify DHA about any of the following changes that may occur while the student is studying in our college.

CHANGE OF COURSE

A student can change a course before any subject starts. Relevant exemptions will be given if any equivalent subjects have been completed in the previous course. Any balance of fees from the previous course will be forwarded to the new course. Students will only be charged if a new eCoE must be issued.

DISCONTINUATION OF STUDIES

Students are required to notify Abbey College as soon as possible of their intention to discontinue studies. All requests for refunds will be assessed in accordance with the Institute's refund policy, which is available in this handbook.

DEFERMENT, SUSPENSION OR CANCELLATION DURING ENROLMENT

PRIOR TO COMMENCEMENT OF COURSE

Students on a student visa are not permitted to defer the commencement date of their course unless on grounds of medical reasons (illness), or other exceptional circumstances beyond the students control e.g. weddings or festive occasions are not normally acceptable reasons. Any doctor's medical certificates must state the reason of illness and the date range of absence (backdated certificates cannot be accepted). For more information: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD13.aspx>.

DEFERRING ENROLMENT

Students can defer the commencement of their course but only on compassionate grounds (maximum one term). Students must specify in writing the duration and reason for the deferral with relevant evidences. The Institute can also initiate to defer the commencement of a course when a course is not offered or is unavailable. In both cases students will be given a new Coe with the new enrolment details upon the tuition fees for the deferred term and fees for the deferral application been paid in full prior to the deferral. The tuition fees will be credited towards the term that student re-commences.

TEMPORARY SUSPENSION

Students on a student visa are permitted to temporarily suspend their course during the course but only on compassionate grounds (e.g. due to the student suffering a serious illness, or the death or life-threatening illness of a close family member). Documentary evidence is required to support any break or deferment application.

Students must specify in writing the duration and reason for the suspension with relevant evidences. If approved, Abbey College Australia will enter a Student Course Variation via the PRISMS System. Visa cancellation may be initiated by DHA if the deferral is for more than one semester. You can get the Request for Deferment Form from administration or your RTOManager portal.

DEFERMENT/SUSPENSION APPLICATION CONDITIONS

- A non-refundable application fee of \$250 applies irrespective of outcome
- The tuition fees for the term they are going to defer need to be paid in full prior to the deferment/suspension. No refund will be made for this deferred term if student ceases studies during or before the term they returned to study.
- Students must pay all outstanding fees prior to approval of this application.
- Abbey College Australia may transfer you to a different classroom or a different intake group and may need to extend your electronic Course of Enrolment.
- If the reason for deferral includes any overseas travel, or medical reasons, proof of travel and medical certificates is required.

Deferment may also be initiated by the college due to suspension (e.g. for misbehaviour). Students have 20 days to lodge a complaint in this instance for any such decisions using Abbey College Australia's internal complaints process.

It may be necessary for the college to issue a new eCoE with a more appropriate end date as a result of the break, suspension or deferment in the course. Abbey College Australia must inform DHA through PRISMS. Breaks, suspensions or deferments may also affect the student's visa.

SUSPENSION OR CANCELLATION OF ENROLMENT BY ABBEY COLLEGE

Abbey College can temporarily suspend the enrolment of a student on the following grounds:

- Student misbehaviour resulting in a breach of the Institute's code of conduct
- Failure to progress through a course

In both cases of suspension, students are still required to pay their course fees. A notification of Intention to suspend will be sent and the student has a right to appeal within 20 working days. The Institute will then process the appeal in accordance with the Student Grievances, Complaints and Appeals policy and notifies the student of the decision.

The Institute will initiate cancellation of the enrolment on the following grounds:

- Student misbehaviour resulting in a severe breach of the Institute's code of conduct
- Non-payment of fees

In both cases of cancellation, a notification of Intention to cancel will be sent and the student has a right to appeal within 20 working days. The Institute will then process the appeal in accordance with the Student Grievances, Complaints and Appeals policy and notifies the student of the decision.

EXTENDING COURSE DURATION

Students who wish to extend studies in the event of deferring or repeating subjects or not completing the course on time should discuss this matter with the Course Coordinator/Campus Manager. Overseas student's enrolment can only be extended if:

- The registered provider has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment
- The registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- An approved deferral or suspension of the overseas student's enrolment has occurred.

Note: if the student's visa will expire prior to completion of the course, the student will need to apply for a new student visa (subclass 500) to complete their study. More information about the student visa (subclass 500) is available on the DHA website [Subclass 500 Student visa \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au)

FAILURE TO COMMENCE A COURSE

If a student did not commence the course due to visa rejection or any other reasons after being issued a visa, the student must inform Abbey College immediately and seek for advices. If a student fails to commence the course within 14 days, the Institute will cancel the enrolment and notify DHA of this outcome.

TRANSFER BETWEEN PROVIDERS

TO ABBEY COLLEGE AUSTRALIA

Students cannot transfer into Abbey College Australia within the first six months of enrolling in another college after arrival in Australia, unless:

- A letter of release from the other institution and all other relevant documentation is provided
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the government of another country.
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with that registered provider;
- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered

FROM ABBEY COLLEGE AUSTRALIA

Students may apply for a letter of release to transfer to another provider at no additional cost, prior to completing six months of commencing a course, subject to the Abbey College Australia transfer conditions as follows:

1. Students must apply in writing to the Campus Manager to request Withdrawal/Release.
2. Abbey College Australia will assess your application within 15 working days and issue:

- a. a letter of release if the application is successful, or
- b. letter of advice that the application is unsuccessful indicating;
 - i. the reasons
 - ii. the right to appeal
- c. students will be issued a statement of attainment for those units that they have completed successfully.

Students will be advised to contact and inform the DHA by calling 131 881; or Website:

<https://www.homeaffairs.gov.au/>

Students may be granted a release if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer
- The institute or the course in which the student enrolled has ceased to be registered, or a sanction has been imposed that prevents the Institute from continuing to deliver the principal course
- Exceptional personal circumstances that the PEO considers to be appropriate
- The Institute will assess and consider all requests for in accordance with Standard 7 of the National Code, which states that the education provider should grant the student's request to transfer where the transfer will not be the detriment of the student.

Student will not be granted a release letter if:

- There is no Letter of Offer from another provider
- The student is enrolling in a course that is at a lower level than the one in which the student is currently enrolled
- All the support services have not been exhausted by the student
- The student is trying to avoid being reported to DHA
- The student has outstanding debts to the Institute

ABBEY COLLEGE AUSTRALIA TRANSFER CONDITIONS

- Students must pay all outstanding fees and accepted invoices prior to issuing a letter of release. If a student has selected to pay an invoice by instalments, then the student must pay all instalments before applying for a letter of release.
- Students must provide a letter from another registered provider confirming that a valid enrolment offer has been made.

10. FINANCE

FEES

Prior to enrolment and or payment of any fee, students are advised to read and understand the Enrolment Policy and Procedures for Students, as well as the Terms and Conditions of Enrolment. These are available from our recruitment team or authorised agents.

Tuition, other fees and charges are subject to review and/or change at Abbey College Australia's discretion. Abbey College Australia will advise the students of changes prior to enrolment.

TUITION FEES

Tuition fees include training, use of computer and other campus facilities, and assessment resources.

For course fees, please refer to our [website](#) for the most recent information.

Tuition — paying by instalments is conditional

- Students who pay their instalments **late** will be charged an AUD \$120 penalty and not be allowed to enter classes. This may affect their **visa status and lead to their visa being revoked**.
- Abbey College Australia reserves the right to cancel an instalment payment and make the remaining fees for the whole offer due immediately.
- If a student applies to transfer to another provider, the instalment plan will be cancelled, and the outstanding balance of the invoice will be due immediately.
- Unpaid balance for an invoice may be referred to a collection agency.
- If you have any difficulties with payments, please consult a Student Officer in Administration.

Full details of fee and charges can be found at **Appendix B** of this document.

ADMINISTRATIVE FEES

ITEMS	COSTS (AU\$)
Course Material Fees (Business & IT)	\$50.00
Course Material Fees (Translation)	\$600.00
Enrolment Fees (non-refundable)	\$200.00
Re-enrolment fee	\$200.00
COE Issue Fee (non-refundable)	\$50.00
Deferment/Suspension Fee	\$250.00
Change of Course Fee	\$200.00
Document re-issue Fee	\$50.00
Re-assessment/Late submission Fee	\$250.00
RPL Application Fee / unit	\$450.00
Priority Processing Fee	\$50.00
Late Payment Fee	\$120.00
Student Card (new student)	\$5.00
Student Card Replacement	\$10.00
Photocopy Service/double side page (Black & White)	\$0.15/page

OTHER FEES

ITEMS	COSTS (AU\$)
Airport Pick-up	\$150.00 (one way)
Home Stay Placement Fee	\$200.00 \$250.00 (full board) \$180.00 (Share room)
Overseas Student health Cover (OHSC), 2020	See https://www.studyaustralia.gov.au/english/live/insurance

FEES DISPUTES

Abbey College Australia's disputes resolution process does not circumscribe the student's rights to pursue other legal remedies, and students have the right to take further action under Australia's consumer protection laws. Please note the following:

- students are not permitted to transfer course fees to another student;
- should it be necessary for the student to repeat a course the full amount will be charged; and
- students that fail to pay their fees will:
 - be issued with a warning letter which may result in cancellation of their enrolment and notification to the Department of Home Affairs.
 - will not have assessments or exams marked, nor will they be allowed to graduate.
 - may be refused to re-enrol.

PAYMENT METHOD

- Bank cheque payable to “Abbey College Australia”
- Credit Card (Visa or MasterCard, 2% fee applies)
- EFTPOS (2% fee applies)
- Direct Debit
- Bank Transfer

Bank Account Details:

Account Name: Abbey College Australia
 BSB Number: 062 033
 Account Number: 1028 9591
 Bank: Commonwealth Bank of Australia
 SWIFT Code: CTBAAU25
 Reference: Your name & Student Number

Note: Our college will not be responsible for any monies paid to agents and banks.

LATE PAYMENT OF FEES

All offer letters will have the due date for each instalment clearly written on the 2nd page. Once enrolment in a course has been confirmed, the fee for the first term plus all other fees (including learning material costs and other relevant fees) must be paid unless otherwise stated. Fees for are always due at 15:00 on the day of commencement of a term.

Please adhere to the schedule plan and pay in full by the due date. If fees have not been paid in full by the due date, students may be disallowed from attending class, sitting tests/examinations, submitting assessments and/or receiving results until the outstanding fees have been paid in full.

If tuition fees are not paid on time, a late payment fee of \$120 will apply from the day of commencement of the relevant term. Should fees remain overdue for more than 1 week. Abbey College will inform the student of our intention to report the student for non-payment of fees to DHA via PRISMS.

Financial hardship support

If you are facing financial hardship and consequently falling behind with your tuition fee schedule, you must notify us in person. In certain circumstances (rare circumstances), and based on compassionate grounds and for reasons out of your control, we may be able to offer alternative solutions such as extending the due date of your fees payment.

REFUND POLICY

Student identity must be verified before refund payment is proceeded. All requests for refunds must be made in writing/email to the Campus Manager. Approved refunds may either be transferred to another institution or sent back to the account that originally debited to our account. Refunds will be in Australian Dollars and will be made within 28 days after we receive a written refund claim by the student in accordance with the Terms and Conditions as outlined on the Letter of Offer. This forms

the written agreement with the registering student. Bank charges for refunds made by cheque, bank draft or electronic transfer will be deducted from the refund amount.

Note: Cooling-off period does not apply.

VISA REJECTION

- It is the responsibility of the student to apply for the visa prior to course commencement and ensure that their visa covers the full duration of the course.
- All requests for refunds must be submitted in writing and include documentary evidence of visa rejection from DHA

Refunds for visa rejection are calculated in accordance with the ESOS (Calculation of Refund) Specifications 2014. If a visa is rejected prior to course commencement the following formula shall be used to calculate the refund:

- Total course fees (tuition fees + material fees) minus the 5% of the total fees received or \$500, whichever is the lesser.
- COE Fee and Enrolment Fee are non-refundable.

If a visa is rejected after course commencement the refund amount will be calculated based on the weekly tuition fee x weeks in the default period formula shall be used to calculate the refund:

- Abbey College Australia will reserve the right to cancel a COE if the college does not receive an application for refund.

Abbey College Australia will not refund tuition fees if visa is refused for the following reasons:

1. Applicant no longer wishes to study or obtain a student visa and tries to use the visa refusal to receive full refund;
2. Applicant's marital status has changed, and he/she does not want to study in Australia or obtain a student visa;
3. Applicant has decided to apply for another visa;
4. Applicant refuses to provide evidence to the college or immigration in a timely and accurate manner; and/or
5. Applicant has provided false or misleading evidence to the college or Immigration.

WITHDRAWAL FROM A COURSE

Refunds in the case of withdrawal from a course are only offered as follows:

- If a student withdraws from a course and supplies Abbey College Australia written notification 28 days or more before the course commencement date, 70% of the course fees paid will be refunded.
- If a student withdraws from a course less than 28 days, 50% of the course fees paid will be refunded.

No refund will be made by Abbey College Australia:

- **Withdraw after commencement:** If a student withdraws from a course at any time after the commencement date of the course; the balance of any fees still owing will be invoiced.
- **Other fees:** For monies paid for OSHC, airport pickup, accommodation booking and board. Students must apply to the providers of these services for a refund and the refund policy of these organisations will apply.
- **False or misleading information:** No refunds will be given to the applicants or students who provide false or misleading information in their enrolment, withdraw and refund application to the college.
- **Suspension and Cancellation:** Where a student has had their enrolment cancelled by Abbey College Australia and where the appeal process has not been sought by the student or the

appeals process has been unsuccessful, no refund will apply, and the remainder of the fees will be invoiced.

- **Early completion:** If a student completes the course early, the full tuition fees and additional fees must be paid before a qualification can be issued. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.

Enrolment fee	Non-Refundable
COE fee	Non-Refundable
Visa refused prior to course commencement	Full refund less administration fee of \$500 or 5% of course fee received (whichever is the lesser amount)
Visa refused after course commencement	Refund of unused tuition fees
Withdrawal at least 28 days (prior to agreed start date)	70% refund of tuition fees
Withdrawal less than 28 days (prior to agreed start date)	50% refund of tuition fees
Withdrawal after the agreed start date	No Refund
Visa cancelled due to actions of the student	No Refund
Does not commence	No Refund
(i.e. Does not arrive, or has not arranged with us for a later start because of health or compassionate reason)	
Visa extension is refused	Refund of unused tuition fees
Withdrawal from study - current students (of the following term/s) *	Refund of unused tuition fees
Compulsory Health Insurance (Student visa holders only)	Refer to OSHC provider
Airport Pick-up (prior to flight arrival)	Full Refund if service cancelled

**Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s. For deferment, no refund will be applicable unless visa has not been granted.*

Note: Cooling off period does not apply.

PROTECTION OF TUITION FEES PAID

Abbey College Australia is a CRICOS provider delivering courses to overseas students. Our conditions of enrolment; collecting fees in advance; refunding fees and financial management comply with the conditions outlined in the Tuition Protection Service (TPS) Act for CRICOS providers.

If Abbey College Australia defaults and is unable to provide a refund or place the student in an alternative course, the Australian Government's Tuition Protection Service (TPS) will ensure that international students receive assistance. The TPS ensures that international students can either:

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

For more information please visit the TPS website: www.tps.gov.au

DEFAULT BY ABBEY COLLEGE AUSTRALIA:

Situations where a provider default may occur include:

1. The course does not start on the agreed starting date which is notified in the Letter of Offer
2. The course stops being provided after it starts and before it is completed
3. The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator

Abbey College Australia will pay a full refund to all students within 14 days after the default day, with a refund statement that explains how the refund amount has been calculated. Refunds for any monies received by Abbey College Australia on behalf of the student for services other than tuition fees must be requested from the companies delivering the services, and students will be subject to the respective companies' refund policies.

However, if a student agrees to accept an alternative course or part of a course to be provided to the student at the Institute's expenses, then the Institute is relieved of its liability to provide a refund. The student must advise the Institute in writing whether they agree and accept the alternative arrangement.

11. STUDENT VISA CONDITIONS AND RELATED POLICIES

INTERNATIONAL STUDENT VISA REQUIREMENTS

All student visas are granted subject to conditions that govern the stay of students and their families in Australia. Failure to comply with visa conditions may result in cancellation of the visa and removal of the person and their family from Australia.

Visa requirements include, but are not limited to:

- Maintaining full-time enrolment in enrolled course
- Maintaining satisfactory course progress
- Maintaining OSHC for the duration of the visa
- Notifying WIA within seven days of any change of address

ESOS ACT REQUIREMENTS

The ESOS Act protects Australia's reputation for delivering quality education services and protects the interests of overseas students, by setting minimum standards and providing tuition and financial assurance. More information is available at <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>.

ATTENDANCE POLICY

Our course is offered on the basis of full-time study based on a 20 scheduled course contact hours per week (15 hours face-to-face & 5 hours online studies). As required by their student visas, international students must attend at least 80% of the scheduled course contact hours (20 hours per week). Daily attendance is monitored and reviewed at the end of each week. Students in violation of the attendance policy may be reported to DHA. For our detail attendance monitoring policy, please refer to our attendance policy section. Abbey College Australia may adjust the duration of a course for an overseas student if that student already has the skills and knowledge to complete assessment without attending training, while still ensuring you adhere to minimum course registration requirements.

COURSE PROGRESS POLICY

Abbey College monitors, records and assesses the course progress of each student throughout and at the end of each study period. (The length of the study period for the purpose of this policy is nine to twelve weeks of study depending on the course). Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in any study period of a course. Students who do not achieve satisfactory progress for two consecutive study periods will be reported

to DHA via the PRISMS system. For our detail course progress monitoring policy, please refer to our course progress policy section.

TRANSFER BETWEEN PROVIDERS

International students are required to remain with the same education provider with whom they originally enrolled for at least, the first 6 months of the course (or the duration of the course if it is less than 6 months).

Where a student undertakes a prerequisite course prior to commencing their principal course they must complete the prerequisite study and 6 months of the principal course before changing provider.

AUSTRALIAN RESIDENTIAL ADDRESS REQUIREMENTS

All international students are required to provide and keep Abbey College Australia updated of their Australian residential address within seven (7) days of arrival in Australia and any subsequent change of residential address must also be notified to your college within seven (7) days.

Note: You are always required to provide and keep Abbey College Australia informed of your current residential address details, email address and telephone number. Notification of Change of Address Forms are available administration and you must notify any changes in address and contact details as soon as possible and within seven (7) days.

OVERSEAS STUDENT HEALTH COVER

All international students are required to take out Overseas Student Health Cover (OSHC). Students must register with a health care provider.

COMMENCEMENT

Students who do not commence or are absent for the first two weeks (14 days) will be reported to DHA for non-commencement of Studies. They **may** be offered a place in the next available course and, if necessary, a new COE will be issued.

VISA CANCELLATION

Mandatory cancellation of student visas will occur when a student visa holder is assessed as not complying with the requirements of their visa conditions relating to meeting course requirements. Visa cancellation can mean detention, removal from Australia and a bar on applying for other visas, other than a Protection Visa. Please refer to the DHA website for further information.

Current visa conditions that international students must:

- study full-time whilst in Australia;
- satisfy course progress requirements;
- maintain a valid enrolment with the chosen provider;
- notify of any change of address within seven days;
- have enough funds to cover tuition fees and living expenses whilst in Australia;
- not work more than 20 hours per week during the semester;
- maintain a valid Overseas Student Health Cover;
- inform DHA of any change in their student status;
- inform DHA if they withdraw from the course they are enrolled in; and extend their student visa before it expires (if applicable)

12. SCHOLARSHIPS

Abbey College offers a few scholarships and awards each year to our students. Scholarships and awards are designed to recognise academic, leadership and community achievements and to assist students for a variety of reasons. Student can get the detailed information by emailing our student service officer info@abbeycollege.edu.au.

To apply for scholarship, the student will:

6. Students must apply in writing to the Campus Manager to apply for scholarship using a Scholarship application form.
7. Abbey College Australia will assess your application within 15 working days
8. If the application is successful, Abbey College will notify you of the outcome of the scholarship and issued a certificate of excellence for you to keep.
9. If the application is unsuccessful, Abbey College will notify you of the outcome in writing, most probably using email.

The application of Scholarship is subject to terms and conditions outlined below:

- Student must have studied with Abbey College for at least 2 terms when apply
- Student must achieve attendance of at least 80%
- Student must pass all units during their study
- Unit results has been released for at least 2 terms when apply
- Student must continue to maintain satisfactory course progress after their scholarship is granted
- Each student is only entitled to receive one scholarship for each course
- The scholarship can only be given as tuition fee deduction for your following term
- The scholarship cannot be redeemed as cash, gift card or other terms

13. FEEDBACK, COMPLAINTS AND GRIEVANCES

Abbey College Australia has a grievance procedure in place that provides for the review of decisions and respond to allegations involving:

- our academic, administration or management staff;
- our services or a third-party providing services on our behalf; and/or
- one our students.

Students are assured that any disputes or grievances will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution. The Abbey College Australia grievance process:

- ensures that students have a clear understanding of the steps involved;
- informs or students of their right to take their complaint to an arbiter if they wish to do so;
- provides students with contact details of public and/or independent arbiter; and
- informs our staff of the Complaints and Appeals Policy and Procedures to assist the students with their concerns.

INFORMING THE STUDENT

We publish our complaints and appeal policy and procedures in this student handbook. Abbey College Australia staff will also explain this policy and the procedures during our students' orientation.

Abbey College Australia's dispute resolution process **does not** circumscribe the student's rights to pursue other legal remedies.

PROCEDURES FOR GRIEVANCE MANAGEMENT

STEP 1: COLLECTING INFORMATION

- Students and prospective students are encouraged to communicate their concerns to trainers or student service officers
- Verbal comments or concerns should be recorded. Abbey College Australia staff should encourage any student if they have a concern to lodge a formal complaint by writing to the Campus Manager.
- A copy of the completed form shall be returned to the individual who completed the form as part of the acknowledgement process.

- Staff receiving the complaints or appeal should treat the complainant with integrity and privacy the principles of natural justice and procedural fairness should be applied. 'Natural justice' is terminology for the rule against bias and the right to a fair
- There is no cost for the complaints and appeals process unless it is referred to a third party.
- Students will be advised that they can have a friend/support person with them at any time during any interview or when they present their case.

STEP 2: PROCESSING THE INFORMATION

- Academic appeals will be reviewed by the Course Coordinator and Principal Executive Officer (PEO) for corrective and preventative actions as well as for continuous improvement.
- Non-academic complaints are reviewed by the General Manager/CEO and administration team for corrective and preventative actions as well as for continuous improvement. The complainant will be contacted within 10 working days
- A complaint can be directed to the CEO immediately if there is a conflict of interest or the complaint is related to a manager's conduct.

STEP 3: FURTHER INVESTIGATION

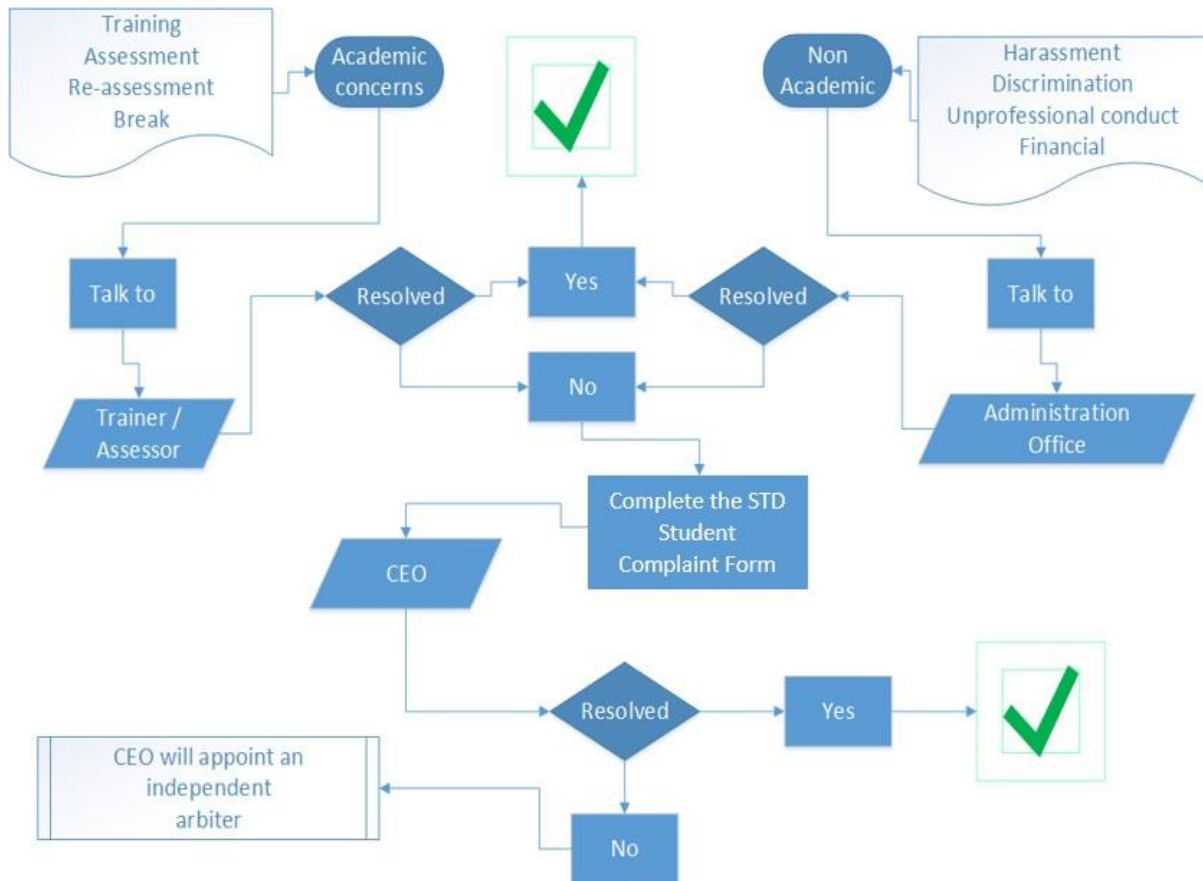
- The complaint will be investigated by the appropriate staff member. They may be required to arrange two separate interviews with the person making the complaint and the person the complaint is about.
- Staff shall respect the rights of our students, staff and others when inviting the students and their friend/support person to prepare their evidence and to respond to arguments presented by the opposite side.
- The investigation of a complaint or appeal will commence within **10 working days** of the complaint or appeal being lodged with Abbey College Australia.
- During this time, a student's enrolment will be maintained, and a student is requested to attend classes and submit assessments as required.
- Where the Abbey College Australia considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed in writing,
- including reasons why more than 60 calendar days are required; and regularly update the complainant or appellant on the progress of the matter.

STEP 4: MAKING A DECISION

- Staff must ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by considering a fair and unbiased procedure when making decisions.
- The complainants must be given a written statement of the complaint or appeal outcome, including details and reasons for the decision.
- Any decision and/or corrective and preventative action will be implemented immediately.
- A copy of the completed form and decision will be maintained on the student's file.
- Regardless of outcome, all parties are to be notified of the outcome as soon as possible but no later than 60 days.

- We will provide a written explanation to the student, if the matter is not resolved in less than 60 days.
- If the matter is not resolved internally, the student shall be advised to contact an independent mediator (such as The Resolution Institute) or an agency such as National Training Complaints Hotline, International Student Ombudsman or ASQA.

PROCEDURES FOR COMPLAINTS AND APPEALS



INDEPENDENT MEDIATOR

- If the Complainant is not satisfied with the outcome of their appeal and then an independent mediator will be sourced by Abbey College Australia through LEADR, the Association of Dispute Resolvers. Complainants may request that their grievance is referred to the independent mediator by completing a student request form within 10 days of receiving written notification of the result of the appeal to Abbey College Australia.
- Costs of such mediation will be shared equally by Abbey College Australia and the Complainant. It is common for most disputes to be resolved within the initial four-hour allocation.
- Alternatively, an overseas student may lodge an external appeal by contacting the Overseas Students Ombudsman.
- The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider. Refer to the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

- Remedial action:
 - Abbey College Australia will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt of the recommendations.
 - Abbey College Australia will seek to identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

14. EMERGENCIES

EMERGENCY CONTACTS

OFFICE HOUR EMERGENCY CONTACT:

Address: Level 4, 191 Thomas Street, Haymarket 2000 Australia
Phone: +61 2 9055 8558

AFTER HOURS EMERGENCY CONTACT:

+61 415758880

DAY STREET POLICE STATION

Address: 192 Day St, Sydney NSW 2000
Phone: +61 2 92656499

FIRST AID

- Please report any injuries that occur on campus to the Campus Manager immediately
- First Aid Kit is located near the Administration Area on Level 2
- Administration will provide you with the name of First Aid Officer.

EMERGENCIES

A copy of the Emergency Procedures in Case of Fire and Evacuation is on display in campus. If there is a fire on the premises you must follow the procedures below:

Signal: Tell the staff there is a fire.

The staff will call 000 if it is safe to do so and provide details:

- Name and address
- Location of fire
- What is burning
- Staff person's name

Upon the Direction of the Staff:

VENTILATION: Stop ventilation by closing doors and windows.

EXTINGUISH: Put out fire if trained in use of a fire extinguisher and if fire is containable.

- Do not enter the fire area.
- Evacuate all walking people first, wheel-chaired people, then staff.
- Follow Exit signs.
- Check all toilets, rooms, if it is safe to do so.
- Everyone meets at a location designated on the wall chart displayed.

You are required to follow any instructions given to you by the staff in the case of emergency.

If you have any injury or disability that limits your mobility, even if only for a short time, please inform the Course Coordinator who will assign another student or staff member to assist you in an emergency.

CRITICAL INCIDENT POLICY AND PROCEDURES

The purpose of this critical incident policy and procedure is to recognise the duty of care owed by The Institute to its students and to document the process for managing critical incidents when they occur.

The Institute recognises the duty of care owed to its students and understands that planning for the management of a critical incident is essential. A critical incident is defined by the National Code as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury’.

CRICOS registered providers must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

- missing students;
- Severe verbal or psychological aggression;
- death, serious injury or any threat of these
- natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Deprivation of liberty
- Severe verbal aggression
- Robbery
- Death or serious injury
- Suicide or threat of suicide
- Natural disasters (e.g., earthquakes, floods, electrical storms)
- Fire
- Bomb or hostage threat
- Explosion, gas or chemical hazard
- Issues such as domestic violence, sexual assault, and drug or alcohol abuse

(Note: Non-life-threatening events may qualify as critical incidents.)

RESPONDING TO A CRITICAL INCIDENT: STAFF ROLES AND RESPONSIBILITIES

- Please note that the Receptionist/ Student Welfare Officer is your official or first point of contact
- Ph: 02 9055 8558 during business hours 9.00am-6.00pm
- Staff, students or visitors involved or witnessing a critical incident after hours should immediately contact the PEO (Tony TANG) on 0415 758 880

The senior the Institute staff member present is the lead the Institute representative at the site until the arrival of the PEO. When the PEO arrives, he/she assumes responsibility for controlling the recovery from the incident. The PEO will ensure that debriefing occurs, and support services are available to those affected by the incident.

The key the Institute personnel responsible for the implementation of the critical incident procedures are:

Chief Executive Director	Mr. Tony Tang
Principal Executive Officer	Mr. Patrick Hayeck
Academic Manager	Mr. Yang Lei
Students Services Manager	Mr. Devendra Shrestha
Marketing Director	Mr. Tony Tang
Marketing Team	Various
Students Services Team	Various
Trainers	Various

However, the PEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

- If you have a question or are confused about something, please talk to the Receptionist/Student Welfare Officer at Reception or ph: 02 9055 8558
- Student welfare officer are usually here to assist the students
- However, all the Institute staff members are responsible for reporting a critical incident involving students to the PEO.

NOTIFICATION OF GOVERNMENT ORGANISATIONS

The ESOS Act 2000 requires the Institute to notify the Australian Government (currently DHA) as soon as practical after the incident.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the Institute to notify DET and DHA as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the Institute may be required to assist the student's family. This may include:

- Hiring interpreters
- Planning for hospital/funeral/memorial service/repatriation
- Obtaining a death certificate
- Assisting with personal items and affairs including insurance issues
- Assisting with visa issue



LOCATIONS

- 📍 L3, L4, 191 Thomas St,
Sydney NSW 2000 Australia
- 📍 L11, 118 King William Street,
Adelaide SA 5000 Australia

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CONTACT INFO

Phone: 02 9055 8558

Email: info@abbeycollege.edu.au

Web: www.abbeycollege.edu.au

CRICOS PROVIDER CODE: 02658G

RTO: 91136