



**STUDENT HANDBOOK**

**FOR**

**INTERNATIONAL STUDENTS**

**2019-20**

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## **Welcome to Ingress Training Academy**

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Thank you for your enquiry regarding the courses offered for International Students at Ingress Training Academy.

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

This handbook and the associated course guide are designed to provide you with sufficient information on Ingress Training Academy and our courses to ensure your transition to studying in Australia is as easy as possible.

Ingress Training Academy is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA). All qualifications taught at Ingress Training Academy are nationally recognised (in Australia) giving you more flexibility when looking at further studies. Our courses are taught to the highest Australian standards.

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

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

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

## **Why Study in Brisbane, Australia?**

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

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

For international students, Brisbane, Australia has a lot to offer: great study environment, beautiful relaxed atmosphere, excellent weather, beautiful beaches a short drive away and most importantly, Ingress Training Academy, a brilliant training facility.

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

## **Why Study with Ingress Training Academy?**

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Ingress Training Academy differs from other providers in several ways; for one, classes are generally small. Practical and theory classes are kept to a maximum of 20 students.

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

Studying at Ingress Training Academy will ensure you receive an exceptional level of service and a high quality education.

## **What We Offer Our Students**

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We want you to enjoy yourself while you are learning at Ingress Training Academy. We have supportive networks of people to make your time with us fulfilling and fun.

We offer our students:

- Bright, spacious classrooms set up with modern equipment, for students to learn the most up to date techniques.
- A well equipped library and study area with access to free internet.
- A mentor network of teachers for academic support.
- Access to expert trainers to help you manage your program and any difficulties that might affect our studies.
- Student Services personnel to help in other areas, including personal welfare and guidance.
- Email access to teachers and staff at any time.

## **About Ingress Training Academy**

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Ingress Training Academy was only recently established however the facility is state of the art, with a new modern and central campus.

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

Ingress Training Academy was born to give our students a broader opportunity when choosing their future career.

Ingress Training Academy is also a member of the Australian Council for Private Training and Education (ACPET).

## Location

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The Ingress Training Academy campuses are located at:

- Head Office: Portal Offices Suite 11, Level 1 Portal East, 2994 Logan Road, Underwood Queensland 4119 Australia.
- Brisbane CBD: Level 9 116 Adelaide Street Brisbane 4000
- Sydney CBD: 269 Sussex Street Sydney

## Student Amenities

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The aim of Ingress Training Academy is to provide students with a clean and harmonious studying atmosphere.

Common areas are provided for student's comfort. Onsite students will have access to:

- A kitchenette with a refrigerator, microwaves, tea and coffee making facilities. Students are encouraged to bring their own food.
- A small library and a computer lab with internet access is available for student use for research or complete assignment work. Students are welcome to use Ingress Training Academy for some quiet study or to relax between classes.

## Our Team

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

### Trainers

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

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

### Administration

Ingress Training Academy's administration unit has a special interest in ensuring you get through your course as smoothly as possible. The administration team at Ingress Training Academy are well experienced in sorting out any problem you may have concerning the administration of your course.

Their years of experience in administration and customer service roles will ensure all your questions are answered, and if they don't know the answer, they will find out! Administration

is there to help you and provide support with as little fuss as possible so that you can concentrate on your studies.

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

## **Course Information**

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The Ingress Training Academy delivers the following three Nationally Recognised courses to International students.

- BSB40215 Certificate IV in Business (CRICOS Code: 097454A)
- BSB50215 Diploma of Business (CRICOS Code: 097455M)
- BSB60215 Advanced Diploma of Business (CRICOS Code: 097456K)
- AUR30616 Certificate III in Light Vehicle Mechanical Technology (CRICOS Code: 0100004)
- AUR40216 Certificate IV in Automotive Mechanical Diagnosis (CRICOS Code: 0100005)
- AUR50216 Diploma of Automotive Technology (CRICOS Code: 0100006)
- ICT50115 Diploma of Information Technology (CRICOS Code: 099840G)
- ICT60212 Advanced Diploma of Network Security (CRICOS Code: 099417A)

**Refer to the website for more information.**

## **How to Enrol**

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When you are ready to enrol you need to:

1. Read this Student Handbook and the associated relevant Course Guide completely ensuring you fully understand the requirements and your obligations.
2. Download from our website at [www.ingressacademy.com.au](http://www.ingressacademy.com.au) and complete the "International Application for Enrolment" form, alternatively you can request one to be sent to you via mail or email.
  - Fill in the form in full and sign the Student Declaration and Acknowledgement.

*This acknowledgement states that you have read, understood and agree to abide by the Rules and Regulations contained within the International Students Handbook and Course Guide (this document)*

3. Attach the following items with the Enrolment Form:
  - A passport photo of yourself signed legibly and dated.
  - A copy of your passport including your residential address.
  - An English language translation of your secondary school examination results.

- English language Skills Certificate – score of IELTS 5.5 or PTE 46 or more or equivalent
- \$250 Application Fee paid by EFT. (Please contact our office by phone or email for bank account details).

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

Ingress Training Academy - Unit 11 Level 1 Portal East, 2994 Logan Road,  
Underwood, Queensland, Australia 4119.

### **AUSTRALIA**

#### **Contact Details**

Telephone: 1300 732 781

Web: [www.ingressacademy.com.au](http://www.ingressacademy.com.au)

Email: [admin@ingresstrainingacademy.com.au](mailto:admin@ingresstrainingacademy.com.au)

Please Note: All the above documents sent to Ingress Training Academy must be certified by an official who is authorised to confirm official documents in your country.

The Ingress Training Academy reserves the right to check the validity of all documents provided.

### **Offer of Placement**

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Once the International Application for Enrolment, the attachments and application fee (non-refundable) have been received and accepted, Ingress Training Academy will send you an official "Letter of Offer" for entry into your chosen course.

#### **NOTE:**

- An offer of placement will only be given to those students who meet the requirements and who are enrolling in a full time course.
- After you have received the Letter of Offer you will need to Accept the Offer and pay all fees to confirm your place in the course.
- Upon receipt of payment you will be issued with a Confirmation of Enrolment and Student Identification Number. This will complete the enrolment process.
- If Ingress Training Academy grants the student course credit which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

- If the course credit is granted after the student visa is granted, the change of course duration will be reported to the Department of Education via PRISMS within 14 days after the event.

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

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

**Student Timetable (Draft sample)**

Students will be provided, prior to enrolment, with a timetable relevant to their course of study. The timetable will include the days and times each student is required to attend Ingress Training Academy. The below timetable is an indication of what a typical timetable would look like. This sample is for the Diploma level course.

Course	Times	Days	Room
BSB50215 Diploma of Business	8:30am – 10:30am 10:45am – 12:00pm 1:00pm- 3:15pm 3:30pm – 5:30pm	Monday, Tuesday	Room 3
Course dates	16 April 2018 – 12 April 2019	Course total of 52 weeks	
Breaks	26 June – 7 July 18 Sep – 29 Sep 11 Dec – 2 Feb	Break total of 12 weeks	

The intended **Diploma** course runs for 52 contact weeks inclusive of a two (2) week break between terms and a longer break over the Christmas / New Year period.

Additional breaks will be Australian public holidays. This [website](#) outlines the public holidays. Note, only general and Queensland holiday dates apply.

Students are advised that in order to achieve prescribed skills and competencies it will be necessary to practice skills learnt and undertake self study at home in addition to class hours spent at Ingress Training Academy.



## Living in Australia

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The following information is taken from the “Study in Australia” website. For more information visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

### Introduction

Australia is so big and diverse that it could never merely be the sum of its icons. The stunning architecture of the Sydney Opera House, the glow of Uluru (Ayers Rock) at dusk, a wave curled above a colourful reef and the nearby golden sands of the famous Gold Coast – these are only part of the experience that unfolds once your feet touch the soil of this awesome country-continent.

Australia's natural beauty is one of its biggest attractions. The landscape varies from endless sunbaked horizons to tropical rainforests to chilly southern beaches. Its cities blend an enthusiasm for art and food with a love of sport and the outdoors. Visitors will have to re-think their grasp of geography in this huge country. The sheer vastness gives Australia – and its diverse population – much of its character.

Many things about this faraway island are different, even the things that sound familiar. You may have visited remote places, but not the sublime isolation of the outback, with its dazzling salt pans and sandstone towers. You would have encountered wildlife, but when did you last ride a camel among desert oak trees or have your camp site visited by a Tasmanian devil? Perhaps you've enjoyed seafood, but here you'll taste barramundi fish and delicious Moreton Bay bugs (a shellfish). From rainforest trails to fascinating museums, vibrant multicultural cities to a love of sport, Australia is unique.

### The people

Australia's population in 2017 was 24,774,000. Population density is among the lowest in the world, with an average of 2.5 people per square kilometre – no-one's within cooee (shouting distance) in the outback. Most people live along the eastern seaboard, with a smaller concentration on the southwestern coast. Living in one of the world's most culturally diverse countries – 23% is foreign-born – Australians incorporate a wide variety of influences into the way they live and play.

### The places

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

### The potential

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

## Money matters

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

### **ATMs, EFTPOS, Credit Cards & Bank Accounts**

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

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

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

### **Currency & Exchanging Money**

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

Changing foreign currency or traveller's cheques (see following) is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns. A very competitive company in Brisbane for changing currency is Crown Currency Exchange.

### **Taxes & Refunds**

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

If you purchase new or second-hand goods with a total minimum value of \$300 from any one supplier no more than 30 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid. For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or you can visit the website at: [www.customs.gov.au](http://www.customs.gov.au)

## Travellers Cheques

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

## Shopping Etiquette

Bargaining is not the norm in Australia, unless you're at a second-hand market or buy a whole new wardrobe from one store, in which case it probably wouldn't hurt to ask for a small discount.

Tipping is becoming more common in Australia, particularly in cafes and restaurants in the bigger cities; a 10% tip is usual. However, you won't cause offence if you don't tip. Taxi drivers are always grateful if you leave the change.

## Australia For Free

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer. The list of free or cheap things to do is endless, so there's no need to let a student budget come between you and good times. Look on the Brisbane City Council website at [https://www.brisbane.qld.gov.au/whats-on?utm\\_campaign=mega\\_nav\\_whats\\_on\\_and\\_events](https://www.brisbane.qld.gov.au/whats-on?utm_campaign=mega_nav_whats_on_and_events)

This [website](#) outlines lots of activities in and around Brisbane, many of which are free.

## Working while you study

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

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

## Food

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

an enormous variety of produce on offer, including Australia's justifiably famous seafood which is especially available in Queensland.

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

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

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

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

## **Shopping**

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

## **Transport around Australia**

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

### **Brisbane**

Brisbane boasts a world-class public transport network. Information on bus, train and ferry routes and connections can be obtained from the Trans-Info Service on 13 12 30 or by visiting the website at: [www.transinfo.qld.gov.au/](http://www.transinfo.qld.gov.au/)

**Boat** – Brisbane's nippy blue CityCat catamarans run around the Brisbane river every 20 to 30 minutes, between 5:50am and 10:30pm, from the University of Queensland in the southwest to Bretts Wharf in the northeast, and back. Also useful are the Inner City Ferries, which zigzag back and forth across the river between North Quay, near Victoria Bridge, and Mowbray Park.

**Bus** – The Loop, a free bus service that circles the city area, runs every 10 minutes on weekdays between 7:00am and 6:00pm. Other buses run every 10 to 20 minutes Monday to Friday, from 5:00am till about 6:00pm, and with the same frequency on Saturday morning (starting at 6:00am). Services are less frequent at other times, and cease at 7:00pm Sunday and midnight on other days.

**Train** – The fast Citytrain network has seven lines, which run as far as Gympie North in the north (for the Sunshine Coast) and Nerang and Robina in the south (for the Gold Coast). All trains go through Roma St, Central and Brunswick St stations.

A Go-Card, which can be purchased at most newsagencies and all training stations, allows you to use all forms of public transport as long as you have sufficient dollar credits.

## **Australia**

### **East Coast Run: Brisbane to Cairns**

Hordes of travellers stay on the beaten track on Australia's sun-loving east coast, following this beach-themed route. From Brisbane, travel along the Pacific Hwy through central and northern Queensland towns with idyllic beach locales. Soak up the beauty of Port Stephens, the water sports-mad Myall Lakes National Park and the stunning, plateau-top rainforests of Dorrigo National Park. Join the wild and famous in Byron Bay, then head over the Queensland border into the state capital, Brisbane, via the party town of Surfers Paradise.

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

### **Across the Continent: Cairns to Perth**

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

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

## **Costs of living**

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### **Study costs**

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

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

### **Visa requirements**

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

### **Overseas Student Health Cover (OSHC)**

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

### **Dependants**

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If you need to bring any dependants with you whilst studying, who are of schooling age you will need to be aware of specific requirements such as the requirement to pay full schooling fees, even for at public (government funded) schools. For more information contact Ingress Training Academy.

### **Accommodation Options**

There are many options for accommodation in Australia to suite the different needs and budgets of all students. The following information is from the [www.studyqueensland.qld.edu.au](http://www.studyqueensland.qld.edu.au) website.

### **Homestay**

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

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



In many families, both parents work full time, so children of the family may be quite independent - making their own breakfasts, lunches and/or dinners, returning home after school before the parents get home, and so forth. Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden or do laundry. Usually every family member is expected to help with jobs around the house, like cleaning, cooking, shopping and tidying.

### **Rental accommodation**

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

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

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

### **Arranging Accommodation**

Students will need to make their own accommodation arrangements however Ingress Training Academy can help you if you are having difficulty in finding a place. Some accommodation options include (but are not limited to):

#### **Accommodation Options Approximate Cost**

- Hostels and guest houses AU \$120 - \$155 per week
- Share Accommodation AU \$100 - \$200 per week
- Rental Accommodation AU \$250 - \$450 per week

For information on accommodation you can visit:

- [www.realestate.com.au](http://www.realestate.com.au)
- [www.homestaynetwork.com.au](http://www.homestaynetwork.com.au)
- [www.homestayworldwide.com](http://www.homestayworldwide.com)
- [www.auzziefamilies.com](http://www.auzziefamilies.com)

You can also visit [www.ourbrisbane.com.au](http://www.ourbrisbane.com.au)

## Studying in Brisbane

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Queensland is dominated by the coast. It's no surprise that most of the settlements and tourist attractions are concentrated in this narrow coastal strip, which has some amazing natural features such as the Great Barrier Reef and lush rainforests. Inland is the Great Dividing Range and the tablelands, fertile areas of flat agricultural land that run to the west. Then there's the barren outback, which fades into the Northern Territory. In the far northern Gulf Country and Cape York Peninsula there are huge empty regions cut by countless dry riverbeds, which can become overflowing rivers in the wet season.

Northern Queensland seasons are more a case of hot and wet or cool and dry than of summer and winter. November/December to April/May is the wetter, hotter half of the year, while the real wet, particularly affecting northern coastal areas, is May to May. This is also the season for cyclones. Queensland doesn't really experience 'cold weather', except inland or upland at night from about May to September. Temperatures in Brisbane, in the south of the state, rarely drop below 20°C and, while it doesn't suffer the stifling humidity you'll find further north, the climate is still most pleasant in winter (June to August).

### Introducing Brisbane

It's Australia's third-largest city, but while other capitals compete loudly in their endeavour to reach top billing in the status stakes, Brisbane quietly executes its evolution in true, casual Queensland style. There's no need to advertise the virtues – locals already know it's one of the most desirable places in Australia to live. For visitors, the city is an outstanding summary of Australia; the big-city package exists here but the pretensions and speed are refreshingly absent.

Start with a metropolis that reclines over a tropical landscape. Dissect it with the winding Brisbane River and mix in a climate that attracts southerners by the chilly town-load every winter. Weave throughout a smorgasbord of cultural flavours, simmering in cafes, theatres, art-house cinemas, concert halls, galleries, museums and live music venues. Pepper the vista with subtropical gardens and views from lookouts or river boats. Add to this a calendar stocked with festivals and an abundance of eateries and you'll realise what all the low-key fuss is about.

Brisbane's city centre is bound by a U-shaped loop of the Brisbane River. The action is centred on pedestrianised Queen St Mall, which runs down to the former Treasury Building (now a casino) and Victoria Bridge to South Bank. Across Victoria Bridge is South Brisbane and the South Bank Parklands; further south is the hip West End. Ann St runs northeast of the city centre into trendy Fortitude Valley.

### Cultural Overview

Brisbane has shaken its reputation as being a backward and unsophisticated place and emerged as one of the country's most progressive centres. It has several interesting districts, a good street cafe scene, a great riverside park, a busy cultural calendar and a thriving nightlife. Known locally as Bris Vegas, the city is renowned for its sun and the showy hordes that follow it, but it's also the arts capital of Queensland, with dozens of theatres, cinemas, concert halls, galleries and museums. A climate this good and culture too? It must be paradise.

### Brisbane's Weather

Temperatures in Brisbane, in the south of the state, rarely drop below 20°C and while it doesn't suffer the stifling humidity you'll find further north, it's still most pleasant in winter (June to



August). However, this is also the time everyone from Brisbane and Melbourne heads north to escape the cold, so expect a crowd.

## Climate

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

## Seasons in Australia

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

## Time zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So it may be a little confusing. If you plan to travel around October and May, be sure to double check the times of departure and if daylight savings affects you. Worth remembering is that your travel documents will always include departure and arrival times which apply at the place of your departure or arrival.

<b>Australian eastern standard time (AEST)</b>	<b>Greenwich time minus 10 hours</b>
Australian Capital Territory, Queensland, New South Wales, Tasmania, Victoria	

<b>Central standard time (CST)</b>	<b>AEST minus 30 mins</b>
South Australia, Northern Territory	

<b>Western standard time (WST)</b>	<b>AEST minus 2 hours</b>
Western Australia	

<b>Australian daylight saving time (ADST)</b>	<b>AEST plus 1 hour</b>
end of October – end of May	
Daylight Savings is only applicable to the following states:	
Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria	
Brisbane (Queensland) does not apply daylight saving time.	

## Brisbane Events

There's usually something happening somewhere in Brisbane whatever the time of year. Information on festivals and events in the city can be found at the visitor information centres or check out [www.ourbrisbane.com/whatson](http://www.ourbrisbane.com/whatson). Here's a sample of what you can expect:

**Cockroach Races** – This bizarre ritual takes place at the **Story Bridge Hotel** on Australia Day, 26 January.

**Story Bridge Hotel:** 196 Main St, Kangaroo Point. **Phone:** 07 3391 2266

**Tropfest** – This nationwide short film festival is telecast live at South Bank in late February.

**Tropfest: Website:** [www.tropfest.com](http://www.tropfest.com)

**Valley Fiesta** – Taking place in Fortitude Valley's Chinatown and Brunswick St Mall, this food and music festival happens in mid-July.

**Brisbane Riverfestival** – Held in September, this is the city's major festival of the arts, with buskers, performances, music and concerts.

**Brisbane Riverfestival: Website:** [www.riverfestival.com.au](http://www.riverfestival.com.au)

**Livid** – Australia's longest-running outdoor music festival, this annual one-day alternative rock event is held in October.

**Livid: Website:** [www.livid.com.au](http://www.livid.com.au)

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## How to Advance Your Skills in the English Language

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

- [www.nceltr.my.edu.au](http://www.nceltr.my.edu.au)
- [www.englishaustralia.com.au](http://www.englishaustralia.com.au)

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

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## NCELTR and IELTS

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

**Ingress Training Academy also further your English language skills through their PTE program. Further information can be obtained through the Student Contact Officer or Director of International Education.**

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## Quality English Language Programs

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

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

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

For more information please visit the NCELTR website [www.nceltr.mq.edu.au/elp](http://www.nceltr.mq.edu.au/elp) or contact us via phone + 61 2 9850 7667 or email.

## **English Australia**

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

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

For More Information go to [www.englishaustralia.com.au](http://www.englishaustralia.com.au)

## **Migration Agents**

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

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

Further information can be obtained by visiting the following website [www.themara.com.au](http://www.themara.com.au)

## **Refund Policy**

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All applications for a refund of tuition fees and other fees must be made in writing to the Principal at Ingress Training Academy. Refunds are made in Australian dollars and will be paid within four (4) weeks of receiving a written notification from the student in writing. Refunds will be made to an overseas bank account where the student decides to cancel the course and return to their home country.

Applications for refund should include all relevant information to enable payment, such as bank name, bank account details, SWIFT Code for overseas payment, and address of bank and name of account holder. Enrolment fees and holding fee charges are non-refundable.

The Enrolment Fee and holding fee is non-refundable under any circumstances. Refund of tuition fees is not transferable to another student's account or company or another provider. Fees paid for less than 6 months are considered as a "Holding Fee". No refund on all.

**Fees paid to education agents are non refundable.**

If you fail to commence with or without notifying the RTO, no refund will be available except in special circumstances

However, tuition fees are refundable, subject to refund circumstances given below

*“Special circumstances” under which a refund will be considered and which are beyond the students control:*

- *In the case of serious illness – verified by a medical certificate*
- *Family or personal tragedy*
- *Acts of God*
- *Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.*
- *Where a student's Visa has not been granted*

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

Refunds are made in Australian dollars and will be paid within four (4) weeks of receiving a written notification from the student in writing

Refunds will be made to an overseas bank account where the student decides to cancel the course and return to their home country. Applications for refund should include all relevant information to enable payment, such as bank name, bank account details, SWIFT Code for overseas payment, and address of bank and name of account holder.

**Enrolment fees and holding fee charges are non-refundable. However, tuition fees are refundable, subject to refund circumstances given below.**

1. If the student's visa application is rejected on or before the course commencement date and the official rejection advice is provided to Ingress Training Academy. Full refund less enrolment fee If the student decides to withdraw the visa application before an outcome from DIBP (at Student Default).
2. Refund 80% of tuition fee less enrolment fee If a written notice of cancellation of enrolment is received at least 6 weeks prior to the course commencement date.
3. Refund 80% of tuition fee less enrolment fee If a written notice of cancellation of enrolment is received at least 4 weeks prior to the course commencement date.
4. Refund 70% of tuition fee less enrolment fee If a written notice of cancellation of enrolment is received at least 2 weeks prior to the course commencement date.

5. Refund 50% of tuition fee less enrolment fee. If a written notice of cancellation of enrolment is received after course commencement date. No refund of the tuition fees and enrolment Fee.
6. Refund 100% tuition fees paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 2 weeks (14 days).

The RTO will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with the RTO, the Student, unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

**Note:** This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. Ingress Training Academy dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

The purpose of this policy is to ensure that all *"written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money"*. Ingress Training Academy requires all students to be treated fairly and with integrity when applying for refunds and this procedure is intended to ensure that this occurs.

**Please Note:**

Refunds will be made in Australian dollars by electronic bank transfer or overseas bank draft.

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### **Refund Policy – Provider Default and Fee Protection**

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

Alternatively, you may be offered enrolment in an alternative course by Ingress Training Academy at no extra cost to you.

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

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

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

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

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

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### **Overseas student support services**

Ingress Training Academy will ensure that under Standard 6 of the National Code 2018 they will provide access to sufficient support to ensure students can:

- adjust to study
- adjust to life in Australia
- achieve their learning goals
- achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Ingress Training Academy will support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

Ingress Training Academy will induct each student prior to the commencement of course work to ensure they can settle into their new environment.

Ingress Training Academy will provide and inform the students of their available support and welfare services, staff availability and point of contact if they have any issue.

Ingress Training Academy will ensure it has sufficient student support personnel to meet the needs of the all enrolled students.

Ingress Training Academy will ensure that all staff that interact directly with students are aware of the both Ingress Training Academy and their obligations under the ESOS framework as well as the potential implications to students.

### **Orientation Program**

Ingress Training Academy will at the commencement of each course undertake and complete an orientation / induction program that will be held for all overseas students.

The orientation / induction program covers the majority of what students will need to know about their course and adjusting to life in Australia. As a minimum the course must cover:

- student support services available to students in the transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes, and
- any student visa condition relating to course progress and/or attendance as appropriate.

The Director of International Studies

is to run the Induction using both the International Student Handbook and the International Student Induction Checklist.

Students MUST go through, tick, sign and return their International Student Induction Checklist to the principal.

The Director of International Studies MUST collect all the completed forms, checking them to ensure they are filled correctly.

All forms MUST be filed in the students file.

### **Dealing with late arrivals / starters**

In the event a student commences their course late / has been granted credit or simply missed the Induction, the principal or designated senior staff member will undertake an orientation program with that student prior to the commencement of classes.

### **Student Support Services and Support Personnel**

Ingress Training Academy will have available one of two staff members available to act as the Student Support Point-of-contact.

Currently the following staff will be the International Student Point of Contact:

- Ms Marilyn Willmot – Principal Executive Officer
- Mr Peter McCloud - Director of International Education
- Ms Holly Heathcote – Campus Manager – Underwood
- Ms Bruna Fontanelle – Campus Manager – Brisbane

We all have a responsibility to care for students needs on a daily and ongoing basis.

Should any student require the services of the above persons, they should simply approach the reception area and ask for an appointment to be scheduled.

Should any student require professional counselling facilities, again they should simply approach the reception area where they will be directed to the appropriate counselling services for their needs.

Any support services provided by Ingress Training Academy will always be free of charge.

Any referrals provided to students by Ingress Training Academy to support services will be free of charge.

Ingress Training Academy does not have a qualified counsellor on the premises and as such any associated costs for services provided by a third party who is not related to Ingress Training Academy, will need to be covered by the individual student. Students should always be reminded to check with their insurance provider to check if they are eligible for cover.

If a student is in need of affordable dispute resolution services Ingress Training Academy generally refers all disputes to the Australian Council for Private Education and Training (ACPET).

### **Welfare & Guidance Services**

If, at any time, a student needs counselling or advice and Ingress Training Academy staff are not able to help or are unqualified, the student will be given a referral to a qualified counsellor. The following numbers are a guide to some of the help services available.

➤ <b>Reverse charge</b>	<b>12 555</b>
➤ Interpreting Services	131 450
➤ ACPET	1800 657 644
➤ Abortion Trauma and Crisis Pregnancy Help	1300 737 732
➤ State wide Sexual Assault Helpline	1800 010 120
➤ Rape and Incest Survivors Support Centre	07 3391 0004
➤ Lifeline	13 11 14
➤ Drug-Arm	1300 656 800
➤ Men's Telephone Counselling Service	1800 600 636
➤ Women's Health New South Wales-wide	07 3839 9988
➤ Family Law Hotline	1800 050 321
➤ Privacy Enquiries Line	1300 363 992
➤ Taxation - Personal Tax Info Line	13 2861



In the event that a student requires the services of a qualified counsellor or crisis accommodation fees may apply which the student will be responsible for.

## **Consular Contacts**

If a student would like to have contact with people in Australia who are originally from their country of origin they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in.

## **Employment Rights and Conditions**

Students can access for information on their employment rights and conditions, and how to resolve workplace issues, through Fair Work Ombudsman.

**"International students have the same rights as all workers in Australia."**

Fair Work Ombudsman help international students like you every day. So call their Infoline on **13 13 94** or call 13 14 50 for Translating and Interpreting Service. If you have an issue at work but don't want to tell them who you are, you can tell us anonymously through our website in English or in one of 16 other languages.

Protections exist for all workers and you can't be paid below the minimum pay rates. Please seek our help if you think something doesn't seem right.

For further information either go to the website or speak to your Student Contact Officer at Ingress Training Academy who can direct you accordingly.

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

**To find your closest Embassy and / or Consulate visit:**

<http://www.dfat.gov.au/geo/>

## **Deferring or Suspending Study**

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

Ingress Training Academy can only defer or temporarily suspend the enrolment of a student on the grounds of:

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

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

Students have the right to appeal a decision by Ingress Training Academy Pty Ltd to defer, suspend or cancel their studies and Ingress Training Academy will not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.

### **Deferring a semester**

Students who would like to defer their studies must first speak to Ingress Training Academy Director of International Studies. An application to defer form must be completed which will need to be approved by the Director of International Studies. Prior to applying to defer their program students must ensure that they have paid any outstanding fees.

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

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

### **Failure to Start Course**

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

### **Suspension due to Academic misconduct**

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

#### **a) Student's responsibilities:**

##### **1 During Examinations**

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

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

- unauthorised absence from class.

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

## **2 Other assessment tasks**

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

### **b) Ingress Training Academy's responsibilities:**

#### **Procedural fairness**

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

### **c) Penalties**

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Ingress Training Academy.
3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from Ingress Training Academy.

### **Notification and appeal**

1. Students must be notified in writing of penalties as a consequence of academic misconduct.
2. The grounds for appeal are:
  - a) procedural irregularities, and/or
  - b) factual errors on which the decision was based and which were of such magnitude as to invalidate the decision

3. Appeals must be lodged in writing with the Director of International Studies within 20 days of the date of the student being notified of the consequence.

### **General misconduct**

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

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

The Ingress Training Academy will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of Ingress Training Academy;
- c) prejudices the good order and governance of Ingress Training Academy or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Ingress Training Academy;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of Ingress Training Academy;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of Ingress Training Academy, or on the provider's premises or other premises to which the student has access as a student of Ingress Training Academy;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to Ingress Training Academy;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of Ingress Training Academy or breaches any of Ingress Training Academy's rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to Ingress Training Academy, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of Ingress Training Academy;
- o) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away

- from Ingress Training Academy premises while acting as a student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of Ingress Training Academy or for which Ingress Training Academy is responsible; or
  - q) is guilty of any improper conduct.
  - r) fails to attend and participate in classes regularly.

### **Penalties for general misconduct**

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Ingress Training Academy.

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

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from Ingress Training Academy.

The Principal may then impose the penalty of permanent exclusion from Ingress Training Academy in the case of physical or verbal abuse of students or staff of Ingress Training Academy, repeated or severe misconduct, or in the case of criminal acts.

### **HARASSMENT**

The intention of these procedures are to inform students of the type of behaviour that is unacceptable and to provide procedural guidance.

Ingress Training Academy recognise that we have a duty to implement this policy and all students are expected to comply with it.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds

- disability,
- age
- gender identity,
- marriage and civil partnership,
- pregnancy or maternity,
- race, religion or belief,
- sex or sexual orientation which affects the dignity of anyone attending Ingress Training Academy or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- **insensitive jokes and pranks**
- **lewd or abusive comments about appearance**
- **deliberate exclusion from conversations**
- **displaying abusive or offensive writing or material**

- **unwelcome touching and**
- **abusive, threatening or insulting words or behaviour.**

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against students committing any form of harassment. Appropriate action in relation to a student will include disciplinary action in accordance with Ingress Training Academy disciplinary and disciplinary termination procedure. For other students, appropriate action may include termination of their engagement with Ingress Training Academy.

## **BULLYING**

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the college and outside of the college at events connected to the college, such as social functions.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberate exclusion from workplace activities
- the spreading of misinformation or malicious rumours and
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against students committing any form of bullying. Appropriate action in relation to a student will include disciplinary action in accordance with Ingress Training Academy disciplinary and disciplinary termination procedure. For other students, appropriate action may include termination of their engagement with Ingress Training Academy.

## **BULLYING AND HARASSMENT COMPLAINT PROCEDURES**

### **i) Informal complaint**

We recognise that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be

appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

## **ii) Formal complaint**

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of management as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser
- the nature of the alleged incident of bullying or harassment
- the dates and times when the alleged incident of bullying or harassment occurred
- the names of any witnesses and
- any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

## **Financial Misconduct**

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



## Notification and appeal

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

## Procedure for recording deferments – Exceptional Circumstance

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

## Staff and Student Awareness of Policy

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

## Course Credit

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Course credit is defined by the National Code 2018 as follows:

***‘Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.’***

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

Ingress Training Academy will grant credit to applicants that meet the respective criteria and provide them with the result of the assessment and feedback. Students will be given the opportunity to accept the result of the assessment.



Ingress Training Academy will provide a record of the course credit to the student, which must be signed or otherwise accepted by the student, and placed it on the student's file.

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

- A Course Credit Application form 1 is available from administration
- Applicant is to complete and submit back to Ingress Training Academy.
- Ingress Training Academy will provide applicants with Form 2, which contains the evidence requirements for each unit.
- The applicant is to fill in Form 2 and submit the form to Ingress Training Academy with the associated evidence clearly marked.

The evidence provided must include:

- Photocopies or scanned images of the original transcripts certified by a person who is officially authorised in your country to certify copies to be true copies of the original transcripts.
- Subject outlines specifying subject content and duration.

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

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

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

**and / or**

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

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

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

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

### **PRISMS Notification**

Any course credit offered by Ingress Training Academy which leads to a shortening of the student's course, must be reported on PRISMS

- if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course.

- if the course credit is granted after the student visa grant, report the change of course duration via PRISMS within 14 days under section 19 of the ESOS Act.

### **Completion within the expected duration of study**

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The Ingress Training Academy will at all times monitor the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's CoE.

Ingress Training Academy will ensure students do not exceed more than 25 per cent of the student's total course by distance and/or online learning. In monitoring this enrolment load, Ingress Training Academy will ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

Ingress Training Academy will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

### **Repeating of Units for International Students**

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If a student is required to repeat a unit of study due to failure to be deemed competent in that unit they are not required to be enrolled to Ingress Training Academy in a full time capacity if this occurs outside their enrolment period of the initial primary course.

The student must re-do the relevant unit at an additional cost to them which will be determined upon written request from the student.

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

### **Monitoring Attendance**

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#### **Monitoring Attendance (VET REQUIREMENTS)**

##### **Purpose**

Registered providers must monitor student attendance as per the National Code 2018 Standard 8 Student Visa Requirements.

The purpose of this policy is to ensure Ingress Training Academy systematically monitors students compliance with their visa conditions relating to attendance.

Ingress Training Academy will monitor, record and assess the course attendance of each student for the course in which the student is currently enrolled and keep records. Attendance is monitored for each study period.

The College believes good attendance is important in order to achieve the desired educational outcomes.

Ingress Training Academy mark attendance twice daily and assess each student's attendance at the end of each week, to check if students are either at risk of falling below 80% or have already fallen below 80%.

During the pre-enrolment phase and again at orientation programme, all students are advised/reminded of the student visa condition that they must attend full time study.

### **Policy**

Ingress Training Academy policy is students should attend all classes (100%) of their course to gain optimum learning. However, if students have valid reasons for absence a minimum of 80% of their course contact hours should be maintained to avoid it impacting on their course progress and subsequently being reported to the Department of Home Affairs (DHA) for unsatisfactory course progress.

The College believes good attendance is important in order to achieve the desired educational outcomes.

Ingress Training Academy will record the attendance of each student for the scheduled/timetable course contact hours for each CRICOS registered course in which the student is enrolled.

Attending study full time, for VET courses 20 hours per week, is a student visa requirement.

Regular class attendance is essential in order for students to progress satisfactorily in their course and to be deemed as a genuine / bona fide student.

Ingress Training Academy will at the minimum contact and counsel students who:

- have been absent for five consecutive days without approval; or
- are at risk of not attending for at least 80 per cent of the scheduled course contact hours in each study period.

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file.

Student attendance is recorded twice daily by trainers. Student absences are tracked and monitored for calculations at the end of each week. Student absences are tracked and monitored for calculations at the end of each week.

All absences due to illness should be accompanied by a medical certificate.

Any absences **longer than 5 consecutive days** without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted, their agent will be contacted.
- Student Support Officer will counsel students on the importance of notifying the college when they will be absent.
- If contact cannot be made the Student Support Officer will discuss with the CEO and the relevant authorities will be notified (eg police, DHA, next of kin)

Once a student's attendance drops below 85% the student should be interviewed and counselled to ensure they understand they are at risk of not meeting their course progress due to their low attendance.

If it is determined that a student is still able to progress well without attending the required classes, their enrolment duration should be reviewed, considering if they have already have the skills and knowledge to complete and pass assessments without attending training, and the COE duration may need to be shortened. This should have been identified during the enrolment process.

**Students excluded from class for misbehaviour:**

Ingress Training Academy will record any 'period of exclusion' from class as absence (where the enrolment is not officially suspended on PRISMS) and include this absence in attendance monitoring calculations.

Also refer Standard 9 Deferring, suspending or cancelling the overseas student's enrolment Policy and Procedure.

**A non-genuine/non bona fide student is defined by Ingress as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and / or does not attend/does not participate in regular classes.**

**WARNING 1**

**90% Attendance**

Students whose attendance falls to **90%** or less will be contacted by letter/email and/or SMS to alert them that their attendance is low. Students will be advised this could be detrimental to their course progress.

**WARNING 2**

**85% Attendance**

Students whose attendance falls to **85%** or less will be contacted by letter/email and/ or SMS warning them that they are now at high risk of not meeting their course progress due to their low attendance and they must make an appointment with the Student Support Officer ASAP for assistance/advice. Students may take along a support person.

Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a temporary suspension of studies is in the best interest of the student. Refer *Deferment, Suspension and Cancellation Policy*.

*'Medical certificate' means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. Ingress does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.*

*'Satisfactory course attendance' means attendance of at least 80% of scheduled course contact hours for the study period.*

*'Study period' means - 10 weeks (1 term).*

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

- *serious illness or injury, where a medical certificate states that the student was unable to attend classes*

- *bereavement of close family members such as parents or grandparents*
- *major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;*  
*or*
- *a traumatic experience which could include:*  
*involvement in, or witnessing of a serious accident; and*  
*witnessing or being the victim of a serious crime, and*  
*this has impacted on the student (these cases should be supported by police*  
*or psychologists' reports) or where the College was unable to offer a pre-*  
*requisite unit.*  
*Any other circumstance would require evidence to be considered as*  
*compassionate or compelling.*

If a student ceases attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, Ingress will notify DHA via PRISMS of termination of the student's studies within 14 days of the event via a Student Course Variation. The College in this instance does not have to give students access to the appeals process. Students would not be entitled to a refund, unless, at the discretion of the CEO.

### **Online/distance units: (if offered)**

Attendance will not be formally monitored because students do not attend classes for these units.

**Note:**

If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set is not suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training. In this case, you will need to reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

### **PROCEDURE**

- Trainers/teachers are to mark the roll a minimum of twice per day.
- Student Support Officer/Compliance Manager will analyse student absences a minimum of weekly and take action as per below for students 'at risk'.

*\* All absences due to illness should be accompanied by a medical certificate.*

*Student Support Officer is to follow up on medical certificates.*

Any absences **longer than 5 consecutive days** without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- If still unable to contact student or agent the next of kin will be contacted.
- Student Support Officer will counsel student on the importance of notifying the College when absent.
- If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified (eg police, DHA)

**WARNING/ PREVENTATIVE ACTION PROVIDED TO STUDENTS:**

**Warnings will be sent to students when they reach the levels as below:**

**90% Attendance- Warning 1 (calculated over the study period)**

- Letter/email and SMS sent to alert student their attendance is low and their course progress is at risk.
- The letter must advise students that:
  - They are expected to attend & participate in the scheduled classes as per their timetable to make satisfactory progress, and if they do not make satisfactory course progress, they will be in breach of a condition of their student visa.
  - If they do not attend scheduled classes, the college may need to reassess their course duration and this may mean their course duration will be shortened.
  - ASQA may at any time require the college to implement policies and procedures to monitor minimum attendance requirements, and, if students do not meet the requirements, they will be in breach of their visa condition.
  - The Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.
- All documentation/notes to be kept on student file.

**85% Attendance or below - Warning 2 (calculated over the study period)**

- Students whose attendance falls to **85% or below** will be contacted by letter/email and SMS warning them that they are now at high risk of being reported to DHA for unsatisfactory course progress due to their lack of attendance and they **must** make an appointment with the Student Support Officer ASAP for assistance/advice.
- Student Support Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file.
- Students should be reminded of the college Code of Behaviour and attendance requirements, and that students not attending class may be deemed as a non-genuine student, therefore their enrolment could be cancelled under Standard 9 of the National Code.
- The letter must advise students that:
  - They are expected to attend & participate in the scheduled classes as per their timetable to make satisfactory progress, and if they do not make satisfactory course progress, they will be in breach of a condition of their student visa.
  - If they do not attend scheduled classes, the college may need to reassess their course duration, and this may mean their course duration will be shortened.

- ASQA may at any time require the college to implement policies and procedures to monitor minimum attendance requirements, and, if students do not meet the requirements, they will be in breach of their visa condition.
- The Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.

**Note:**

If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set is not suitable for that student—because they must already have the skills, knowledge and experience to progress in their course, without receiving structured training. In this case, you will need to reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

**ALSO REFER - COMPLAINTS AND APPEALS POLICY**

- All evidence including action taken eg counselling student, **MUST** be retained on the student file.

National Code Standard 8 must be adhered to at all times.

Standard 8: Overseas student visa requirements

FACTSHEET ATTENDANCE 2019:

<https://www.asqa.gov.au/news-publications/news/new-fact-sheet-overseas-student-attendance>

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## Monitoring Course Progress – Study Periods

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### Monitoring Course Progress

#### Purpose

The purpose of this policy is to ensure Ingress Training Academy systematically monitors students' course progress which includes recording, monitoring, assessing, counselling and reporting the course progress of each student.

The college also monitors each student's progress to ensure they are able to complete their students in the duration of their COE.

#### Policy

Ingress Training Academy will assess, monitor and record student results on completion of *each unit of competency* or at the *end point of each study period*, at the minimum.

The ESOS framework and DHA visa conditions require that students maintain satisfactory academic progress in their course.

Ingress Training Academy will assess each student's progress in each unit of competency or at the end of each compulsory study period at the minimum. Each study period will equal one semester which equates to approximately 3 months of study.



Students must be monitored to ensure they are able to complete their course in the duration of their COE.

Any students identified at risk of not meeting course progress will have intervention strategies put into place.

A generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided a separate course progress policy.

***Note: For the purposes of this policy, the maximum length for a study period is three months.***

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in **a study period**.

Students who fail/do not achieve satisfactory progress over two consecutive study periods will be reported to the Department of Border Protection, as not meeting satisfactory course progress requirements.

Ingress Training Academy defines in the timetable the course requirements for each study period and can identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period. Any variations are advised to students in writing as soon as they are known.

Trainers will discuss any concerns with students and offer assistance as they arise, to help prevent students falling behind in their course progress. Trainers will constantly monitor the progress of students and report any concerns to the Campus Manager/CEO as soon as identified.

Any student that fails a unit of competency in their course may be considered 'at risk' to not complete the course in the expected duration and intervention strategies commenced at any point, if approved by the Campus Manager /CEO. This is at the discretion of the Campus Manager /CEO.

For the purpose of course progress Ingress defines a study period as 1 semester (approx.3 months).

Ingress Training Academy has and will implement an intervention strategy for any student who is not making satisfactory course progress, or, any student that is at risk of not meeting satisfactory course requirements, or, not completing their course in the duration of their COE.

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

- i. procedures for contacting and counselling students;
- ii. strategies to assist identified students as at risk, to achieve satisfactory course progress or complete within the duration of their COE; and
- iii. the process by which the intervention strategy is activated.



The intervention strategy must include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency;
- iii. assisting students to meet course progress requirements and finish their COE in the duration it has been issued, and
- iv. advise students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DHA and cancellation of his or her visa, depending on the outcome of any appeals process.

At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified as at risk of not making satisfactory course progress, the intervention strategy as outlined above and in the "Intervention Strategy Document" is implemented. The intervention strategy must be activated at the latest, within the first four weeks of the following study period. However, if the college identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the college will implement its intervention strategy as early as practicable.

Details are to be kept on the student academic file and recorded in VETtrak.

Intervention strategies are tailored to meet each student's individual needs. Formal intervention strategies and counselling of the student will be implemented as soon as a student is identified as at risk.

Intervention Strategies could include:

- o attending tutorials/study groups
- o receiving individual assistance
- o attending counselling
- o receiving assistance with personal issues which are influencing progress
- o receiving mentoring
- o being placed in a suitable alternative subject within a course or a suitable alternative course;
- or
- o a combination of the above and a reduction in course load.

Should students continue to be at risk of not meeting satisfactory course progress they will be notified in writing as soon as it is identified they **are 'at high risk'** to not achieve satisfactory course progress (60% course progress or less) (Warning Letter 2) during a study period and, reminded that should they fail course progress requirements over two consecutive study periods they will be reported to the Department of Border Protection for

unsatisfactory course progress. Students will be required to meet with a teacher /trainer / academic manager to discuss further intervention. strategies to be taken.

If a student is identified as not making satisfactory course progress in a second **consecutive compulsory study period** in a course, the college **must notify** the student of its intention to report the student to DHA for unsatisfactory progress. The provider does this through the written notice described below.

The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the registered provider's complaints and appeals process under Standard 10 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

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

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

- i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the provider does not report the student, and there may be no requirement for intervention.
- ii. 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 must be provided to the student through the provider's intervention strategy, and the provider does not report the student. (See notes at the end of this document)

Where:

- i. the student has chosen not to access the complaints and appeals processes within the 20-working day period; or
- ii. the student withdraws from the process; or
- iii. the process is completed and results in a decision supporting the registered provider (i.e. the student's appeal was unsuccessful);

Ingress Training Academy **must** notify the DET and DHA through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

**Related Policies and Procedures:**

- Early Intervention Strategy

**Related National Code 2018 Standard 8 Overseas student visa requirements**

**Procedures**

**BASIC PROCESS:**

1. Students who fail 20% of their units in any given term (study period) will be deemed as 'at risk', receive a warning and offered counselling/intervention strategies.
2. Students who continue to fail 40% of their units in any given term (study period) will be deemed as 'at high risk' and receive a 2nd warning letter and required to attend counselling/undertake intervention strategies.
3. Students who fail more than 50% of a unit of competency over two consecutive study periods will receive an 'Intention to Report Letter'.
4. Students are given 20 days from the date of the letter to initiate an internal or external appeal.
5. Student enrolment will be maintained during an appeals process.

Refer Complaints and Appeals Policy and Procedure NC Standard 10.

**Note:**

If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set is not suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training. In this case, the college will need to reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

**Procedure for assessing satisfactory course progress and determining the point at which the student has failed to meet satisfactory course progress**

To ensure fairness, equity and maintain an open process, Ingress Training Academy will use the following process for determining the point at which the student has failed to meet satisfactory course progress.

Trainers **MUST** monitor record and assess student course progress on completion of each unit of the course or at the minimum, at the end of each study period. Details are to be kept on the student academic file and recorded in VETtrak

At any time, when a trainer becomes aware of issues or has concerns regarding the student's progress they should first speak to the student (ensuring that all communication is recorded in the student's individual file) and then advise the Academic Manager of these concerns.

At any time during the study period if student is identified by their trainer as 'a possible risk', the student will be given a verbal warning and offered counselling and assistance. This must be documented on the students file and advice provided to the Academic Manager /Student Support Officer.

1. The Campus Managers of Ingress Training Academy will assess and monitor the course progress of students by:
  - reviewing attendance records
  - reviewing class participation
  - evaluating any mid-course assessments
  - reviewing final assessments
  - checking overall competency to ensure students are able to complete in the duration of their COE.
2. All Trainers at Ingress Training Academy are required to record and access the progress of each student at the end of each semester to identify students at risk of progressing.
3. If the Campus Managers identifies a learner at risk of not meeting their course progress requirements, they will offer counselling/implement the appropriate Early Intervention Strategy.
4. If the student fails more than 30% of their units of competency in a study period, they must be sent an 'at risk of being reported' for unsatisfactory course progress warning letter and advice they are required to meet with the Academic Manager to discuss / action intervention strategies. Students may take a support person to this meeting.
5. If the student fails more than 40% of their units of competency in a study period, they will be sent an 'at high risk of being reported' for unsatisfactory course progress warning letter and required to meet with the Academic Manager to discuss further action / intervention strategies. Students may take a support person to this meeting.
6. The warning letters will also advise students, they must attend regular classes for 20 hours per week as a requirement of their visa, and, unsatisfactory course progress (less than 50% competency over two consecutive study periods), may lead to them to be reported to DHA and the possible cancellation of their visa. Students will also be told of their rights to appeal such a decision and provided a copy of the Complaints and Appeals Policy and Procedure.

**Intervention Strategies to be discussed may include but not limited to -**

- Identify what support strategies would best suit the situation and planning implementation.
- Academic and or personal support/counselling offered to the student internally or externally as appropriate
- Planned regular follow up and feedback from the teaching staff to track progress and keep communication open
- Advice on alternate units/courses if considered more suitable/appropriate for the student
- Resitting units
- Any other support appropriate to the individual circumstances.
- All records **MUST** be kept on the student file.

Course progress in a non-compulsory study period is to be disregarded when considering whether or not a student has made satisfactory course progress over two consecutive study periods.

If a student is identified for a second, but not consecutive study period as not making satisfactory course progress, the College does not report the student for unsatisfactory course progress.

When a student fails to achieve 50% competency over two consecutive compulsory study periods this will be deemed as not making satisfactory academic progress.

The student will then be provided with a written notice of 'Intention to Report' to DHA, informing them that they are able to access the Complaints and Appeals process, and that they have 20 working days in which to do so.

The Notice of Intention to Report issued must describe intervention so far/warning letters already sent/ what has taken place and the intention to report the student. It also must detail their right to appeal the decision and provide advice on what the student must do regarding their visa.

**Procedure for notifying students of unsatisfactory progress in two consecutive study periods**

If a student is identified as failing to meet the required 50% completion rate in two consecutive study periods the following process should be followed.

1. The Campus Managers drafts a letter using the template (Letter to Student - Intent to Report.doc)
2. The CEO/PEO will review the letter before authorising it to be send using registered post to the student.

3. The Administrative Officer will post the letter (via registered mail), to the current address on file.

*Copy of all correspondence must be put on student file for future reference*

4. The Director of International Studies will contact the Student within 4 working days of sending the letter, either by phone and / or email, to ensure they have received the letter.
5. The Director of International Studies will note and set a reminder in a calendar when 20 working days has lapsed and check if an Appeal has been lodged.
6. If no appeal has been lodged, they will proceed to report the breach on PRISMS.
7. If an appeal has been lodged, the appeals process will begin.

A student may appeal on the following grounds:

- The College's failure to record or calculate the student's marks accurately,
- compassionate or compelling circumstances, or
- The College's documented policies and procedures that have been made available to the student were not followed.

If a student chooses to access the provider's complaints and appeals process, the College must maintain the student's enrolment while the complaints and appeals process is ongoing as per our Complaints and Appeals Policy and Procedure.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements over two consecutive study periods) the College does 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 must be provided to the student through Ingress Training Academy's intervention strategy, and the College does not report the student.

NOTE: Ingress Training Academy will only await the outcome of our internal and external appeals process before reporting a student for unsatisfactory course progress (if found in favour of the College).

If the student chooses not to access the complaints or appeals processes within the 20-working day period or withdraws from the process

OR

On completion of the appeals process unsatisfactory course progress is confirmed, they will be reported to DET and DHA via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

### **Procedure Reporting Students for Unsatisfactory Progress by Notifying DET/DHA of Visa Breach**

The following process should be followed when reporting a student for breach of their visa requirements relating to unsatisfactory course progress.

Refer to the "[PRISMS - Provider User Guide](#)" to assist in the following process.

1. If appeal lodged, wait until appeal is heard and finalised before progressing. Once finalised and the intent to report is to proceed continue.
2. If no appeal lodged or it is finalised, Administrative Officer advises the CEO/PEO of intent to advise breach on PRISMS.
3. CEO/PEO checks all the facts and documentation related to the case and if everything is in order, authorises the report to be entered into PRISMS.
4. Follow the PRISMS - Provider User Guide on page 39 for Reporting Requirements

#### **Note:**

- *Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods, and the student has not made a successful appeal against this assessment.*
- *If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the provider does not report the student for unsatisfactory course progress.*



- *When a student is reported for unsatisfactory course progress, DHA will, in all but exceptional circumstances, cancel the student's visa. DHA will rely on the provider's report of unsatisfactory course progress, as the report cannot be made until the provider has completed the complaints and appeals process. If a student is dissatisfied with the provision of a complaints and appeals process, the student may lodge a complaint with DET.*
- *Section 19(2) of the ESOS Act 2000 requires providers to report the student for unsatisfactory course progress 'as soon as practicable' after the breach occurs. Good practice would be to report the student through PRISMS within 5 days of finalising the decision to report (i.e. within 5 days of 3.9 i., ii., or iii. occurring).*

#### **Procedure:**

- *The progress of each student is monitored, recorded and assessed.*
- *The provider has documented course progress policies and procedures.*
- *The provider assesses each student at the end point of each study period according to its course progress policy.*
- *The provider has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.*
- *Where a provider has assessed the student as not meeting satisfactory course progress, the provider informs the student in writing of its intention to report the student and that he or she is able to access the provider's complaints and appeals process within 20 working days.*
- *The provider notifies the Secretary of DET through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the provider's decision to report.*
- *The CoE must have a status of 'Studying', 'Cancelled', 'Finished', 'Cancelled' or 'Reported On' for you to select this Student Course Variation reason.*
- *You must enter a response to each of the Appeals Processing prompts as well as responding to the other prompts that you will be presented with when processing this SCV option.*
- *On-screen 'Help' is available by clicking on the book icon at the front of each prompt.*

- *In the SCV Comments field, enter any comments that may be appropriate. These comments will NOT appear on the Non-compliance letter (the Section 20 notice) – they are for your information only.*
- *This Student Course Variation reason results in the Non-compliance letter being generated for you to send to the Student.*
- *The letter contains particulars of the breach and provides options as to the actions required to be taken by the student.*
- *Generally speaking, the student is required to attend in person before a DHA officer within 28 days after the date the Non-compliance letter was issued.*
- *Once you have completed the Student Course Variation the CoE status will change to 'Cancelled' and DHA will be sent the reason code you selected, as well as your responses to the 'Appeals' processing prompts.*
- *You should report using this variation as soon as practicable.*

When a student is reported for unsatisfactory course progress DHA will consider all the information available and if they decide to consider cancellation, DHA will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

#### **Erratic course progress as a potential indication of non-bona fide students**

If Ingress Training Academy suspects a student is not a genuine/bona fide student, the College may cancel the student's enrolment, as allowed under Standard 9 and as stated in our Standard 9 policy.

*Refer Standard 9 Deferring, suspending or cancelling the overseas student's enrolment*

**A non-genuine/non bona fide student is defined by Ingress Training Academy as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes as per their timetable requirements. The College will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur as provided to them via the International Student Handbook and on the college website.**

All breaches to student's visa conditions must be reported via PRISMS even if the student has ceased study.

NOTE: To report a student for not making satisfactory progress, College staff must go into the PRISMS Student Course Variation screen, from the drop-down list under 'Reason for Course Variation', and choose Unsatisfactory Course Progress

## REFER - COMPLAINTS AND APPEALS POLICY

<http://www.ingressacademy.edu.au/wordpress/wp-content/uploads/2016/09/International-Student-Complaints-and-Appeals-Policy.pdf>

- All evidence including action taken e.g. counselling student, MUST be retained on the student file.

## FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

Course Progress Warning Letter 1  
Course Progress Warning Letter 2  
Course Progress Notice of Intention to Report

National Code Standard 8 must be adhered to at all times.

[Standard 8: Overseas student visa requirements](#)

FACTSHEET ATTENDANCE 2019:

<https://www.asqa.gov.au/news-publications/news/new-fact-sheet-overseas-student-attendance>

## Transfer Policy

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

### Enrolling a Transferring Student

Under this policy Ingress Training Academy will **not** enrol any transferring international student prior to completion of 6 months of their principal course unless that student has a valid letter of release from another authorised education provider agreeing to such a transfer.

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

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

### Transferring away from Ingress Training Academy

If a student wishes to transfer away from Ingress Training Academy, we will provide a letter of release unless the student has failed to provide a letter from another registered provider confirming that a valid enrolment offer has been made.

In situations where students are eligible for a Letter of Release, Ingress Training Academy will provide such a letter within 10 working days of receiving a written request.

### **Refusing to provide a letter of release**

Ingress Training Academy will not give a student a letter of release unless the student shows them a valid 'letter of offer of enrolment' from another genuine, authorised provider.

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

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

### **Students withdrawing from a course**

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

### **Refund of Fees**

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

### **Practical Training, Non-discriminatory Environment**

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

- Classrooms at Ingress Training Academy are a non-discriminatory environment and in order to complete the course successfully students must participate in all practical training required by the course curriculum.

### **Intent to Relocate Premises**

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

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## Complaints and Appeals Policy

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Ingress Training Academy aims to resolve all complaints received in an informal manner to avoid unnecessary stress and disruption to the student and Ingress Training Academy.

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

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

To lodge a complaint, students may do so by visiting:  
<https://rms.asqa.gov.au/registration/newcomplaint.aspx>

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

- ASQA takes a risk-assessment approach to complaints—our resources will be focused on the most serious complaints.
- ASQA cannot act as an advocate or provide a 'consumer protection' service for students.
- ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved.
- Read ASQA's Privacy Policy.

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

A written statement of the outcome, including details and reasons for the decision will be provided to the student. The Ingress Training Academy will immediately advise the student and implement any decision in the event of any favourable outcome to the student.

The Ingress Training Academy will maintain the student's enrolment while the internal and external complaints and appeals process is ongoing if there is a threat that the student will be deported. However, if there is no threat that the student will be deported enrolment may only be maintained during the internal process (enrolment during the external process will be at Ingress Training Academy's discretion).

This policy advises that students are able to access Ingress Training Academy's Appeals process within 20 working days of the outcome of the complaint. If after the internal appeals

process has been conducted, the student is still unsatisfied with the result they may appeal to the Australian Council for Private Education and Training (ACPET). As per Standard 8.2 there is no cost for accessing this process. The outcome of the external appeals process will be final and accepted by both parties.

Alternatively the student may access the Independent mediation service which is available through the Dispute Resolution Branch, Department of Justice and Attorney-General.

There are six Dispute Resolution Centres throughout Queensland.

The Brisbane Centre contact details:

Level 1  
Brisbane Magistrates Court  
363 George Street  
Brisbane Qld 4000  
Tel: +61 7 3239 6269  
Fax: +61 7 3239 6284  
Website: [www.justice.qld.gov.au/mediation/contacts.htm](http://www.justice.qld.gov.au/mediation/contacts.htm)

Providers/students outside Brisbane may use the Toll Free No: 1800 017 288.

At present there is no fee for use of this service, but this may change. If a student is concerned about the actions of Ingress Training Academy they may approach the State Registration Authority for CRICOS.

Complaints about Ingress Training Academy must be made in writing.

### **INFORMAL COMPLAINT PROCEDURE**

1. Student has a complaint
2. Approaches Trainer/ Director of International Studies with complaint
3. Trainer/ Director of International Studies resolves complaint internally on an informal basis

### **FORMAL COMPLAINT PROCEDURE**

1. Student has a complaint
2. Student lodges the complaint in writing to the Principal within 5 business days of the incident occurring
3. The written complaint will be acknowledged by Ingress Training Academy in writing, along with an outline of the processes to be followed and an estimated time frame.
4. Review of the complaint to begin within 10 working days of the written complaint being received
5. The students enrolment will be maintained during the review process (if there is a threat the student will be deported)
6. A written statement detailing the outcome of the complaint review will be given to the student

7. In the event of a favourable outcome for the student, Ingress Training Academy will immediately advise and implement any decision
8. If student unhappy with result – able to lodge internal appeals process
9. Student able to pursue external appeal at no extra cost to them if they are unhappy with the outcome of the complaint review. (Refer to Policy for External Providers)

## **Student Induction and Orientation**

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Student orientation day is conducted for all new students at the beginning of each semester. It is essential for all new students to attend this session to understand Ingress Training Academy academic systems, rules and regulations and familiarise themselves with the facilities.

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

Typically, the orientation day includes:

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

At the end of the orientation day students will receive all student kits and resource manuals. Students will then be asked to sign a Student Orientation and Compliance Declaration form that acknowledges that they understand and agree to comply with student visa conditions and aware of their rights and obligations as a student of Ingress Training Academy.

## **Legal Requirements for International Students**

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

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

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

- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code) 2018.
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulation 2001