



RTO National Provider Number 50514
CRICOS Code 02200J.

STUDENT HANDBOOK

INTERNATIONAL STUDENT ADDENDUM

2010

International Student Handbook Addendum

International Student Section

The following information has been prepared to provide overseas students enrolling at VLIBTC with advice that relates to the conditions of their enrolment and their course of study. This section should be read in conjunction with the other sections of the Student Handbook.

This Addendum contains information that relates to:

- Course Content
- Facilities
- Rules of Enrolment
 - VLIBTC student behaviour standards
 - Payment of Fees
 - Course Progress
 - Minimum 80% Attendance
- Course Enrolment Transfer
- Complaints and Appeals Policy (please note that these differ from those relevant to local and resident students)
- Deferment Suspension and Cancellation Policy
- Course Fees and Refund Policies
- Student Support Services

Should you have any questions concerning the information provided in this section please make contact with the Overseas Student Contact Officer (OSCO) - Gail McMillan

Course Content

VLIBTC delivers each of the following courses over a period of one year (20 hours per week), with a hands on classroom and workshop training approach with assessments that include written tests, observed simulated tasks and workplace experience.

- Certificate IV in Christian Studies (650 hours)
- Diploma of Christian Ministry (650 hours)
- Advanced Diploma of Christian Ministry (650 hours)

Students study with competency based training and assessment methods and will be assessed according to established industry standards that will equip the student with the essential skills and knowledge to gain a firm footing in their chosen industry area.

Facilities

VLIBTC training facilities are located at:

1 Neil Street
Osborne Park, WA 6017
Ph. +61 8 9292 7111
Fax: +61 8 9201 1299

All training is conducted with ample tools and equipment available to students with supplementary research materials and resources within easy access.

Rule of Enrolment

The Rules of Enrolment at VLIBTC have been established by VLIBTC management to ensure that all enrolled students are able to experience a learning environment that allows all students to gain the maximum benefit from the courses undertaken and maximise their study outcomes.

The Rules of Enrolment at

- VLIBTC student behaviour standards
- Payment of Fees
- Course Progress
- Minimum 80% Attendance
- Church attendance and voluntary service of 2 hours per week

VLIBTC Student Behaviour Standards

VLIBTC Management and Staff do not discriminate against male or female. The lecturing staff comprises of both male and female lecturers. Students are expected to behave at all times with courtesy and respect towards each other as well as toward the VLIBTC staff.

- Students are expected to uphold proper moral conduct at all times within all contact with fellow students and staff.
- Coffee, tea, food or chewing gum will not be allowed in the classroom. There is a Non Smoking Policy on VLIBTC's property.
- Students discovered to be under the influence of Alcohol or Illegal Drugs will be asked to leave the VLIBTC property immediately and may face enrolment cancellation.
- Talking during class is not permitted as this distracts fellow students and shows disrespect to training staff.
- Student dress is to be clean, neat, tidy and modest. Personal Hygiene must be of a high standard so as to not distract other students
- Being punctual for the commencement of class is very important. A student who is late may not be allowed to enter the class. When late students enter class they must sit in the back of the class and exercise consideration so as not to disturb their fellow students already involved in class work.
- Use of electronic equipment, such as cameras video cameras, tape recorders and mobile telephones is not permitted during classes. Students must ensure that watches or any other kind of equipment do not make noises, such as the sounding of alarms during classes.

Payment of Fees

The Course Money Payment Arrangements established during enrolment are to be maintained at all times. Where a student fails to meet their Course Money Payment obligations the student's enrolment may be cancelled by VLIBTC Management. All Course

Money Payments must be a semester in advance. Students requiring advice concerning their current financial circumstances should in the first instance seek an interview with the Overseas Contact Officer.

Course progress

VLIBTC is committed to monitoring the course progress of overseas students.

Where a student may fall behind and record assessments that are below the competency score. VLIBTC training staff will provide the required support to assist the student through to the required competency.

In the case where a student may fall below 50% of the required competency score in a study period (no shorter than 10 weeks) training staff will contact the OSCO who will initiate the Course Progress Intervention Strategy, which will include but not be limited to providing the student with:

- guidance concerning the appropriateness and suitability of courses undertaken by the student.
- guidance and reference to the units of competency where NYC's have been recorded.
- demonstration of the competencies where they have recorded NYC's
- information concerning the rescheduling of re assessment events
- information concerning the potential need to report the student to DIAC if they maintain unsatisfactory course progress for two consecutive study periods.

Students requiring the Course Progress Intervention Strategy may wish to appeal their assessment result.

All due care is taken by VLIBTC Training staff to support the student to the place of competent completion of units. However where a student records competency scores below 50% in two consecutive study periods, VLIBTC management may commence enrolment cancellation procedures. Where a student records competency scores below 50% in two consecutive study periods VLIBTC Management will notify the student in writing of their intention to report their unsatisfactory course progress to DEEWR/DIAC. Students may appeal the decision. (prefer to the VLIBTC complaints and Appeals Procedure)

Minimum 80% Attendance

In case of absences, students must inform VLIBTC Reception ahead of time or telephone reception between 8:00 and 9:00 am on the day in question or as soon as practicable thereafter.

Whilst VLIBTC are committed to monitoring a students Course progress, students who fail to attend class on two consecutive days will be contacted by the Overseas Contact officer and a reason for their non attendance requested.

Students who fall below 80% attendance will be at risk of course suspension or enrolment cancellation.

Attendance Policy and Procedures

It is a requirement of your international student visa granted under the Australian Government's Education Services for Overseas Students (ESOS) Act 2000 that you must attend at least 80% of classes.

VLIBTC Management and staff will monitor student attendance in all of its courses ensuring that student attendance percentages are maintained in an accurate manner and appropriate support and counselling is provided.

Where a student's attendance is identified as 90% or below and at risk of falling below 80% in any study period, the Overseas Student Contact Officer will seek to make an appointment with the student to determine the reasons for the reported non attendance and verify if any compassionate or compelling reasons exist for the non attendance. Following the meeting a warning letter may be issued.

If continued non attendance falls below 80% the student may be reported to DIAC which may result in the cancellation of their Visa.

Student records of attendance will be maintained on the students file.

Complaints & Appeals Procedure

Internal Process

The complaints and appeals procedure of VLIBTC shall ensure that all complaints are dealt with in a constructive and timely manner at no cost to the complainant.

An overseas student that has a complaint should first approach a training staff member or the Overseas Student Contact Officer and explain their complaint.

The student's complaint if not satisfactorily resolved, can be appealed and will be reported to the next VLIBTC management meeting or dealt with within 10 days of lodgement. Accessing the Complaints and Appeals process does not put the student's enrolment at risk.

The decision of VLIBTC management concerning the complaint and subsequent appeal outcomes will be advised to the student in writing as soon as possible following the meeting.

Independent Conciliator

As a part of the Internal Process of VLIBTC's Complaints and Appeals procedure, students or staff may access a independent person known as the Independent Conciliator. The Independent Conciliator, available at the Department of Education Services in Osborne Park WA, is a free service. The Independent Conciliator who will deal with issues relating to :

- institutions' services and facilities;
- content and standard of Education Services;
- amount of refunds paid to students;
- quality of instruction;
- academic progress of students;
- the conduct of international students;
- welfare services;
- information concerning part-time employment opportunities;

- accommodation provided by or advertised by an institution;
- suspension and expulsion of overseas students; and
- any other matters deemed appropriate by the Conciliator.

If either a student or a member of staff at VLIBTC would like to discuss a case with the Independent Conciliator, they can contact the Conciliator either by telephoning (08) 9441 1953, or by sending a fax to (08) 9441 1950. The email address of the Conciliator is anne.duncan@des.wa.gov.au

External Process

If the complaint or appeal is not resolved to the student's satisfaction an independent adjudicator will be contacted to further assist in the resolve of the complaint. Where the involvement of an independent adjudicator fails to resolve the complaint, further avenues of appeal may attract a fee.

Course Deferment Suspension and Cancellation

VLIBTC management and staff are committed to assessing all applications for course deferments of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant opportunities of appeal.

Deferment of course study may be granted to a student where compassionate and compelling circumstances are experienced by the enrolled student and adequate evidence exists to support these circumstances. In the case of a need to defer a course of study the student should approach the OSCO and submit a written explanation of their deferment request with any supporting evidence concerning their prevailing circumstances.

Suspensions or Cancellations

Where a student's conduct has been found to violate VLIBTC's rules of enrolment and where warning has been provided, the Overseas Student Contact officer will inform the student that their misconduct has resulted in a report being made to VLIBTC management.

Students receiving a misconduct report and a resultant suspension or cancellation of enrolment by VLIBTC management, may access the internal /external appeals process and the independent adjudicator. They have 20 working days to do so following the decision.

* Deferments, suspensions or cancellations of enrolments will affect a student's visa conditions in which a case a student should approach DIAC for further advice.

Transfer of Student Enrolment

Transfer from another Provider

In order to qualify for course transfer the student must have completed at least six months of his or her principal course of study unless:

- The original registered provider has ceased to be registered of the course has ceased to be registered.

- The original registered provider has provided a written letter of release
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

Transfer to another Provider

When a student requests a transfer of their enrolment to another registered provider VLIBTC enrolment staff member shall provide the student with advice on VLIBTC's procedures for applying for Course transfer, including the need to formalize the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider. A request may take as long as but will not extend past a 7-day assessment period and will not attract any fee.

Grounds for Course Transfer

VLIBTC will consider all reasonable requests for enrolment transfer and apply special consideration for a transfer to another course offered by a registered provider where:

- Reasonable circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from VLIBTC's location of training
- VLIBTC has ceased to be registered as a Provider on CRICOS or the course has ceased to be registered.
- VLIBTC has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

Course Transfer Refusal

VLIBTC may refuse an application for transfer where a transfer is considered detrimental to the student's study progress.

VLIBTC's complaints and appeals process are available should a release refusal letter be issued.

Course Transfer Approval

Should an application for Course Enrolment Transfer be successful the student will be supplied with a VLIBTC letter of release.

VLIBTC will only provide a letter of release after the student has provided a letter indicating a valid enrolment offer from another registered provider.

Under 18 years of Age

Where a student is [under the age of 18 years of age](#), a letter of release will only be granted where the student's parent or legal guardians have confirmed in writing their support for the transfer or in the case where the welfare of the student is supervised by the registered provider, the OSCO shall also be required to provide support for the transfer. Valid enrolment from the new course provider will also confirm their acceptance of the welfare responsibilities of the student.

VLIBTC's complaints and appeals process are available should a release refusal letter be issued.

Should an application for Course Enrolment Transfer be successful the student will be supplied with a VLIBTC letter of release.

Course Fee Refund Policy

Students seeking a Course Refund should direct their initial inquiry to the Enrolling Officer or Overseas Contact Officer. The Enrolling officer and Overseas Contact officer shall provide the enrolled or enrolling student with information relating to and access to the course fee refunds procedures.

VLIBTC will provide a total refund of tuition fees paid in advance where:

- a) the course does not start on the agreed starting day.
- b) the course ceases to be provided at any time after it starts but before it is completed; or
- c) the course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

Should VLIBTC be unable to deliver its courses to enrolled students, a full refund of course money will be paid to enrolled students within 2 weeks of the default day which will be determined as the day in which the course was scheduled to commence. Alternatively the student may be offered an alternative course(s) at another College offering the same course. The alternative course arrangement will be at VLIBTC's expense. The student's written acceptance of the alternative course offer will relieve VLIBTC's liability to provide a refund to the student.

Should the above arrangement not be suitable to the student VLIBTC will arrange for its Tuition Assurance Scheme to promptly offer affected students a place in a suitable alternative course(s). The student's acceptance of the alternative course offer in writing will relieve VLIBTC from its obligation to refund course money to the student.

VLIBTC will only refund prepaid course money directly to the student and will not under any circumstances refund course money to a third party. In the case of a visa refusal, VLIBTC will process and refund the written application for course money refund within four weeks of VLIBTC receiving the student's written advice of visa refusal.

Course Fee Refunds Procedures

Where a student believes that they have grounds for a course fee refund, students should:

- Submit a written request for course fee refund to the Overseas Contact Officer.
- State valid reasons for their course refund application.
- Allow 7 days for the application to be processed by VLIBTC Management
- When receiving a written course fee refund application the Overseas Contact Officer shall:
 - Present the application to VLIBTC management
 - Provide to the student in writing the resulting decision of VLIBTC management.
 - Advise the student of their right to appeal the decision of VLIBTC management and that this refund policy, and that the availability of a complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

In approving a refund of course fees application VLIBTC will provide a total refund of Course Money paid in advance where:

- the course does not start on the agreed starting day.
- the course ceases to be provided at any time after it starts but before it is completed; or
- the course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

Courses longer in duration than 10 weeks

Where a written application is received for a Course Money Refund VLIBTC staff will:

- provide a total refund of course money paid in advance where a Visa has been denied.
- provide a full refund of course money paid in advance, where enrolling students provide more than 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be less the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.
- provide a partial refund of course money paid in advance, where enrolling students provide more than 4 weeks and up to 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 70% of a semester's fees less the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.
- provide a partial refund of course money paid in advance, where enrolling students provide less than 4 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 40% of a semester's fees, less the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.

- provide a partial refund to students who withdraw after the commencement of the course up til the first 4 weeks. The refund shall be 30 % of a semester's fees, less the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.
- apply no refund where a student has withdrawn from the course after the 4th week of the course.
- a student who has paid for more than two semesters in advance and withdraws during semester and more than four weeks before the commencement of the following semester, will receive no refund of fees for the current semester and at least 70% of the following semester's fees and a full refund of fees paid for any subsequent semester.
- should VLIBTC Management withdraw its offer or fails to provide the program offered or terminates its course delivery before or after semester/Education Service commences VLIBTC will provide a full refund of course money.
- should VLIBTC Management withdraw a student from a Course because the student has seriously breached international student visa conditions or VLIBTC's rules of enrolment, no refund of the current semester's fees and 40% of fees applicable to a subsequent semester and a full refund of fees paid for any subsequent semester.

Note: VLIBTC does not have any courses under 10 weeks duration.

Staff involved in refund procedures with students must:

Advise students who dispute the refund procedures that they have access to the VLIBTC internal / external appeals procedure.

Advise the refund eligibility of any student involved in the deferment, suspension or *cancellation of their course enrolment.

Change of Address:

It is the responsibility of the student to ensure VLIBTC administration is advised of your change of address while enrolled in the course.

A "Change of Address" form is available at the Reception desk.

Please note that failure to do so may result in your Student Visa being cancelled by DIAC.

Student Support Services

VLIBTC Management and staff are committed to the provision of support services for enrolled students, with staff in place who are appointed for contact and referral for student support and general welfare matters. All enrolling overseas students are provided with an orientation event which includes guidance concerning student support services. The Overseas Contact officer will be available for all enquiries from students regarding personal or welfare matters during their time of study with VLIBTC