



INTERNATIONAL STUDENT HANDBOOK

International Student handbook_V1.0

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WELCOME

Welcome you to Nortwest Pty Ltd.

At Nortwest Pty Ltd. you will meet your trainers who are academics with the current industry-relevant experience to teach and train you applied or essential skills for the labour market, which includes the balance between theory and practice. Whenever you need support in your studying with us or in your living in Australia, all our staff at Nortwest Pty Ltd. will be very happy to help. You can have easy access to the Student Services Officers on campus or via email. When you feel struggling with your study, you can meet our Student Welfare Officer, Learning adviser or English Help Officer.

Good luck with your study at Nortwest Pty Ltd.

OUR CAMPUS SYDNEY CAMPUS

Nortwest Pty Ltd.'s Sydney campuses (located at Level 2, 531 George Street, Sydney NSW 2000 Australia and Level 2, 77 - 79 York Street, Sydney NSW 2000 Australia) are situated in the heart of Sydney, in the central business district (CBD), within walking distance to the worldwide travel attraction like Sydney Harbour Bridge, Sydney Opera House, Circular Quay, World Square, Westfield Sydney, Townhall, George Street Mall and numerous railway stations like Townhall and Museum. Central Railway station is accessible from most train line across network in Sydney. It serves the entire metropolitan rail network. Backing onto the city reach in the heart of the city, students will undertake their face-to-face training next to some of the Australia's best hospitality and tourism operations.



GOOGLE MAPS LINK:

GEORGE STREET CAMPUS:

<https://goo.gl/maps/RBZP2ZYGzcFeSAUp6>

YORK STREET CAMPUS:

<https://goo.gl/maps/Dc4RJaxJmXBB6tn96>

SYDNEY KITCHEN:

<https://goo.gl/maps/YpC9b5kxVfkzKF176>

SYDNEY WAREHOUSE:

<https://goo.gl/maps/zeba9hhjEaVqM92H8>



STUDENT RESPONSIBILITIES AND EXPECTATIONS

It is your responsibility to maintain integrity, work hard and treat others with courtesy and respect.

This includes:

- Providing fair and honest feedback on training performance and on the content and presentation of courses.
- Paying all tuition fees and charges for which you are liable, by the set deadlines.
- Providing accurate and updated contact details (phone number and email address).
- Checking your email regularly throughout the course. This is the primary means by which the College correspond with you (e.g., course progress, assessment results, outstanding fees).
- Replying in a timely manner to all Nortwest Pty Ltd. Trainer and administrative communications to you, including emails, phone calls and text messages.
- To be eligible to issue the qualification, you must successfully complete all the assessment requirements of the course.



QUALIFICATION PATHWAYS

Vocational Education & Training (VET) qualifications are aligned to the Australian Qualifications Framework (AQF), which is the framework for all qualifications in Australia across the school, VET and Higher Education sectors. One of the key objectives of the AQF is to facilitate pathways to, and through, formal qualifications.

AQF qualifications link with each other in a range of learning pathways between schools, VET providers and providers of higher education. The AQF provides for flexible, transparent and systematic learning pathways and for the removal of boundaries between educational sectors.

FOUNDATION SKILLS & LLN TEST

FOUNDATION SKILLS ARE THE COMBINATION OF TWO FRAMEWORKS:

- The Australian Core Skills Framework (ACSF) which includes English language, literacy and numeracy skills, learning and communication skills; and
- The Core Skills for Work Framework that includes non-technical skills, knowledge and understandings that underpin successful participation in work. These skills are often referred to as employability or generic skills. They include skills such as problem solving, collaboration, self-management, communication and information technology skills, and skills for work required for participation in work, the community and education and training.

Foundation skills are incorporated into all competency-based training programs, and you need to demonstrate competency in these as well as your technical competencies. All new students to the Nortwest Pty Ltd. are required to take the LLN (language, literacy and numeracy test) as part of the orientation program. Based on the LLN test results, student study gaps will be diagnosed and on-campus.

CERTIFICATION

QUALIFICATION

A qualification is issued when the student has completed all requirements as listed in the course information. The qualification certificate does not list the modules or units of competency completed (these are listed on the Academic Transcript).

ACADEMIC TRANSCRIPT

The Academic Transcript is a full record of all of the units of competence, which comprise the training program. It provides a listing of your assessment results for each unit of competency.

The following results are used to record Unit outcomes on the Academic Transcript:

- **Competent:** The student has demonstrated competency in all learning outcomes for that unit, either through a learning or recognition pathway.
- **Not Yet Competent:** The student has been assessed and has not demonstrated competency in all of the learning outcomes for an individual unit.
- **Withdrawn:** The student has withdrawn after one quarter of the way through the unit and has not completed all required learning outcomes.
- **Exempt:** The student has been granted a credit transfer from studying the unit due to previous study.
- **Competent via RPL:** the student has demonstrated competency via a Recognition Process.

STATEMENT OF ATTAINMENT

A Statement of Attainment is issued when candidates have partially completed the qualification. This may be done in two ways:

- The student is not competent in all units of competence required for the full qualification, or
A package of units has been delivered from an accredited and registered program. The code and title of all units successfully completed by the student are listed on the Statement of Attainment.

Note: If course fees have not been paid, then no qualification, Academic Transcript or Statement of Attainment will be issued until receipt of fees.

NATIONAL VET CODE	COURSE NAME
BSB30120	Certificate III in Business
BSB40120	Certificate IV in Business
BSB50120	Diploma of Business
BSB60120	Advanced Diploma of Business
BSB50420	Diploma of Leadership and Management
BSB60420	Advanced Diploma of Leadership and Management
BSB50820	Diploma of Project Management
BSB60720	Advanced Diploma of Program Management
BSB80120	Graduate Diploma of Management (Learning)
ICT30120	Certificate III in Information Technology
ICT40120	Certificate IV in Information Technology
ICT50220	Diploma of Information Technology (Cyber Security)
ICT60220	Advanced Diploma of Information technology (Cyber Security)
ICT60220	Advanced Diploma of Information technology (Telecommunications Network Engineering)
SIT30821	Certificate III in Commercial Cookery
SIT40521	Certificate IV in Kitchen Management
SIT50422	Diploma of Hospitality Management
SIT60322	Advanced Diploma of Hospitality Management
	ELICOS (General English)
	ELICOS (English for Academic Purposes)

WORK PLACEMENT

(FOR STUDENTS ENROLLING INTO SIT QUALIFICATIONS ONLY)



To satisfy the qualification requirements, for the unit SITHCCC043 Work effectively as a cook, students must complete a minimum of 60 complete service periods (shifts) of 4 hours each or 30 complete service periods (shifts) of 8 hours each in a hospitality workplace undertaking work tasks relevant to the unit content. The duration of the service periods depends on the negotiations with the host employer and student's preference of the service period duration would be taken into consideration prior to the arrangement of the work placement. Total minimum hours of work placement are 240 hours. The work placement will be unpaid and the daily working hours (service periods) may be negotiated. All students are required to maintain a logbook to record their worked hours.

Nortwest Pty Ltd. will aim to arrange/secure work placements for each student. Students will access a hospitality workplace with a commercial kitchen that serves customers to address the requirements of this unit. Workplaces may include restaurants, cafeterias, cafes, residential caterers, in flight and other transport caterers, and event and function caterers. Students undertake duties as per work placement organisation and training package requirements under the supervision of a workplace supervisor.

Student who are already working in the commercial kitchen are encouraged to use their existing workplace to complete these service periods providing it meets the requirement's necessary to conduct the assessments. Students who are not already working may nominate a workplace.

Students will commence work placements and complete the required shifts only upon successful completion of kitchen-based units which are delivered and assessed in classroom and Kitchen facility. Students may be required to undertake additional load to complete their service periods. Nortwest Pty Ltd. will provide students with Work placement roles and responsibilities prior to the commencement of their work placement so they are aware of the expected roles and responsibilities during work placement.

It must be hereby noted that student would be required to undertake work placements at multiple workplaces to incorporate all aspects of organising, preparing and cooking a variety of food items across different service periods and menu types using a range of cooking methods and team coordination skills. The service periods must be evenly distributed to cover breakfast, lunch, dinner, supper, events and special functions.

ORIENTATION

New student Orientation will be done via phone, e-mail and zoom. New students will receive an e-mail and call from the Admissions department on the Friday, prior to their date of commencement with all necessary further information and instructions. If you have any questions regarding this process, please contact +61 (2) 9114 6870 or info@nortwest.edu.au. Please email or call the student administration should you require any additional support.

CLASSES

During Covid-19, Northwest Pty Ltd will transition to an online learning environment, this means there will be no face to classes running, unless required to be in simulated environment specifically in class or covid-19 restrictions are eased and/or state government allow to return to full onsite learning. If any student require assistance with their online learning environment, student will notify their trainer and assessor where trainer/assessor will provide them with further guidance.

ONLINE OPTIONS

The online learning environment will be supported by a range of resources that will vary between units but may consist of learning summaries, video recordings or YouTube videos, and extra documents to aid student's learning. All training staff will be available online at scheduled class times to guide and support the student through their studies. The online learning environment will be available through using Zoom.

SUPPORT

All staff at Northwest Pty Ltd will continue to work and will continue to provide the students with the support any individual may need. The student will be remained connected with each trainer/assessor through regular class participation to assist them continuing their studies. Northwest Pty Ltd will also provide online academic and language support and student support staff are always here to help.

ASSESSMENT

Assessment tasks will vary for each unit of competency, but some of these may be moved online. Some assessment tasks may also be delayed or deferred to a later date pending the situation with COVID-19. The trainers are required to communicate with students for unit specific information. The best way to do this is through Zoom or through email.

WHAT IS USI AND WHY DO I NEED IT?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit

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

For information on exemptions visit:

<https://www.usi.gov.au/about/privacy-and-unique-student-identifier/individual-exemptions-students>

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

VISA AND CONDITIONS

VISAS AND CONDITIONS

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself.

More information about how to apply for a visa can be accessed here:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

ORIENTATION INFORMATION

On the first day of your course, we will deliver an orientation session to you which includes an induction session.

It's vital that you attend this as we will cover the following topics:

- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency and health services.
- Safety relevant to Australia and your environment.
- Critical incidents and critical incident reporting
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Student visa conditions related to course progress and attendance.
- Information about work rights.
- Question and answer session
- Assistance in creating your USI if you have not done so already.

Also, please note that, if you have not enrolled in your course within 14 days of the commencement date indicated on your CoE, your CoE will be cancelled as non-commencement. New application for the course will be required.

TIMETABLE

You will receive your course timetable on the orientation. The timetable details the commencement and completion dates for each unit, and this forms the basis of your commitment to study. If completion dates are not met, your study plan will need to be reviewed and enrolment will need to be varied.

POLICIES AND PROCEDURES

You are encouraged to make yourself familiar with the following College policies and procedures for your rights and obligations as an Australian student visa holder.

These policies and procedures are located on the College website.

- Admissions Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Course Progress Policy and Procedure
- Deferring, Suspending and Cancelling Overseas Student Enrolment Policy and Procedure
- Refund Policy and Procedure
- RPL and Credit Transfer Policy and Procedure
- Student Support Policy and Procedure
- Transfer Between Registered Providers Policy and Procedure



CAMPUS SERVICES

LEARNING SUPPORT

Nortwest Pty Ltd. provides academic support for all enrolled students. The learning support and academic consultation with the trainers are available on appointment and/or scheduled in the timetable. The Learning Advisor will help you develop your understanding with assessments through individual help sessions and academic workshops. Please email your academic enquiries and academic support session

[booking to support@nortwest.edu.au](mailto:support@nortwest.edu.au)

STUDENT SUPPORT OFFICER

If you are experiencing any of the following, we suggest you contact our Student Support Officer on support@nortwest.edu.au. This is an on-campus free and confidential service.

- Stress / Anxiety / depression
- Feeling sad and unable to function properly
- Lack of concentration in study or completing normal day-to-day activities
- Victim of harassment – either at the college, workplace or in your home
- Grief and loss
- Victim of abuse – psychological, physical, sexual
- Cultural issues – difficulty in ‘fitting in’ to the Australian way of life



STUDENT SERVICES

All Northwest Pty Ltd. staff have the responsibility to support you and understand the process of referring you to the designated staff for different aspects of the services. Student Services Officers are the first point of contact for students. Student services officers will guide you through the whole process of your study with the College from the orientation to graduation.

The Student Services Officers will be responsible for:

- Providing students with up-to-date details of Northwest Pty Ltd.'s support services.
- Handling student enquiries about course timetables, classroom arrangements, facilities and hospitality of Northwest Pty Ltd.
- Organising student orientation.
- Receiving student complaints and referring complaints to the RTO Manager.
- Providing students with information about Northwest Pty Ltd. attendance and course progress requirements.
- Assisting students regarding WHS matters (advising the availability of sick bay and first aid kit).
- Providing information to students related to requests for leave, changes to courses and cancellations, and forwarding the request to the Admissions Manager for processing where relevant.

CRITICAL INCIDENTS

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Any student that experiences a critical incident should immediately inform their trainer, Student Services Officer or any staff member of the College.

Critical Incidents include but are not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

EMERGENCIES

For all emergencies that are life threatening, phone 000 to be attended to by the emergency services departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Dialing 000 is a free call. Please follow the instructions below for calling the emergency services:



- Dial 000.
- Ask the operator for the service needed (fire, ambulance or police).
- Wait to be connected.
- Describe the problem (be prepared to give the location/address).

If an emergency occurs at the College, notify a staff member and follow their instructions

THE LEGAL

PRIVACY

Information concerning students, including information submitted at enrolment, will be used by Northwest Pty Ltd., or other authorised organisations for the purposes of general participant administration, communication, research, statistical analysis, state and national reporting, program monitoring and evaluation. Information provided will be held securely and disposed of securely.

Nortwest Pty Ltd. is committed to upholding the Australian Privacy Principles:

- We will only collect information that is necessary to providing you the service we offer
- We will collect information in a fair and lawful way
- You will be told of why we are collecting it and who will have access to it
- We will take reasonable steps to ensure that the information we keep regarding you is accurate
- We will take reasonable steps to ensure that your personal information is protected from misuse, loss or unauthorised access or disclosure
- You can make a request in writing to access any information we hold about you and we shall provide access, unless access will impact unreasonably on someone else's privacy
- If there are mistakes in the information, we hold about you, we will correct them
- We will not request sensitive information about you. Sensitive information includes information about your health, political beliefs, religious beliefs and sexual preference
- Some Government Funded Courses require a Medicare or passport number for eligibility purposes. In this case you will be asked to provide this information prior to course commencement
- Where an employer has paid the course fee on behalf of the participant and all parties have signed the training plan, then we will report the participant progress to the employer on a regular basis.

Information collected about an individual learner or intended applicant in Written Agreement and Acceptance of Offer and during the student enrolment, can be provided by Northwest Pty Ltd., the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the Data Provision Requirements 2012, Northwest Pty Ltd. is required to collect personal information about any individual learner or intended applicant and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Learner's personal information (including the personal information contained in Written Agreement and Acceptance of Offer and during the course of their study), may be used or disclosed by Northwest Pty Ltd. for statistical, administrative, regulatory and research purposes. Northwest Pty Ltd. may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information;
- Administering VET, including program administration, regulation, monitoring and evaluation.

HARASSMENT

Nortwest Pty Ltd. is committed to providing a safe, healthy and family and community focused working environment for all employees, contractors and visitors. Nortwest Pty Ltd. will not tolerate any form of harassment within the organisation under any circumstance. Nortwest Pty Ltd. will investigate any allegation in a fair, confidential and timely manner and take necessary disciplinary action against any employee found to be breaching this policy.

Harassment is offensive, belittling or threatening behaviour directed at an individual or group. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. Harassment is often focused on sex, cultural or racial background or disability of the individual or group.

For harassment to occur there does not have to be an intention to offend or harass. Individual incidents may seem too trivial to warrant attention, or the person subjected to harassment may seem unaffected. Where the behaviour continues over a period and it is not addressed, however, such behaviour can undermine the standard of conduct.

Examples of harassing behaviour include:

- Offensive physical contact, derogatory language or intimidating actions,
- Insulting or threatening gestures or language (overt or implied) or continual or unwarranted shouting,
- Openly displaying pictures, posters, graffiti or written materials which might be offensive to some,
- Phone calls or messages on electronic mail or computer networks which are threatening, abusive or offensive to students/staff.
- Sexual harassment, which can consist of any or all the following:
 - Unwelcome comments about a person's sex life or physical appearance,
 - Suggestive behaviour such as leering or ogling,
 - Unnecessary familiarity such as deliberately brushing up against a person,
 - Sexual jokes, offensive telephone calls, photographs, reading matter or objects,
 - Sexual propositions or continual requests for dates,
 - Physical contact such as touching or fondling, or
 - Indecent assault or rape (which is a criminal offence).

It is the responsibility of each person to recognise and respect the boundaries set by others. It is important to talk to a trainer or other appropriate person if you feel you are being harassed.

ACCESS AND EQUITY

Nortwest Pty Ltd. is committed to ensuring its training and courses are responsive to the diverse needs of all clients. Nortwest Pty Ltd. will comply with the principles of access and equity and aims to ensure that no course participant or potential participant should be disadvantaged or discriminated against based on race, sex, age, pregnancy, religion, marital status, sexuality, or physical or intellectual impairment.

OCCUPATIONAL HEALTH AND SAFETY

Under the Victorian Occupational Health and Safety Act 2004 Nortwest Pty Ltd. exercises its duty of care towards students, to achieve a healthy, low risk and quality-working environment. To meet this responsibility Nortwest Pty Ltd. will:

- Comply with all relevant legislation and statutory requirements, codes of practice and industry standards and make adequate provision of resources to meet these requirements.
- Promote health, safety, and environmental and quality awareness in the development of standard work practices.

Information on the Victorian Occupational Health and Safety Act 2004 can be found at

<http://www.worksafe.vic.gov.au/laws-and-regulations/occupational-health-and-safety>

or

at: www.vic.gov.au

Plagiarism is considered one of the most serious breaches of academic honesty and will result in serious penalties. Plagiarism is the use of another person's thoughts and/or intellectual property without appropriate acknowledgment or reference. Plagiarism includes:

- Submitting, as one's own, an assessment that another person has completed
- Using information, text, artwork, graphics or other material from any source including the Internet and presenting it as one's own without acknowledgment
- Quoting or paraphrasing material from a source without acknowledgment
- Contributing less, little or nothing to a group assessment and then claiming an equal contribution and share of the outcome
- Please discuss any concerns with your trainer/assessor or manager.

RPL AND CREDIT TRANSFER

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the Fees and Refunds section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

WHAT CAN I EXPECT DURING TRAINING AND ASSESSMENT?

Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification – you will be eligible to be awarded your qualification.

RE-ASSESSMENT ARRANGEMENTS

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment or re-enrolment, depending on your case.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

LIVING AND STUDYING IN AUSTRALIA

STUDY IN AUSTRALIA



Did you know Australia has the third highest number of international students in the world behind only the United Kingdom and the United States despite having a population of only 23 million? This isn't surprising when you consider Australia has seven of the top 100 universities in the world! In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of Germany, the Netherlands and Japan. These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has five of the 30 best cities in the world for students based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. And with more than A\$200 million provided by the Australian Government each year in international scholarships, we're making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

Do you have a specific study area of interest? There is every chance Australia has you covered, with at least one Australian university in the top 50 worldwide across the study areas of Natural Sciences & Mathematics, Life & Agricultural Sciences, Clinical Medicine & Pharmacy, and Physics.

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 15 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations – including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders – to make their lives, and the lives of others, better.

Australia is recognised as a great place to live – but did you know Australia also offers a world class education? The Australian education system has produced scientists, designers, educators, entrepreneurs, artists and humanitarians who have changed the world, winning awards from Oscars to Nobel prizes. Their global achievements include the "black box" now on every airplane, the Earth hour initiative, and the invention of Wi-Fi. Australia is proud of the individuals who have studied and worked in Australia (whether they were born here or another country) and gone on to achieve great things and contribute to making the world a better place.

GLOBAL RECOGNITION

By studying in Australia, you will receive a qualification that's recognised and sought after around the world. The Australian Qualifications Framework (AQF) allows students to easily move through the education system here and provides an easy way for countries around the world to recognise your qualification and issue the comparable qualifications for local use.

QUALITY ASSURANCE

For over 20 years Australia has led the world in putting in place systems and processes to ensure that international students receive the high-quality education they expect. These measures include:

- The Education Services for Overseas Students (ESOS) Act 2000, which sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.
- The Tuition Protection Service, which helps you find an alternative course or refund your unspent tuition fees in the rare case that your institution (education provider) can't continue to offer your course.
- The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
- Ombudsman organisations that can investigate complaints about problems that international students have with their institutions. You can find out more about these organisations on the Support Services page in the Australian Education section of this website.



INTERNATIONAL STUDENTS RATE AUSTRALIA HIGHLY

In 2018, the Australian Government, in collaboration with peak education bodies and state/territory government education departments, conducted a survey of current international students to obtain information about their living and learning experience in Australia. The key findings of the survey included:

- 89% of international student respondents are 'satisfied' or 'very satisfied' with their overall experience in Australia.
- 89% of international student respondents are 'satisfied' or 'very satisfied' with their study experience in Australia.
- 90% of international student respondents are 'satisfied' or 'very satisfied' with living in Australia.



YOUR LEARNING ENVIRONMENT

By choosing to study in Australia, you will join hundreds of thousands of students from Australian and all over the world - including many from your home country - who are discovering new friends and opportunities in this beautiful country. You will work closely with classmates, researchers, instructors, and other faculty - collaboration is a key part of our students' successes. And in many cases, you can gain practical and hands-on training in the industry in which you are studying. This combination of teamwork, shared learning, and industry focus will provide you with a leading edge for your further studies and career.

AUSTRALIA – A RESEARCH INTENSIVE COUNTRY

Australia has a long and proud tradition of world class research and development that has benefited millions around the world. From the discovery of penicillin in 1945 and the discovery of acquired immunological tolerance in 1960, through to observations which led to the discovery of the accelerating Universe in 2011. Australia has a proud record of contributing to the benefits of the world:

- Through the Backing Australia's Ability initiative, A\$2.9 billion will be invested over the next five years to fund research that will stimulate economic and scientific innovation.
- Australia is investing over A\$140 million will be spent over the next five years to establish Federation Fellowships. The fellowships aim to recruit world-class researchers to Australia, with up to five of the fellowships each year awarded to high-profile non-Australian researchers from overseas.
- There are 35 special Research Centres and Key Centres of Teaching and Research based at Australian universities undertaking high-level research, and providing a diverse range of undergraduate, postgraduate and specialised professional education courses in a variety of fields.
- Australia has established an additional 63 Cooperative Research Centres which foster joint research between universities and private industry.

For further details, please refer to: <https://www.studyinaustralia.gov.au/>

LIVE IN AUSTRALIA

While shared to some extent by many other countries, values and principles have been adapted to Australia's unique setting, shaped and modernised through the settlement in Australia of millions of people from all over the world. Although they may be expressed differently by different people, their meaning remains the same. Australia's first inhabitants were the Aboriginal and Torres Strait Islander peoples, whose unique culture and traditions are among the oldest in the world.

The first migrants were mostly from Britain and Ireland and this Anglo-Celtic heritage has been a significant and continuing influence on Australia's history, culture and political traditions. Subsequent immigration waves have brought people from Africa, Asia, the Americas and Europe, all of whom have made their own unique contributions to Australia and its way of life.

In Australia, people have many freedoms. However, in taking advantage of these freedoms, everyone is required to obey Australia's laws, which have been put in place by democratically elected governments to maintain an orderly, free and safe society.

FUNDAMENTAL FREEDOMS

All Australians are entitled to a number of fundamental freedoms (within the bounds of the law), including speaking freely and openly, joining associations, holding meetings, worshipping their chosen religions and moving throughout Australia without restrictions

RESPECT FOR THE EQUAL WORTH, DIGNITY AND FREEDOM OF THE INDIVIDUAL

All Australians are free and equal and are expected to treat each other with dignity and respect. Australians reject the use of violence, intimidation or humiliation as ways of settling conflict in our society.

Commonwealth laws prohibit discrimination on the basis of race, sex, disability and age in a range of areas of public life under the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004. The Australian Human Rights Commission is responsible for handling complaints under these laws.

FREEDOM OF SPEECH

All Australians are free, within the bounds of the law, to say or write what they think about Australian governments or about any other subject or social issue as long as they do not endanger people, make false allegations or obstruct the free speech of others.

The same applies to Australian newspapers, radio and television and other forms of media. Australians are free to protest the actions of government and to campaign to change laws. Freedom of speech allows people to express themselves and to discuss ideas. There are laws that protect an individual's good name against false information or lies. There are also laws against inciting hatred against others because of their culture, ethnicity or background.

FREEDOM OF RELIGION AND SECULAR GOVERNMENT

All Australians are free to follow any religion they choose, so long as its practices do not break any Australian law. Australians are also free to not follow a religion. Religious intolerance is not acceptable in Australian society. Australia has a secular government – it does not have any official or state religion. Governments treat all citizens as equal regardless of religion.

Religious laws have no legal status in Australia and only those laws enacted by parliament apply, for example, in divorce matters. Some religious or cultural practices, such as bigamy (being married to more than one person at the same time) are against the law in Australia.

SUPPORT FOR PARLIAMENTARY DEMOCRACY AND THE RULE OF LAW

Australia is a parliamentary democracy, which means that Australian citizens participate in how the country is governed and how Australian society is represented. Governments are accountable to all Australians. Elected parliaments are the only bodies able to make laws in Australia or delegate the authority to make laws. Everyone in Australia must obey laws established by governments. Equally, all Australians are protected by the rule of law. This means that no-one is exempt from or 'above the law', even people who hold positions of power, like politicians or the police.

EQUALITY UNDER THE LAW

All Australians are equal under the law. This means that nobody should be treated differently from anybody else because of their race, ethnicity or country of origin; because of their age, gender, marital status or disability; or because of their political or religious beliefs. Government agencies and independent courts must treat everyone fairly. Being treated equally means that getting a job or being promoted must be on the basis of a person's skills, ability and experience, not their cultural background or political beliefs. It also means that people cannot be refused service in a shop or hotel or other service facility because of their race, colour, religion, gender or marital status.

EQUALITY OF MEN AND WOMEN

Men and women have equal rights in Australia. Jobs and professions are open equally to women and men. Men and women can serve in the military and both can also hold positions in government.

EQUALITY OF OPPORTUNITY AND A SPIRIT OF EGALITARIANISM

Australians value equality of opportunity and what is often called a 'fair go'. This means that what someone achieves in life should be a product of their talents, work and effort rather than their birth or favouritism.

Australians have a spirit of egalitarianism that embraces mutual respect, tolerance and fair play. This does not mean that everyone is the same or that everybody has equal wealth or property. The aim is to ensure there are no formal class distinctions in Australian society.

PEACEFULNESS

Australians are proud of their peaceful society. They believe that change should occur by discussion, peaceful persuasion and the democratic process. They reject violence as a way of changing peoples' minds or the law. In addition to these values, Australians also pursue the public-good and have compassion for those in need. There is a strong community spirit in Australia and Australians seek to enhance and improve the society in which they live.

Many Australians contribute to the community in their daily lives. They may demonstrate this through caring for the environment, lending a hand and working together in times of need in pursuit of the public good. Australia has a strong tradition of 'mateship', where people provide help to others voluntarily, especially those in difficulty. A mate is often a friend but can also be a spouse, partner, brother, sister, daughter or son. A mate can also be a total stranger.

There is also a strong tradition of community service and volunteering. The values outlined above have been promoted and discussed by Australians over many years. They have helped Australia to welcome and integrate successfully millions of people from many ethnic groups and cultural traditions. Australia's cultural diversity is a strength which makes for a dynamic society. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs. But at the same time, all Australians are asked to make an overriding commitment to Australia – its laws, its values and its people.

SHARED VALUES

Although Australia's migrants have come from many different cultural and religious backgrounds, they have successfully settled in Australia and integrated into the broader community. Australia, in turn, has been enriched by the contributions they have made socially, culturally and economically. An important feature of Australian society today is not only the cultural diversity of its people, but the extent to which they are united by an overriding and unifying commitment to Australia.

Australians put aside their individual differences in the interests of living together as neighbours. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs and to participate freely in Australia's national life. At the same time, everyone is expected to uphold the principles and shared values, as outlined in the introduction, that support Australia's way of life.

AUSTRALIAN SOCIETY TODAY

One of the defining features of Australian society today is the cultural diversity of its people and the extent to which they are united by an overriding and unifying commitment to Australia. Another defining feature is the egalitarian nature of Australian society. This does not mean that everyone is the same or that everybody has equal wealth or property. It also means that with hard work and commitment, people without high-level connections or influential patrons can succeed.

Within the framework of Australia's laws, all Australians are able to express their culture and beliefs and to participate freely in Australia's national life. Australia holds firmly to the belief that no-one should be disadvantaged on the basis of their country of birth, cultural heritage, language, gender or religious belief. In order to maintain a stable, peaceful and prosperous community, Australians of all backgrounds are expected to uphold the shared principles and values that underpin Australian society.

LAWS AND SOCIAL CUSTOMS

Community behaviour in Australia is governed by a combination of formal laws and informal social customs. All people in Australia must obey the nation's laws or face the possibility of criminal and civil prosecution. People are also expected to generally observe Australian social customs, habits and practices even though they are not normally legally binding. Australian laws are made by the Australian Commonwealth, state and territory parliaments. The police have the job of keeping peace and order in the community and to bring people they believe have broken the law before courts of law.

People in their local communities and neighbourhoods also help each other in the event of trouble and report anything unusual or suspicious to the local police station. Australia has a national police force called the Australian Federal Police, which investigates crimes against federal laws including drug trafficking, illegal immigration, crimes against national security and crimes against the environment.

All states of Australia and the Northern Territory have their own police forces, which deal with crimes under state or territory laws. Policing in the Australian Capital Territory is undertaken by the Australian Federal Police. Although police officers may arrest people and give evidence in court, they do not make the final decision on whether or not people are guilty of crimes. This is decided by the courts. Police and the community have good relations in Australia. You can report crimes and seek assistance from the police. If you are questioned by police, remain calm, be polite and cooperative.

COST OF LIVING

As of October 2021, the 12 month living costs are as follows

- For students or guardians - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

For a specific breakdown of accommodation and other living costs, please refer to

<https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>

and make use of the cost of living calculator provided by Insider Guides at

<https://insiderguides.com.au/cost-of-living-calculator/>

ACCOMMODATION

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit

<https://www.studyinaustralia.gov.au/English/Live-in-Australia/Accommodation>

TRANSPORT

Australia has great public transport options including trains, busses, taxis and other ride share options like Uber and Didi. Australia also has many cycling and walking paths and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights.

HEALTH AND SAFETY

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies
- Home safety
- Fire
- Transport and personal
- Sun and water

WORKING ON A STUDENT VISA

Student visa holders can work up to 40 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman visit:

<https://www.studyinaustralia.gov.au/English/Live-in-Australia/work>

OVERSEAS STUDENT HEALTH COVER (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit

<https://www.studyinaustralia.gov.au/English/Live-in-Australia/Insurance>

LIVING IN SYDNEY

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, there are some of the costs associated with living and studying, in Australia. For more information, please see links below.

For more information, please visit:

<https://www.gostudy.com.au/australia/cities/sydney/>

PUBLIC TRANSPORT

Sydney's public transport network is efficient, convenient and easy to use. You can choose from trains, trams, buses and yellow taxis.

Buy a Opal or use your debit/credit card for flexible travel between trains, trams and buses. You'll be able to use public transport in and around the city for just a few hours or all day.? Plan your trip, buy tickets online and download maps and timetables from Transport NSW, the one stop shop for information about travelling on public transport (phone 131 500).

Visit <https://transportnsw.info/> for NSW transport and tickets.

NATURE AND ARCHITECTURE

From architecture to nature, there's always something to be amazed by in Sydney or something new to discover. Port Jackson is the largest natural port in the world; the Opera House and Harbour Bridge are symbols of freedom and beauty and let's not forget the beautiful shopping mall inside the Queen Victoria Building. This building was originally completed in 1898 and has to be one of Australia's finest, most elaborate restorations.

As for nature, Sydney has over 120 beaches that offer meeting places for tourists and locals alike. The all-famous Bondi Beach, which is frequented by surfers all year round, is a hot spot for Sydneysider's weekend beach days and barbecues.

Additionally, there are many perfectly maintained and well-integrated parks; both in the city centre and in the suburbs. You can feel like you are miles away from the city, even if you're in downtown Sydney. In the south lies the world's second-oldest national park, the Royal National Park. The National Park is home to the Wedding Cake; a fragile all-white rock formation that resembles a wedding cake. Then to the west, you will find the legendary Blue Mountains, encompassing forests, Katoomba bushwalks, waterfalls, quaint little villages and more. This is a national park not to be missed, housing the well-known Three Sisters sandstone rock formation.

Trekking and hiking are typical weekend activities for Sydney's residents. In particular, the walk from Spit Bridge to Manly, which is one of the most popular and is known for its many vantage points.

As well as the unmissable views around Sydney, Australian wildlife is not hard to find. If you go inside the Royal Botanic Gardens, you have the chance to feed cockatoos and parrots. Go there at dusk, and you can admire them flocking on their move to Centennial Park. In addition to other fuzzy friends, like possums who you will see moseying around parks and gardens, you can also see whales off the east coast of Sydney – especially in the winter as they migrate south.

SYDNEY CULTURE

Sydney is a cosmopolitan city. The culture here is extremely diverse and provides many varieties from the people you encounter and the food you eat to the art and landmarks around the city.

There is a huge array of live music, art galleries and theatres, all a big part of day-to-day Sydney life.

Throughout the week, venues around the city showcase large international acts and blockbuster musicals. You will get to see up-and-coming artists playing in smaller venues like the historical Enmore Theatre.

If art is your thing, you can visit grand events such as the Biennale, which spans across many art galleries in the city. Vivid Light Festival is one Sydney event you don't want to miss. The light festival takes over Sydney throughout May and June. Entertainment is always at the tip of your fingers in this vibrant, colourful metropolis.

SYDNEY LIFESTYLE

Multiculturalism is a huge part of the Sydney lifestyle, making it the perfect place for international students to study and work.

This city is very generous and can offer you whichever lifestyle you desire! Your lifestyle is your choice, whether you want the fast-paced city life or the chilled-out beach-life vibes.

That being said, for many residents in Sydney, sports and leisure are a huge part of their day-to-day lives – people here are generally very active. If this sounds like you, there's an abundance of sporting activities. From playing sports like cricket or rugby with the locals; learning to surf at Sydney's iconic beaches, or embarking on a bushwalking adventure, Sydney will always keep you moving!

If you're not into sports, shopping and fashion might be your thing. Sydney is home to some of the world's best international, designer brands, but also houses a market for smaller brands that create unique and one-of-a-kind products.

Often on weekends, throughout the suburbs, you can visit large markets full of homemade and thrift items, live music and homemade snacks. The beautiful Queen Victoria Building (QVB) alone has over 180 stores, where there is something for everyone.

WEATHER

Sydney is an excellent place to see the seasons change. In summer, most people head out to visit our golden beaches. In autumn, experience the glorious foliage of the many European-style parks that fringe the CBD. In winter, people in Sydney enjoy the warmth of cozy cafes and bars. Spring is a time for renewal a great time to head back into our parks and revel in our beautiful gardens.

ACCOMMODATION

Students can rent an apartment, flat or house or share a flat or house with other people (an arrangement called "share accommodation"). When making a decision about where to live, students need to balance the cost of higher rents and lower transport costs in the city areas with the lower rents and higher transport costs of living in the suburbs.

EMERGENCIES

Any student that experiences critical incidents should immediately inform where possible to their trainer or course coordinator. If they are not available, they should contact the Student Admin and if required the emergency number (02) 9114 6870 or contact nirmal.shah@nortwest.edu.au. For life-threatening or serious injury call an ambulance on 000.

If an ambulance has been called notify the nearest staff member of the situation.

COURSE PROGRESS POLICY

Nortwest Pty Ltd. will monitor, records and assesses the course progress of each student for the course in which the student is enrolled. This policy and procedure define the requirements for student satisfactory course progress, the processes for monitoring, recording and assessing the student course progress and the processes for the Nortwest Pty Ltd. intervention strategies for identifying and assisting students to achieve satisfactory course progress. The procedure sets out the processes for reporting student unsatisfactory course progress on PRISMS according to ESOS Act Section 19.

Nortwest Pty Ltd. assess student's progress at the end of each compulsory Term. The Term is usually 10 weeks long for all qualifications on CRICOS scope or else otherwise specified in the individual intake timetable. While every attempt would be made to keep consistency, however number of weeks in the defined term may also factor in the duration and the completion of units of competency, which enable Nortwest Pty Ltd. to determine student participation and course progress in any given successfully completed term. One Term is considered the minimum length of time in which it is reasonable for the Administration Manager to make an assessment of a student's course progress.

- Satisfactory course progress is achieved where a student successfully completes at least 50% of course requirements in a successfully completed Term
- Unsatisfactory progress is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in a successfully completed Term.
- Course breach is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in TWO consecutives successfully completed Terms or NOT responding to intervention meeting invitation within 10 working days from the receiving the invitation.

Nortwest Pty Ltd. will also monitor overseas student attendance (but would not report, unless otherwise required) in the process of course progress monitoring and reporting. However overseas students must meet their visa obligations regarding attendance, wherever applicable.

For more details, please refer to "Course Progress Policy and Procedure" available on website

www.nortwest.edu.au

DEFERMENT, SUSPENSION AND CANCELLATION POLICY

PROCEDURE - DEFERRAL OR SUSPENSION

Students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement where they have a good reason to do so. Northwest Pty Ltd. may defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

These circumstances could include, but are not limited to:

- Serious illness or injury supported by the medical certificate states the student's inability to attend classes;
- Bereavement of close family members such as spouse, parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident;
 - 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);
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: These are only some of the examples of what may be considered compassionate or compelling circumstances.

The Administration Manager will use their professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Northwest Pty Ltd. will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

A student applying to defer/suspend his/her enrolment must do so by submitting a written application to the Student Administration. This application to defer must include in detail the 'compassionate or compelling circumstances' to support the temporary deferral/suspension of their studies.

The Administration Manager will:

- Review all applications for deferral or suspension and determine if the application for deferral or suspension is to be granted or rejected within 3 working days.
- Ensure the student is informed in writing of the outcome of their application for deferral or suspension. The students must also be informed that the deferment or suspension may affect their student visa and they are advised to contact DHA in relation to the status of their student visa.
- In the case of a student application being rejected the written notification to the student will also be informed of their ability to access the complaints and appeals policy and procedure if they wish to appeal the decision.
- Maintain all documentation related to deferral or suspension application on the students file.
- Notify DHA via PRISMS of the decision regarding granting deferment or suspending an international student enrolment (It is mandatory to notify DHA if the deferment/suspension duration is more than 14 days). This includes reporting the change to the overseas student enrolment under section 19 of ESOS act.
- Inform the student in writing to seek advice from DHA on the potential impact on his/her student visa.

It is the student's responsibility to collect revised COE from the college for any deferral/suspension made. The student can also use the COE to inform DHA of the revised end date of the course where their Visa requires extension.

Requests for deferment/suspension may be denied for students who are in arrears with the payments or in breach of the Student Code of Conduct.

PROCEDURE – STUDENT INITIATED CANCELLATION

A student may cancel their enrolment where they have decided to discontinue studying with Northwest Pty Ltd. Student must not have any outstanding tuition fee prior applying for cancellation of enrolment, if the course has commenced, student will have to make the payment for the tuition fee for that particular study period.

Students wishing to cancel their enrolment must submit the application in writing to the Student Administration. The Administration Manager will then:

- Maintain all application documentation for the cancellation of enrolment on the student's file
- Notify DHA via PRISMS of the decision to cancel the enrolment as a result of the student's request.
- Ensure the student is informed in writing of the outcome of their application for cancellation. This written notification will also inform an international student that the deferment or suspension may affect their student visa and they are advised to contact DHA in relation to the status of their student visa.

Students will be required to refer to their Enrolment Acceptance Agreement and the Refunds Policy and Procedure for details of the refund arrangements in place where an enrolment is cancelled.

PROCEDURE – PROVIDER INITIATED DEFERRAL

The CEO may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the CEO deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Please refer to Refund Policy and Procedure.

PROCEDURE – PROVIDER INITIATED SUSPENSION OR CANCELLATION

Nortwest Pty Ltd. may suspend or cancel a student enrolment including but not limited to, on the basis of:

- Misbehaviour by student
- Breach of student code of conduct or ethical behaviour
- The student's failure to pay an amount he or she was required to pay to Northwest Pty Ltd. to undertake or continue the course as stated in the written agreement
- Breach of course progress requirements by the overseas student, which must occur in accordance of National Code 2018 Standard 8.

Where Northwest Pty Ltd. decides to suspend or cancel the overseas student's enrolment, the Administration Manager, before imposing suspension or cancellation, will inform the student in writing:

- The intention to suspend or cancel the student enrolment and the reason for doing so.
- That the student will have 20 working days to appeal through Northwest Pty Ltd. Complaints and Appeals policy and procedure in accordance with National Code Standard 10. The student enrolment will not be cancelled or suspended until after this appeal period has passed.
- Where the student enrolment is to be suspended, the length of the suspension must be included.
- Where the enrolment is to be cancelled the effective date of the cancellation (at least 20 working days from the date of the letter).
- International students must also be informed that Northwest Pty Ltd. is obliged to inform DHA via PRISMS after the 20-day period of the suspension or cancellation and this may affect their student visa.
- International students will be advised to contact DHA in relation to the status of their student visa.

The Administration Manager will:

- Maintain all application documentation for the suspension or cancellation of enrolment on the student's file.
- Notify DHA via PRISMS of the decision to suspend or cancel the enrolment as a result of the international student's request only after the appeals period has passed.
- Where an international student decides to access the complaints and appeals policy and procedure within 20 working days, the student must not be reported until the process has finished

For more details, please refer to "Deferment Suspension or Cancellation Policy and Procedure" available on website

www.nortwest.edu.au

RPL/CREDIT TRANSFER POLICY

RPL PROCESS

1. The candidate contacts Nortwest Pty Ltd. and enquires about RPL.
2. Nortwest Pty Ltd. provides the candidate with information about RPL. If the candidate decides they would like to proceed with RPL, Nortwest Pty Ltd. must supply them with a copy of the RPL Self-Assessment Tool.
3. The candidate completes the RPL Self-Assessment Tool, identifying units they would like to apply for and evidence they could submit.
4. The candidate sends their RPL Self-Assessment Tool, a copy of their CV and any certified copies of relevant qualifications back to Nortwest Pty Ltd..
5. Nortwest Pty Ltd. reviews the self-assessment checklists to determine if the candidate is suitable to proceed with the RPL process. This will include contacting the candidate to discuss the following:
 - Their work experience and anything of interest in their CV (for example, has the candidate worked in a different number of job roles, have they worked in a number of different workplaces, or the same one, professional development experiences, etc.).
 - The items they ticked/did not tick in their self-assessments.
 - The items listed in their evidence brainstorm (for example, will these add value to their application, or will you see evidence of their work when they complete the assigned tasks?).
 - The third-party person - who is it, how long have they known the candidate in a professional capacity, etc.
6. The assessor makes a decision on the candidate's suitability for RPL. (If the candidate's work experience, skills and knowledge do not accurately reflect the requirements of the qualification or units therein, the candidate should be provided with information about formal training opportunities for this qualification. The candidate can then make a decision as to whether they would like to enrol in the course.
7. The successful candidate receives a copy of the:
 - Written agreement
 - Invoice for RPL assessment
 - RPL Evidence Tool
 - RPL Third Party Tool (assessor must indicate in this document which units are being applied for, if the candidate is not applying for the entire qualification).

8. The assessor contacts the candidate to discuss:
 - How to work through the RPL Evidence Tool
 - Arrangements for workplace observations (where applicable, and in consultation with the candidate's workplace supervisor to ensure that workplace visits are scheduled appropriately, and that the workplace has access to required equipment and resources)
9. The assessor contacts the candidate to discuss:
 - Visiting the candidate's workplace to observe completion of practical tasks (where applicable)
 - Completing verbal questioning (either over the phone, Skype or other video conference tool, or in person)
 - Being available to provide support and assistance to the candidate as required.
10. The candidate submits their RPL Evidence Tool booklet and their evidence portfolio.
11. The assessor checks the third-party person's ratings, feedback and comments in the RPL Third Party Tool.
12. Where necessary, the assessor contacts the third-party person to discuss anything that requires further clarification.
13. The assessor contacts the candidate's professional referees to discuss the candidate's workplace competency.
14. The assessor contacts the candidate once an outcome has been made – all outcomes are to be summarised in the Assessment Outcome Summary in this document.
15. The assessor forwards all documents to Northwest Pty Ltd.'s office for record keeping (see below).

CT (CREDIT TRANSFER)

1. Applicants for credit transfer must complete the Credit Transfer Application form, attach a copy of a Qualification, Statement of Results (academic transcript) or Statement of Attainment and submit the application to the RTO manager.
2. The RTO Manager must check the qualifications, Statement of Results (academic transcript) or Statement of Attainment, and grant credit transfers for identical units that have been identified as being completed at another Registered Provider.
3. The student and the RTO manager must sign the completed credit transfer record.
4. Granting of credit transfer must be recorded as a unit outcome in the student file/student management system.
5. After credit transfer is granted, a student's course schedule must be reviewed and any reductions in the scheduled attendance and the reasons for the reduction recorded and placed in the student file.
6. If possible, a full-time load for the student should be maintained by adjusting a student's course schedule and duration for completion of the course.
7. Any course duration reduction as a result of Credit Transfer granted to students must be indicated on:
 - Confirmation of Enrolment, if granted prior to the issue of a Visa, or
 - PRISMS, if granted after the issue of a Visa.
8. The following document must be placed in the student file:
 - Verified copies of qualifications
 - Statement of Results (academic transcript)
 - Statements of Attainment
 - Credit Transfer Application form

TRANSFER TO ANOTHER PROVIDER POLICY

Nortwest Pty Ltd. assesses requests from students for a transfer between Nortwest Pty Ltd. and other registered providers, prior to the student completing 6 months of his/her principal course of study, in accordance with this policy and procedure.

In line with Standard 7 of the National Code 2018, Nortwest Pty Ltd. will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing 6 months of their principal course of study, except in limited circumstances as below:

- Releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
- Releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
- Releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change

Note that in the very rare circumstances where the original provider or course has ceased to be registered, or sanctions have been placed by the Australian government or by Federal Regulator, by which student cannot continue his/her course at original provider, Nortwest Pty Ltd. will not consider 'release' information on PRISMS. Evidence of this occurrence would be placed in the student file.

PROCEDURE

PROCEDURE (TRANSFER TO NORTWEST PTY LTD.)

1. Any requests that are received in relation to a student transfer will be directed to RTO Manager who will then assess the applications to transfer education providers and advise the student about the outcome as outlined in the procedure.
2. RTO Manager accesses the student information via documents provided by student at the time of enrolment/application. This is done to determine if the student has completed 6 months of study in their principal course or not.
3. If they have completed more than 6 months of their principal course of study, then the RTO Manager will process the application and will seek the fee pending status from finance department.
4. If the student has NOT completed 6 months of their principal course of study, the relevant information is checked where the previous provider has recorded releasing information on PRISMS.
5. If releasing from the previous provider is required on PRISMS, for students who have not completed 6 months of their principal course of study, Nortwest Pty Ltd. will not enrol the student.
6. If RTO Manager rejects the application of transfer to Nortwest Pty Ltd., student is informed about the decision via email.
7. If student release from the previous provider is provided, then the RTO Manager processes the application in accordance with Nortwest Pty Ltd.'s Admissions Policy and Procedure.

1. Students who seek to transfer to another provider prior to completing 6 months of their principal course must make a written request to RTO Manager. The application must be accompanied with a valid 'Letter of Offer' from the new provider authenticating the transfer and the justification on how the new intended course will benefit the student.
2. The following circumstances are outlined below where Northwest Pty Ltd. will grant the transfer request in the overseas student's best interests, including but not limited to:
 - Northwest Pty Ltd. has cancelled/ceased to offer the course as outlined in the Written Agreement. Government considers the change to be in the student's best interest, if they are a sponsored student (written confirmation from sponsor required).
 - There is evidence that the student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.
 - Student has provided sufficient evidence of compassionate or compelling circumstances.
 - Student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy in accordance with Standard 8 of National Code 2018 and the Northwest Pty Ltd.'s Course Progress Policy and Procedure.
 - There is evidence that the student's reasonable expectations about their current course are not being met.
 - An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
 - Exceptional circumstances (documentation required to support circumstances).
3. If the application is found to be genuine and the RTO Manager approves the transfer, the student's enrolment at Northwest Pty Ltd. will be cancelled and student release information will be recorded in PRISMS. The student will also be advised of the need to contact Department of Home Affairs (DHA) and check if their existing visa allows them to study the intended course.
4. The RTO Manager reports the student's termination of studies to the appropriate government agency(s) via PRISMS.
5. The approval of transfer does not guarantee or does not indicate the agreement to provide any refund.
6. Where the transfer is not in the best interest of the student, the request to transfer to another registered provider will be rejected. Reasons for rejection may include but are not limited to:
 - Outstanding debt to Northwest Pty Ltd.
 - New course or location or outcome is not suitable to student situation
 - Intended Provider is not a CRICOS registered provider
 - The welfare of the student is compromised
7. This decision of the appropriateness of the transfer will be made by the RTO Manager and shall be given to the student in writing. The above process should not take more than 7 days once the student has provided the necessary documentation.
8. In an event where the student's application of transferring to another provider is rejected, the student will be informed in writing about student's right to appeal against the decision.
9. Student will have access to Northwest Pty Ltd.'s Complaints and Appeal processes. Students can appeal against the decision within 20 working days after the outcome is informed to the student.
10. Northwest Pty Ltd. will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or student has chosen not to access the complaints and appeals processes within the 20-working day period, or student withdraws from the process.
11. Northwest Pty Ltd. will maintain records of all requests from student and the assessment of, and decision regarding, the request for the period of 2 years after student ceases to be an accepted student.

REFUND POLICY

REFUND POLICY CONDITIONS AND PROCESSES

Refund of the fees will only be granted in accordance with the refund policy set out below.

Any student willing to apply for a refund must submit a completed 'Refund Application Form' to Student Administration. The application form can be accessed by:

- Contacting Student Administration
- Accessing Nortwest Pty Ltd.'s website

All refund applications are to be assessed by the Administration Manager and applications processed within Twenty (20) working days of the application and evidence of documentation received. The Student will need to supply in writing, the nominated method of reimbursement. Refunds are accompanied by a statement outlining the total refunded amount.

PLEASE NOTE:

1. Refunds applications after course commencement is only in relation to Tuition Fees only. Tuition fees and Material fees are specified in the Enrolment Acceptance Agreement.
2. Nortwest Pty Ltd. is not able to provide any refunds for fees paid to third parties such as Health insurance or fees paid directly to an education agent.
3. Where the student breaches Nortwest Pty Ltd. Policies and Procedures no refund is payable.
4. Students cannot apply for a refund where there is default on payment of Tuition and material fees.
5. Payment of a refund application cancels a student's enrolment.

FULL REFUNDS

Nortwest Pty Ltd. will make a refund of course fees paid in the following circumstances:

1. **Visa refused before commencement date**
In the event that a student's initial visa (prior to landing in Australia) is not granted, a full refund of fees received by the Institute will be issued to the student less the Application fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser.
Please note: Without proof of refusal from the Department of Home Affairs, NO refund will be granted.
2. **Nortwest Pty Ltd. does not commence or ceases delivery of a course**
Nortwest Pty Ltd. reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary.
If Nortwest Pty Ltd. does not commence a course on the due date a full refund of tuition fees paid will be made within 10 working days of the specified starting date in accordance with the refund provisions of the ESOS Act. Fees may be transferred to an alternative enrolment where the student agrees.
Where Nortwest Pty Ltd. is unable to complete the course due to unforeseen circumstances, any 'unused tuition' fees are to be refunded to the student.
Where there is an instance of provider default in the above circumstances, Nortwest Pty Ltd. may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Nortwest Pty Ltd. will not be liable to refund the money owed for the original enrolment.

TUITION PROTECTION SERVICE

In such case of provider default, student tuition fee is protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international student, please visit:

<https://tps.gov.au/>

PARTIAL REFUND

1. **Student withdraws more than 60 days before course commencement date or within cooling off period**
If written notice of withdrawal is received more than 60 days prior to the initial course commencement, 75% of the initial pre-paid tuition fee is refundable, less the Application fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser. Note the CEO may waive the Administration fee for withdrawals within the 3-day cooling off period.
2. **Student withdraws less than 60 days but more than 28 days before course commencement date**
If written notice of withdrawal is received less than 60 days but more than 28 days prior to the initial course commencement, only course material fee is refundable.

NO FEE REFUND

3. **Student withdraws less than 28 days before course commencement date**
If written notice of withdrawal is received less than 28 days prior to the initial course commencement, there would be No refund.

Nortwest Pty Ltd. will not refund any RPL application fees should the student be deemed as unsuccessful in RPL. Note that the student may lodge an appeal on RPL decision at little or no cost – refer to the complaints and appeal policy.

Non-tuition-based fees such as materials and/or equipment provided after course commencement will not be refunded under any circumstances.

In the event that a student cancels their enrolment and requests a refund after the course commencement date, there will only be refund on unused tuition fee for future study period/s. Overseas Students withdrawing from a course of study, will be reported to the Department of Home Affairs.

A Student who withdraws from their studies after the commencement of their course is required to pay the balance of their tuition fee for the current study period before the date of cancellation of their COE. In the event that the student seeks and is granted approval by Nortwest Pty Ltd. to transfer to another provider prior to completion of six-month study of the principal course, there will only be refund on unused tuition fee for future study period/s.

In the event that the student's enrolment is cancelled because of misconduct of student with Nortwest Pty Ltd.' Student Code of Conduct Policy or breach of student visa conditions there is no refund of any monies paid to Nortwest Pty Ltd..

In the event that a Student's extension of Visa is not granted; there will only be refund on unused tuition fee for future study period/s. Students are advised not to enrol or re-enrol if they are uncertain if their visa will be extended.

In the event that a Student abandons their course without formally cancelling their enrolment, there will not be any refund. Student will be invoiced for the tuition fees before the date of cancellation of their COE.

In an event where visa is cancelled due to any action of student, there is no refund.

EXTENUATING CIRCUMSTANCES

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary circumstances. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case-by-case situation.

REFUND PROCEDURE

All applications for refund must be made in writing using 'Refund Application Form' and must be submitted to RTO Manager for their approval. The refunds will be processed towards the nominated account within 20 working days from the date of application. The amount of refund will be calculated in accordance with the summary of refunds.

It is student's responsibility to provide correct account details. Nortwest Pty Ltd. will not authorise the transfer of fees to any other student's account. Refunds for students will be completed in the same method by which the fees were originally paid.

PAYMENT OF REFUND

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution.

Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund. All Student refunds are made in Australian dollars or the foreign currency equivalent at the time and will be net of any handling fee charged by local representatives used by the Student. Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees to \$40 will be deducted from any refund. Nortwest Pty Ltd. will provide the student with a statement detailing the calculation of the refund.

APPEALING REFUND DECISIONS

All students have the right to appeal a refund decision made by Nortwest Pty Ltd. (Refer Complaints and Appeals Policy and procedure).

SUMMARY OF REFUNDS

OUTLINE OF DEFAULT REFUND ARRANGEMENTS (APPLICATION FEE IS NON-REFUNDABLE UNDER ALL CIRCUMSTANCES)

Initial visa refused prior to course commencement (with Department of Home Affairs Refusal Letter)	Full refund less Administration Fee
Nortwest Pty Ltd. is unable to provide the course for which the original enrolment and payment has been made	Full refund of the initial pre-paid fees
Withdrawal prior to agreed start date: Notify the Institute more than 60 days prior the course commencement date or within cooling off period	75% refund of the initial pre-paid fees less Administration Fee
Withdrawal prior to agreed start date: Notify the Institute less than 60 days and greater than 28 days prior the course commencement date	Only course material and/or equipment fee is refundable
Withdrawal prior to agreed start date: Notify the Institute less than 28 days prior the course commencement date	No refund
Visa refused after course commencement (with Department of Home Affairs Refusal Letter)	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused Tuition Fees for future study period/s

OUTLINE OF DEFAULT REFUND ARRANGEMENTS (APPLICATION FEE IS NON-REFUNDABLE UNDER ALL CIRCUMSTANCES)

Nortwest Pty Ltd. is unable to continuously provide the commenced course for which the payment has been made	Full refund less Administration Fee
Withdrawal after course commencement without extenuating circumstances or cancellation of course due to student default.	75% refund of the initial pre-paid fees less Administration Fee
Abandonment of Course / Failure to return after scheduled break. Overseas Students withdrawing from a course of study will be reported to Department of Home Affairs, as required by law.	Only course material and/or equipment fee is refundable
Student's extension of Visa is not granted.	No refund
	If entire fees is paid, refund of unused tuition fees less (fess for ongoing term and administration fee)
Visa is cancelled due to any action of student	No refund
RPL assessment	No refund

Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser

LATE PAYMENT OF FEES

Students are required to pay their tuition fees and any outstanding charges on the due date specified. If the student fails to make the payment by the due date, the following will occur:

1. Payment reminder will be sent to student within 7 calendar days after the due date.
2. After 7 days, if student fails to make any payment or obtain a payment plan, student will be issued first warning letter. Student will further have 7 calendar days to make the payment. If the student is on payment plan, then student will be required to pay the whole study period's outstanding balance. A late payment fee of 18% of the total amount owing may be levied.
3. Final warning letter will be sent to student with fee overdue for more than 28 calendar days. If student fails to pay the overdue account within 7 calendar days of final warning letter, the Institute will refer student's case to Institute's debt collection agency.
4. In final warning letter, Nortwest Pty Ltd. will also inform the student about the intention to report to Department of Home Affairs based on non-payment of fees, which may result in cancellation of student's enrolment and student visa.
5. Student will have 20 working days to make an appeal. For more Information, please refer to Nortwest Pty Ltd.'s Complaint and Appeal policy
6. The CEO may grant an extension and/or waiver late fees, where extenuating circumstances has been provided by the student.

7. In the case where fee extension request is not approved, the student information is sent to debt collection agency. These details will include:
- Student name, contact detail and total fee that the student is indebted to RTO.
 - The student will be informed that they may be contacted by the Institute's debt collection agency and if required legal action may be taken against the student, and that all legal matters will be dealt with under the jurisdiction of Victoria.

Students willing to resume study at RTO will have to re-enrol in the course, provided that they have paid the total outstanding fee in full. Where a student continues to have an outstanding fee, the following restrictions may apply:

- Loss of access to enrolment records, examination results and academic transcripts
- The inability to graduate until the outstanding debt is cleared

MAINTAINING RECORDS OF REFUNDS

Where a student application for refund is submitted, all records of the refund application and associated actions are maintained in the student file. This includes a remittance advice identifying that refunds have been paid and any correspondence relating to the refund application.

Any information that the client provides Northwest Pty Ltd. or that Northwest Pty Ltd. collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies such as the Tuition Protection Service. The student must be informed of their right to appeal any decision of this policy in line with Northwest Pty Ltd.'s Policy and Procedure - Complaints and Appeal policy.

PRIVACY POLICY

Information collected about an individual learner or intended applicant in Written Agreement and Acceptance of Offer and during the student enrolment, can be provided by Northwest Pty Ltd., the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the Data Provision Requirements 2012, Northwest Pty Ltd. is required to collect personal information about any individual learner or intended applicant and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Learner's personal information (including the personal information contained in Written Agreement and Acceptance of Offer and during the course of their study), may be used or disclosed by Northwest Pty Ltd. for statistical, administrative, regulatory and research purposes. Northwest Pty Ltd. may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys and data linkage.
- Pre-populating RTO student enrolment forms.
- Understanding how the VET market operates, for policy, workforce planning and consumer information;
- Administering VET, including program administration, regulation, monitoring and evaluation

For more details, please refer to "Refund Policy and Procedure" available on website www.northwest.edu.au

www.northwest.edu.au

COMPLAINTS AND APPEAL POLICY

Nortwest Pty Ltd. ensures that students have ready access to a robust and fair complaints and appeals process. These processes are independent, easily and immediately accessible, and inexpensive for the parties involved. This policy establishes the rules under which Nortwest Pty Ltd. must act in response to a student complaint or appeal against a decision made by Nortwest Pty Ltd..

- Nortwest Pty Ltd. will ensure that students have a clear understanding of the steps involved in the procedure by providing procedural information on the Nortwest Pty Ltd. website and in the student Written Agreement and by explaining the process on the orientation.
- All students submitting a complaint or appeal must be treated fairly, professionally, transparently and without repercussion for making such a complaint or appeal.
- The processing of a complaint or appeal must be commenced within 10 days of it being received by Nortwest Pty Ltd..
- Students should ideally attempt to resolve a complaint informally prior to lodging a formal complaint.
- In all cases where a formal complaint or grievance is made, Nortwest Pty Ltd. will provide a response to the student.
- In all cases where an outcome has been reached, Nortwest Pty Ltd. will inform the student (in writing) of the outcome of the appeal that clearly explains the reasons for that outcome.

Nortwest Pty Ltd. will retain copies of all such written communications, outcomes and reasoning.

- All students attending an appeal panel review are entitled to be accompanied by a support person of their choice.
- In situations where a student's internal appeal has been rejected, the student will be informed of the options available to them outside those offered by Nortwest Pty Ltd., if they wish to escalate the complaint or appeal beyond the Nortwest Pty Ltd. processes. Nortwest Pty Ltd. will inform students of their options for external appeal within 10 working days of making a decision.
- In a situation where an appeal (internal or external) is upheld, Nortwest Pty Ltd. will immediately action that outcome and advise the student of the outcome and any follow up action.
- Nortwest Pty Ltd. will ensure corrective action is taken in response to any complaint or appeal to mitigate any reoccurrence that may lead to similar complaints and appeals being lodged in the future.
- Nortwest Pty Ltd. will collect the data about complaints and appeals and record the data in the Complaint Register.
- This data will include action taken to address the root cause of complaints, the follow-up and the outcome of the complaints/appeals. Evidence of complaints and appeals will be saved in the Complaints and Appeals folder, as well as the minutes of staff meetings at which actions arising from complaints were agreed and other relevant documentation. The folder will be managed by the RTO Manager and placed in a secured place.
- Complaints and appeals may be made in regards with but not limited the following issues:
 - Enrolment process
 - Education agents
 - Campus facilities and resources (including the kitchen resources)
 - Training
 - Staff
 - Academic results
 - Course progress
 - Discrimination, harassment and bullying
- Fees and refunds
 - Other students of Nortwest Pty Ltd.
 - Any other party directly or indirectly related to Nortwest Pty Ltd.

PROCEDURE

COMPLAINTS

1. Students are encouraged to raise matters of concern informally with their trainers, Student Services Officers or the RTO Manager via email. All informal complaints will be attended within 10 business days of receipt of the complaint. The communication of any informal complaints will not be kept on the student file, unless requested to do so by the student.
2. If the complaint cannot be resolved informally, the student may lodge a formal complaint using the Complaints and Appeals Form, available on the Nortwest Pty Ltd. website and the campus reception.
3. The student must send the completed Complaints and Appeals Form to admissions@nortwest.edu.au.
4. All complaints will be handled professionally and confidentially. All Nortwest Pty Ltd. staff members ensure that they comply with the Privacy Policy.
5. The RTO Manager will handle all formal complaints. If the complaint is in respect to the RTO Manager, the CEO will handle the complaint.
6. The complaints assessment process will commence within 10 working days of the Nortwest Pty Ltd. receipt of the completed Complaints and Appeals Form. The complaint will be resolved fairly and equitably, and at the earliest possible time (no later than 20 working days).
7. The complainant/appellant will be given an opportunity to formally represent his/her case at no cost. The complainant/appellant can be accompanied or assisted by a support person during the meeting.
8. The outcome of the complaint, including the reasons for the outcome will be provided in writing to the student within 5 business days of a decision being made. The student will be advised that they have the rights to appeal.
9. In case the RTO Manager failed to draw a conclusion on a complaint within 45 days, the reason must be sent to student in writing. The student must be updated regularly with the progress of the assessment.
10. Where a complaint cannot be resolved through the internal procedure, Nortwest Pty Ltd. will give appropriate information to proceed with the Training Ombudsman whose role is to investigate official concerns, complaints and disputes raised by interested parties and stakeholders regarding the actions of a registered education and training provider.
11. If there is any matter arising from a student complaint that is a systemic issue, which requires improvement action, the complaint will be reported to the CEO as part of the continuous improvement process.

APPEALS

1. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by Nortwest Pty Ltd..
2. All appeals will be handled with by an Appeal Committee consisting of at least 3 members. The Chair will be appointed by the CEO. The panel will be comprised of:
 - The Administration Manager
 - A trainer representative
 - A welfare counsellor

The panel decision should be unanimous and where there is a disagreement, the case will be escalated to the RTO Manager or the CEO to help resolve the case.
3. All appeals must be lodged by submitting the completed Complaints and Appeals Form to admissions@nortwest.edu.au.
4. A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
5. The appeal assessment must commence within 10 working days of the receipt of the appeal.
6. A maximum time of 45 days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.

7. The RTO Manager will send the outcome of the appeal to student in writing within 5 days from the date of the final decision. The letter will be archived in the student file as well as recorded in the Complaints and Appeals Register.
8. If the student is not satisfied with the appeal outcome they will be advised in writing about their rights to access external complaints handling and appeal process at with the Ombudsman. The details of the ombudsman will be detailed in the letter. Following are the details of ombudsman:

ORGANISATION:	Overseas Student Ombudsman (http://www.ombudsman.gov.au/)
CONTACT POINT:	<p>Online Complaint Form: https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form</p> <p>Call: 1300 362 072 (within Australia) Outside Australia call +61 2 6276 0111. Enquiries 9 am to 5 pm Monday to Friday (AEDT)</p> <p>Postal: GPO Box 442 Canberra ACT 2601.</p>

9. In any circumstances, where Northwest Pty Ltd. is informed that the international student has accessed external appeals processes, the college will maintain a student’s enrolment until the external appeal process is finalised.
10. There are no further avenues within Northwest Pty Ltd. for appeals after an internal appeal has been completed.
11. If the internal or external complaints handling or appeal process results in the decision or recommendation in the favour of the student, Northwest Pty Ltd. will immediately implement the decision or recommendation and take the preventive or corrective action/s required by the decision and advise the student of that action.

OTHER USEFUL INFORMATION

ESOS

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. In particular, ESOS provides tuition protection for international students.

For more information, please visit:

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

TUITION PROTECTION SERVICE

The Tuition Protection Service (TPS) is a government initiative protecting international students in the event that an education provider is unable to fulfil their obligation to deliver the agreed course of study. The TPS ensures that international students are able to complete their study in another course or with another education provider or that they get a refund of their unspent tuition fees.

For more information, please visit:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

UNIQUE STUDENT IDENTIFIER

The Unique Student Identifier (USI) ensures that you have access to all your training records online at any time. It makes life easier for you and your employer. If you are a continuing student in Vocational Education, Northwest Pty Ltd. needs your USI number before issuing qualification or if you are new student, you can create your USI or, Northwest Pty Ltd. can apply for your USI on your behalf.

For more information, please visit:

<https://www.usi.gov.au/students>

CONTACT DETAILS



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