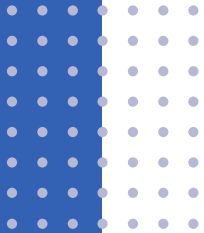


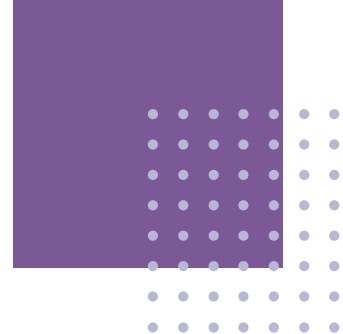
STUDENT HANDBOOK



CRICOS Students

www.astutetraining.edu.au

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ASTUTE TRAINING



Welcome to Astute Training. Our management, trainers, and administration team are dedicated to ensuring your experience is pleasant and successful. We take pride in offering students more than just a qualification; we provide an educational and personal experience that we hope will become cherished memories.

Astute Training is committed to providing top-quality education and training in the Vocational Education and Training Sector for international students. Our goal is to equip our students with a wide range of skills to ensure they become highly competent professionals. We are especially proud of the remarkable success of our former students, many of whom are now employed as Registered Nurses in various regions of Australia.

While general requirements are the same for all courses, each individual course may have specific requirements that your trainers will discuss with you. Please read the information in this booklet carefully, as it will answer many questions you may have.



INTRODUCTION



The purpose of this handbook is to help you as a student and to ensure that you are provided with information that will assist you through your time at Astute Training . It is important that you read and understand all contents of this Handbook.

This handbook provides essential information for your journey at Astute Training. Understanding these policies ensures a smooth learning experience.

Key Regulations

As an RTO student in Australia, you're subject to:

- National Code 2018 (Quality education standards for international students)
- ESOS Act 2000 (Protects international student rights)
- VET Act 2005 (National framework for vocational education)
- Standards for RTO'S 2015 (ASQA)

Questions?

Reception can connect you with the right person for clarification.

International Students & ESOS Act:

For details, visit the latest ESOS Framework: <https://www.education.gov.au/esos-framework>





CODE OF PRACTICE

Astute Training prioritises providing a high-quality service that meets the needs of our clients, the wider community, and our staff. This commitment is reflected in our Code of Practice, outlined alongside our Mission Statement and Code of Conduct in the Policy and Procedures Manual. The Code ensures a fair and ethical environment that fosters equal access and upholds the highest standards of integrity.

We at Astute Training are dedicated to:

- **Creating a positive learning environment:** Safe, friendly, and focused on your success.
- **Supporting your goals:** Providing resources and services to help you achieve your academic objectives.
- **Valuing diversity:** Embracing a welcoming and inclusive learning community.
- **Fair and transparent processes:** Ensuring clear procedures for complaints, grievances, and appeals.
- **Respecting your rights:** Recognising your legal rights as a student.
- **Providing quality feedback:** Offering timely, honest, and constructive feedback to enhance your learning.
- **Protecting your privacy:** Maintaining the confidentiality of your personal information.
- **Investing in your success:** Offering access to facilities, equipment, and resources to support your learning journey.
- **Continuous improvement:** Striving to provide the best possible educational experience through ongoing development.

Astute Training is committed to delivering a quality service to all students; therefore, it requires students to respect the guidelines of Astute Training. If you have any queries or concerns please contact our trainers or administration staff in the first instance. Astute Training will ensure that at all times staff will act with integrity in dealing with students.





Astute Training is committed to upholding the highest quality standards and complying with all relevant regulations. This includes:

- **The VET Quality Framework:** This framework ensures consistent quality across vocational education and training in Australia. It incorporates elements such as the Standards for Registered Training Organisations (RTOs), the Australian Qualifications Framework (AQF), Data Provision Requirements, Fit and Proper Person Requirements, and the Financial Viability Risk Assessment Requirements.
- **Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018:** These regulations protect the rights of international students and ensure quality education delivery.

We are dedicated to providing a reliable and trustworthy learning environment for all students.

Promotion of Services

Astute Training will not advertise any course as accredited unless it is approved under our ASQA scope of registration. Astute Training promotes all services in a clear and ethical manner.

Child Protection

Astute Training prioritizes child safety. Though CRICOS students are 18+, we comply with child protection laws and conduct thorough background checks on all staff.

School-Age Dependents

For students bringing school-aged dependents to Australia, full fees for their compulsory schooling apply.

Copyright

Astute Training Ltd adheres to copyright requirements placed on Educational Institutions under the Copyright Act 1968. Students must respect the copyrights of others. If you did not write it you cannot copy it without giving recognition to the original writer.

To learn more, refer to the Copyright Act (1968)



STUDENT LIFE: LIVING IN SYDNEY



Life in Sydney as an International Student

Sydney offers a unique blend of urban excitement and natural beauty. As a CRICOS student, you will experience world-class education alongside a fantastic lifestyle. This guide provides essential tips on budgeting, accommodation, transport, groceries, and fun activities to make the most of your time in Sydney.

Budgeting:

- **Cost of Living Calculator:** Estimate your expenses with the official calculator on Study Australia: <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>.
- **General Expenses:** Factor in groceries (~\$100-200/week), transportation (~\$50-80/week), and utilities (~\$80-120/month) when budgeting.

Accommodation:

- **Options:** Explore on-campus housing, homestays with local families, or private rentals. Consider location, amenities, and budget when choosing.
- **Student Resources:** Many universities offer student housing assistance. Utilize these resources for support.

Transportation:

- **Opal Card:** Invest in an Opal card for travel on Sydney's public transport network, including buses, trains, and ferries.
- **Walking & Cycling:** Sydney is pedestrian-friendly. Walking and cycling are great ways to explore the city and save money.

Groceries:

- **Supermarkets:** Major chains like Woolworths and Coles offer a variety of affordable groceries.
- **Markets:** Explore vibrant farmers' markets for fresh produce and local delights.
- **Student Discounts:** Many supermarkets offer student discounts. Ask or check store signage.





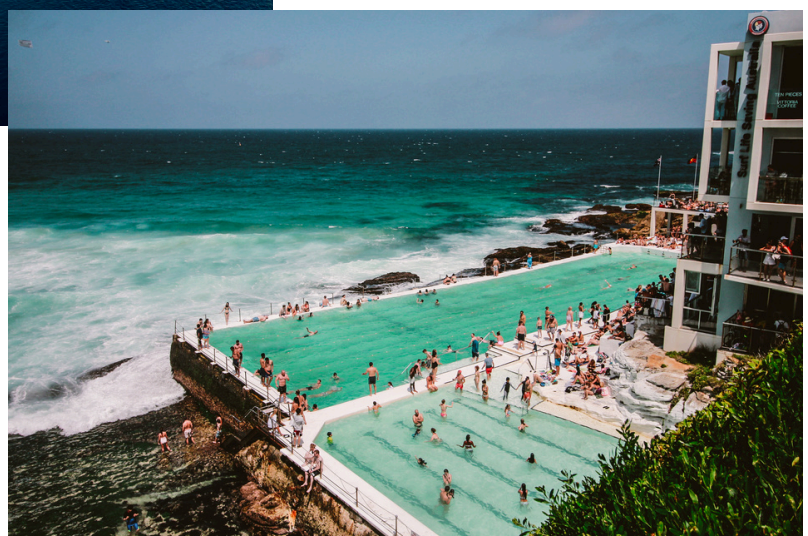
Entertainment & Activities:

- **Explore Sydney Harbour:** Take a ferry ride or visit iconic landmarks like the Sydney Opera House and Harbour Bridge.
- **Beaches:** Sydney boasts stunning beaches like Bondi and Coogee. Enjoy swimming, surfing, or simply soaking up the sun.
- **Museums & Galleries:** Immerse yourself in art, history, and culture at Sydney's many museums and galleries. Many offer student discounts.
- **National Parks:** Escape the city and explore nearby national parks like Royal National Park for hiking, camping, and stunning scenery.

Additional Resources

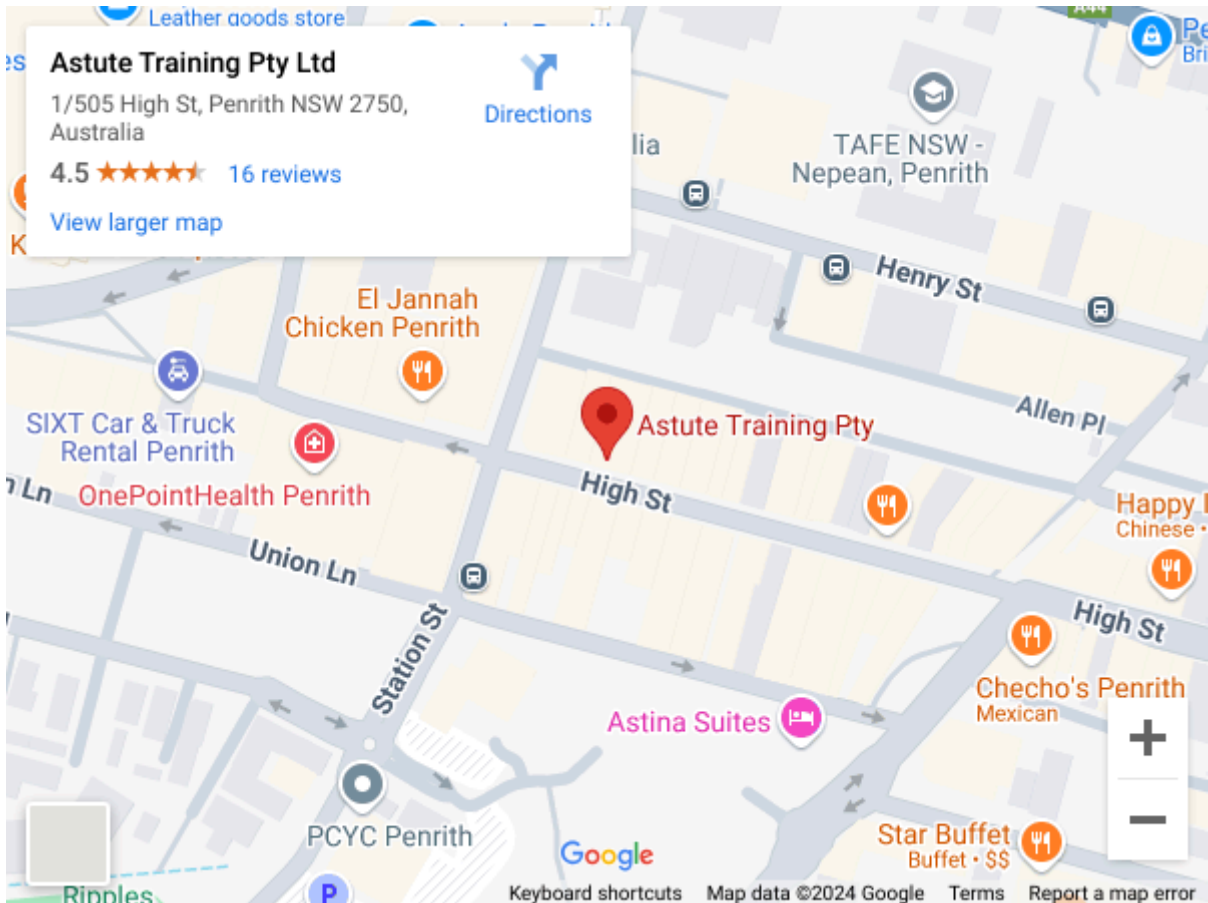
Study Australia: <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs> provides comprehensive information on living costs in Australia.

Remember: Budgeting and planning are key to a smooth financial experience in Sydney. Embrace the diverse experiences the city offers, and enjoy your time as a CRICOS student!

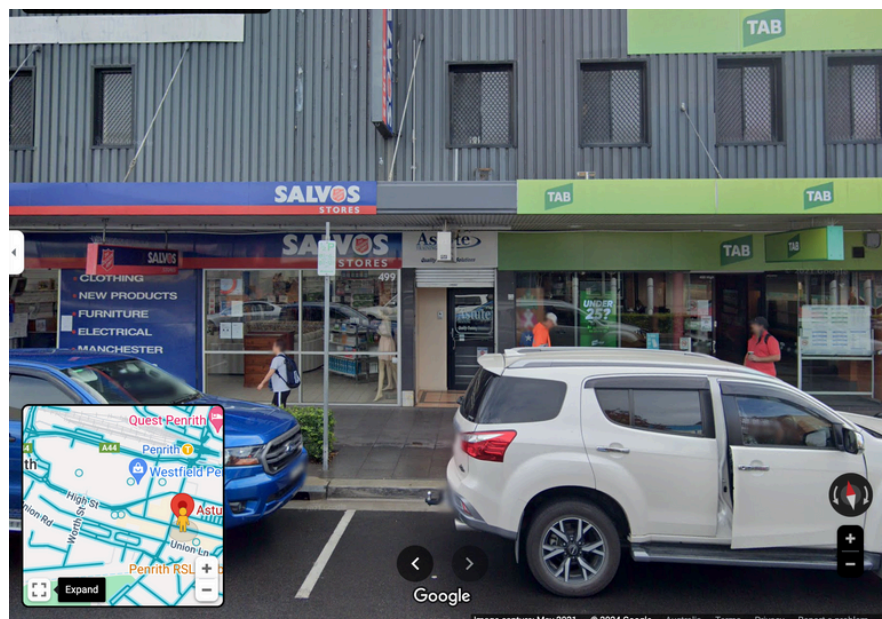


HOW TO GET TO US

Astute Training's Penrith campus is conveniently located near public transport such as Penrith Station, placing you at the heart of the city's vibrant offerings.



Penrith offers a well-connected public transport network with buses and trains readily available. Explore the city and its surroundings with ease.



WELCOME TO PENRITH



Astute Training's Penrith campus offers a vibrant and convenient location. This section provides essential information to help you settle in and explore all Penrith has to offer.

Getting Settled:

- **Accommodation:** Explore homestays, apartments, or student housing near campus.
- **Public Transport:** Invest in an Opal card for discounted travel on Penrith's reliable bus and train network.

Living in Penrith:

- **Shopping & Dining:** Westfield Penrith offers diverse shops, restaurants, and cafes. Explore High Street for a local touch.
- **Entertainment:** Catch a show at the Joan Sutherland Performing Arts Centre or enjoy a movie.

Exploring:

- **Thrills:** Conquer rapids at the White-Water Rafting Centre.
- **Wildlife:** Meet native animals at Featherdale Wildlife Park. Explore Western Sydney Zoo
- **Nature:** Hike or bike along the scenic Nepean River or explore nearby Blue Mountains National Park.

Beyond the Basics:

- Discover community events, sports, and fitness options.
- Visit the Penrith City Council website (<https://www.penrithcity.nsw.gov.au/>) and Visit NSW (<https://www.visitnsw.com/>) for more local information.



ADMISSIONS: THE FIRST STEP



Admissions Process

Recruitment of students is conducted in an ethical and responsible manner at all times and ensures that student selection decisions are fair and comply with equal opportunity legislation. All international students must be 18 years of age or over and meet the English language requirements of IELTS 6 or equivalent.

Applicants will be advised of any pre requisites that apply to a course before enrolment.

Student Orientation/Induction

All students are required to attend a student induction prior to commencing their course. All relevant policies and procedures including the fire evacuation procedure will be explained in full.

All topics necessary to the induction of a new student such as the student handbook, course structure, attendance and course progress requirements and assessment procedures and support services will be outlined at this session.

All topics relating to our online student portal and e-learning platform (Moodle) will be discussed in your induction. You will be given a tutorial on how to access all of the necessary online components to complete your course. While the College has some computers and iPADS available for use it is suggested that students bring their own laptop

Student ID Cards

All students are required to have their photo taken on induction day so that a Student ID card can be created. This must be carried by the student at all times for identification purposes, attendance monitoring and computer and photocopying usage.

If you misplace your student ID card it must be reported to reception and a replacement card will be issued at a cost of \$20.00 dollars.



ASTUTE FACILITIES AND RULES



Dress Code

Astute Training promotes a professional learning environment.

General Classes: Smart casual attire is appropriate.

Work Placement: Business attire is required.

General Guidelines:

Ensure clothing meets workplace health and safety standards.

Maintain a professional appearance that is respectful and inclusive.

Astute Training Facilities

We provide equipment and resources you need to succeed in your studies. Our facilities include:

- **Wireless internet access:** Stay connected throughout your learning journey.
- **Individual study resources:** Utilise iPads and study room computers for research and coursework.
- **Library:** Borrow textbooks, reference materials, and DVDs to supplement your learning.
- **Student kitchen/lunchroom:** Enjoy a comfortable space to relax and refuel with microwaves, a refrigerator, a coffee/tea station, and complimentary morning tea biscuits.
- **Please note:** Astute Training is not responsible for lost or stolen personal belongings. Remember to secure your valuables.



INTERNATIONAL STUDENT VISA REQUIREMENTS



International students must stay with their first chosen provider for 6 months of their main course. All visa holders are responsible for understanding their visa conditions, including work rights, study requirements, and potential consequences for non-compliance.

Contact the Immigration Department if unsure about any conditions. 20 hours of class and 48 hours of work per fortnight are required under your visa conditions.

Overseas Health Coverage

All international students need Overseas Student Health Cover (OSHC) and register with a doctor. OSHC covers medical expenses and is mandatory for your entire student visa stay. Research OSHC providers and their plans on government and insurer websites: <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>

English Language Requirements

Astute Training matches students to courses based on their goals and skills (following National Code 2018 requirements). English proficiency is essential for all students. International students must demonstrate this through a recent IELTS score of 6 or higher, or an equivalent approved test such as TOEFL iBT, PTE Academic, or CAE.

Assessing English Language Proficiency

International students must demonstrate English proficiency at a level that meets the minimum score required for their chosen course (details available upon request). The application process involves completing an enrollment form and submitting necessary documents, such as qualifications, relevant work experience (if applicable), and proof of English language proficiency through an accepted test (e.g., IELTS).

The CEO then reviews the application against course entry requirements, Department of Home Affairs guidelines (including year 12 equivalency in various countries and IELTS scores), and the submitted documents. A final decision is communicated via a letter of offer: unconditional for applicants who meet all requirements, including English proficiency, and conditional for those with outstanding criteria, such as missing English test results.



ACCESS AND EQUITY



Astute Training is dedicated to providing equal access to training opportunities for everyone, regardless of background or ability. We comply with all relevant anti-discrimination legislation and strive to create a welcoming and inclusive learning environment.

To ensure fair access, we offer flexible study options tailored to individual needs and circumstances.

For more information on our commitment to diversity and equity, please refer to the NSW Anti-Discrimination Act (1977).

Rights and Responsibilities at Astute Training

Everyone at Astute Training has the right to:

- Learn, teach, or work in a safe and respectful environment.
- Have harassment reports taken seriously and addressed impartially.
- Report harassment without fear of retaliation.

Students are expected to:

- Contribute to a positive learning environment by respecting others and following instructions.
- Refrain from disruptive behavior, violence, and property damage.

Staff are expected to:

- Uphold professional conduct and ethical standards.
- Respect privacy and avoid conflicts of interest.

Astute Training takes harassment and discrimination seriously. Victimisation for reporting issues will not be tolerated.

Need help? Report concerns to the CEO, Training Manager, or Student Support at support@astutetraining.edu.au



USI UNIQUE STUDENT IDENTIFIER



Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see their training results from all providers including all completed training units and qualifications.

The USI will be available online to all international students upon commencement and at no extra cost. This USI will stay as the student's individual education number for life.

Who's exempt from needing a USI?

- **Offshore international students:** Studying outside Australia with an Australian training organisation.
- **Students who completed training before January 1, 2015:** Applies to those who finished all requirements by December 31, 2014 but haven't received their qualification yet.
- **Individuals with a genuine personal objection:** Can apply for an exemption.

For training organisations:

- Can issue qualifications/statements of attainment without a USI for exempt students.
- Still need to submit AVETMISS data for all students, including exempt ones.

Learn more about USI data privacy:

- Visit the USI website (www.usi.gov.au) or contact the Student Identifiers Registrar (13 38 73).
- The Registrar's Privacy Policy details how they handle your information, including:
 - Accessing and correcting your USI data.
 - Making a privacy complaint against the Registrar.

For broader privacy concerns:

- You can also lodge a complaint with the Information Commissioner regarding:
 - Misuse of your USI data.
 - Astute Training failing to destroy your USI application information (collected solely for application purposes).





COLLECTING PERSONAL INFORMATION

Astute Training collects the information we need to operate under the Student Identifiers Act (2014) and in accordance with the Privacy Act. This may include your:

- Name
- Address
- Age/Date of Birth
- Nationality
- Contact details (phone, mobile)
- Identification documents (birth certificate, passport, driver's license)
- Payment information (debit/credit card)

We collect this information through various methods, including:

- Enrollment forms and letters of offer
- Phone, online, and in-person interactions
- Government agencies, educational agents, other students, or third parties


Using Your Personal Info

We use your information to:

- Deliver quality services (e.g., USI verification/application).
- Comply with laws and regulations.
- Identify students accurately.
- Facilitate work placement police checks (if applicable).

Keep your information up-to-date: Help us keep your contact details current (address, phone, email) to ensure smooth communication. This is required to be checked by you at the beginning of each term to ensure none of your information needs to be updated. All international students are required to provide and keep Astute Training updated of their Australian residential address within seven (7) days of arrival in Australia and any subsequent change of residential address must also be notified to Astute Training within seven (7) days complying with visa condition 8533.

Access your information: View or download your personal information (including course progress) for free through the student portal. Hard copies are available for a \$25 administration fee.





PROTECTING YOUR PERSONAL INFORMATION

Astute Training is committed to protecting your personal information. We take all reasonable steps to ensure it's secure from unauthorised access, misuse, or disclosure.

Here's a breakdown of what this means for you:

Limited Information Collection: We only collect the information we legally need for your enrollment, learning experience, and compliance with regulations like the ESOS Act and National Code.

Transparency and Control: We will not share your information with anyone without your permission, except in specific situations where the law requires it. You also have the right to access and update your information through the student portal.

Data Security and Disposal: We use appropriate safeguards to protect your information. Additionally, we securely destroy USI application information once it's no longer needed, as outlined by the Student Identifiers Act.

Want to Know More?

For a deeper dive into privacy regulations, refer to the National Privacy Principles (2001). You can also find Astute Training's detailed USI Privacy Notice on our website.



TRAINING & ASSESSMENT



Recognition of Prior Learning (RPL) at Astute Training

If you consider you are already competent in specific units of competency you may be granted an exemption from undertaking the assessment, if your prior learning is relevant to the unit

Apply for RPL to potentially:

- Gain exemptions: Skip assessments you've already mastered.

Qualify for RPL by demonstrating:

- Relevant training (past 2 years) or work experience.
- Documented proof (authenticated documents/work samples).
- Up-to-date skills and knowledge through an interview.

The RPL Process:

- Obtain the RPL Form: Available at Reception.
- Discuss Your Application: Consult a trainer or Student Support.
- Submit the Completed Form: Return it to Reception for review.

Possible Outcomes:

- Success: Receive exemptions from relevant assessments.
- Pending: Provide additional information for further consideration.
- Rejection: Appeal process available (final decision by CEO).
- RPL Administration Fee: \$250 per unit (non-refundable).

Learn More:

National Vocational Education and Training Regulator (NVETR) website:

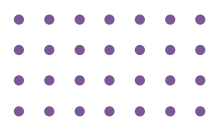
<https://www.asqa.gov.au/about-us/asqa-overview/national-vocational-education-and-training-regulator-advisory-council>

Credit Transfer

We recognise qualifications from other institutions under Australian standards (verification may apply). Submit credit transfer requests within 14 days of starting your course.

Articulation: Our courses may grant credit towards other qualifications (check with the issuing institution).





Work Placement

Astute Training provides a 3-week unpaid work placement as part of your studies. You will be covered by accident insurance during morning shifts (typically 6am-7pm) running Monday to Friday. Workplace representatives and Astute trainers will monitor your performance, evaluating it as *Satisfactory* or *Not Satisfactory*.

A Work Placement Skills Booklet outlining details and your responsibilities will be provided. To ensure a smooth placement, the workplace supervisor will be informed of any visa requirements and will sign your attendance daily. Upon completion, you will return the completed booklet to reception.

Once work placement has been arranged and confirmed no changes will be made except for exceptional circumstances. No leave will be approved during this period.

National Police Check and Vaccination Records

Students in work placement programs require a National Police Check (\$35 if processed on-site) and a current vaccination record if requested by the placement facility. Both are submitted by the student after completing their induction.

If you have any questions about this process or need any assistance, please reach out to our work placement coordinator Jenny at jdermilio@astutetraining.edu.au

Competency Based Training

Astute Training leverages Competency-Based Training (CBT) aligned with the Australian Qualifications Framework (AQF). This approach emphasises practical application, ensuring graduates possess the necessary skills and knowledge for workplace success.

Here's a breakdown of the key elements:

- **Skills-Focused Learning:** Our curriculum prioritises the development of demonstratable competencies.
- **Modular Structure:** Courses are comprised of Units of Competency (UOCs) that target specific job-related skills and knowledge.
- **Clear Assessment Criteria:** Assessments are graded as Competent (C) or Not Yet Competent (NYC). NYC grades provide opportunities for targeted improvement and re-assessment to achieve mastery.





Certificates and Statements of Attainment:

Astute Training awards AQF Qualifications upon successful completion of a program and achieving competency in all units. Statements of Attainment are issued for partially completed programs.

We ensure all qualifications and statements align with our scope of registration and national training standards.

Certificates and Statements of Attainment are issued within 30 days of program completion, with additional copies incurring an administration fee.

New course enrollment: Complete a new online enrollment application upon program completion. The link to apply is available on our website.

Assessments

Assessments gauge your competency in course units. Records are stored electronically for easy access (6 months for assessments, 30 years for qualifications).

Assessment Types:

- Practical tasks
- Written questions
- Presentations or role plays
- Observations
- Projects

Deadlines and Extensions

Complete assessments by the due date. Extensions may be granted upon request.

Special Considerations:

If you have a valid reason for missing an assessment, discuss alternative arrangements with your trainer/assessor.





Assessment Principles

Astute Training adheres to the following principles:

- **Validity:** Assessments accurately measure your skills and knowledge against unit requirements.
- **Reliability:** Assessments are consistently interpreted by different assessors, ensuring fair results.
- **Fairness:** We consider individual needs and offer reasonable adjustments. you will be informed about the process and have the right to challenge an outcome.
- **Flexibility:** Assessments adapt to your needs, acknowledging prior learning and utilizing various methods.

Astute Training closely monitors your progress. We proactively identify students at risk and provide targeted support to ensure success. This includes recording unit results and comparing them to the course timetable.

Rules of Evidence

We adhere to strict rules of evidence to guarantee fair and accurate assessment of your skills. These rules focus on four key areas:

- **Sufficiency:** Enough high-quality evidence, relevant to the course unit, is collected to determine your competency.
- **Validity:** The evidence demonstrates you possess the skills, knowledge, and qualities outlined in the course unit and assessment requirements.
- **Currency:** The evidence showcases your current competency, meaning it's recent.
- **Authenticity:** The evidence presented is demonstrably your own work.

Astute Training prioritises the quality of evidence over quantity. Our assessors possess extensive industry knowledge and hold the TAA40104 Certificate IV in Training and Assessment or TAE40110 Certificate in Training and Education. They are committed to:

- **Objectivity:** Applying fair and unbiased judgment based on the evidence against set standards.
- **Meeting Standards:** Ensuring all evidence aligns with established criteria.
- **Verifying Evidence:** Confirming the evidence is valid, authentic, current, and sufficient.





Grading

The course in which students are enrolled is competency based.
The grading of your assessment will be:

C= Competent

Competent means that a student has satisfied all of the learning outcomes in the specified subject, to the required standard.

An assessor will review and evaluate this evidence and, if the evidence is satisfactory, the assessment result will be 'Competent' and this will be reflected in the 'record of assessment' when it is returned to the student.

NYC= Not Yet Competent

Not Yet Competent means that either the evidence submitted was of an unsatisfactory standard, or that it was of satisfactory standard but not all the evidence was submitted.

If a student is NYC, they will be given the opportunity to redo the task and achieve competence

Client Unit Enrolments

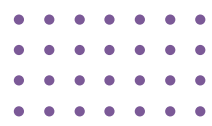
Client Name:		RefInternal:	ATP00000L6
Client DOB:			
Course:	CHC30212 CERTIFICATE III IN AGED CARE		
Course Offer:	CRICOS 2015 Certificate III in Aged Care - Group 2		
Trainer:		Start Date:	19/01/2015
		End Date:	21/12/2015

Unit Code	Unit Description	Outcome Code	Outcome Result	End Date	Comments
CHCAC317A	Support older people to maintain their independence	20	C	04/02/2015	
CHCAC318B	Work effectively with older people			21/12/2015	
CHCAC319A	Provide support to people living with dementia			21/12/2015	
CHCCS411C	Work effectively in the community sector			21/12/2015	
CHCCS426B	Provide support and care relating to loss and grief			21/12/2015	
CHCICS301B	Provide support to meet personal care needs	20	C	25/02/2015	
CHCICS302B	Participate in the implementation of individualised plans			21/12/2015	
CHCICS303A	Support individual health and emotional well being	20	C	19/01/2015	
CHCPA301B	Deliver care services using a palliative approach			21/12/2015	
CHCWHS312A	Follow whs safety procedures for direct care work			21/12/2015	
HLTAP301B	Recognise healthy body systems in a health care context			21/12/2015	
HLTCS203D	PREPARE AND MAINTAIN BEDS			21/12/2015	
HLTHIR403C	Work effectively with culturally diverse clients and co-workers	20	C	19/03/2015	
HLTIN301C	Comply with infection control policies and procedures			21/12/2015	

Unit Count: 14

Signature of Trainer: _____

Date: _____



ASSESSMENT APPEALS

Assessment Appeal

Astute Training is committed to providing a fair and transparent assessment process. However, we understand that there may be occasions where you disagree with an assessment outcome.

Should you wish to appeal an assessment decision, we encourage you to follow these steps:

- 1. Initial Discussion:** Engage in a constructive dialogue with the trainer/assessor who graded your work. They may be able to clarify any misunderstandings and address your concerns directly.
- 2. Formal Appeal:** If the matter remains unresolved after your initial discussion, you may submit a formal Assessment Appeal Form. This form outlines the specific details of your appeal and any supporting documentation you wish to include.
- 3. CEO Review:** The College Chief Executive Officer (CEO) will oversee the appeal process. They will conduct a thorough review of your assessment and the appeal form, ensuring all due process is followed.
- 4. Written Notification:** You will receive a written communication from the CEO outlining the final decision regarding your appeal.
- 5. Independent Review (Optional):** In exceptional circumstances where the appeal remains unresolved, the College may arrange for an independent reassessment by a qualified professional not involved in the original assessment. You will be notified of this option and the subsequent outcome in writing.
- 6. External Guidance:** The CEO will always advise you of your right to seek external guidance from relevant professional bodies or regulatory authorities throughout the appeals process.

We encourage you to address any assessment concerns promptly. For further information or assistance with the appeals process, please do not hesitate to contact our Student Services team.





Grounds for Appeal

Astute Training considers appeals in the following situations:

- **Missing Subject Outline:** A student can appeal if the trainer did not provide a subject outline, which could disadvantage their learning and assessment preparation.
- **Unforeseen Assessment Changes:** Appeals are accepted if the trainer significantly altered assessment requirements without prior consultation or in an unreasonable manner.
- **Unfair Assessment Application:** Students can appeal if they believe the assessment requirements were applied unfairly or caused undue hardship.
- **Clerical Errors:** If a documented assessment outcome appears to be a clerical error, students can initiate an appeal.
- **Discrepancy Between Assessment and Observation:** Appeals are considered when there's a perceived mismatch between a student's practical performance and the formal assessment result.

Successful Appeals and Reassessment:

If an appeal for reassessment is successful, Astute Training will appoint a new assessor who is independent of the original assessment. This new assessor will work with the student to schedule a reassessment at a mutually convenient time.

Additionally:

You may contact the National Training Complaints Hotline (1800 000 674) for further guidance or to lodge a separate complaint.

We value your feedback and strive to continuously improve our services. Please do not hesitate to reach out to Student Services if you require assistance with the complaint or appeal process.

Student Feedback

To assist with continuous improvement processes, students are given the opportunities to provide feedback during the course and after assessments.

Students are given an evaluation form to be completed at the end of each course. Analysis of this data is used to improve training and assessment and to ensure client services meet client needs and are continuously improved to ensure management systems meet the requirements of the National Skills Standards Council (NSSC).



MAINTAINING YOUR VISA



As a student visa holder, you have two key requirements to maintain your visa status:

Course Completion: You must complete your program within the timeframe outlined in your Confirmation of Enrolment (CoE).

Satisfactory Progress: Each term, you need to demonstrate satisfactory progress, typically achieving at least 50% of your course requirements.

Extensions: Extensions to your visa may be granted under exceptional circumstances, such as approved deferrals, reduced study loads due to intervention plans, or compassionate reasons.

Astute Training's Commitment

We actively monitor your progress by issuing transcripts each term to ensure you're on track for timely completion. However, early course completion may impact your visa duration and will be reported to the Department of Home Affairs.

Failing to Meet Requirements:

Not meeting course requirements may result in Astute Training reporting you to the Department of Home Affairs, potentially leading to visa cancellation.

Important Note:

This information is based on a handbook version from August 2020. We recommend referring to the latest student handbook or contacting Astute Training for the most up-to-date details.





Academic Misconduct

Astute Training takes academic integrity seriously. Assessment reflects your learning journey, and any form of plagiarism or cheating is a serious offense.

Consequences of Academic Misconduct:

- Failing the assessment (possible resubmission)
- Failing the competency
- Suspension or expulsion (repeat offenses)

Examples of Misconduct:

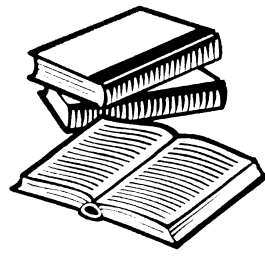
- Unauthorised collaboration or information sharing during assessments.
- Accessing confidential exam or assessment details.
- Copying another student's work.
- Stealing, buying, or possessing exam/assessment materials beforehand.
- Impersonating another student in assessments.
- Sharing login credentials for academic activities.
- Attempting to bribe Astute Training staff.
- Plagiarism: Submitting someone else's work (including internet sources) as your own.

For a comprehensive list of academic misconduct examples and the full Cheating, Plagiarism and Collusion policy, please send a request to Student Services





STUDY TIPS



Time Management:

- Dedicate a few hours weekly for focused study outside class.
- Find a distraction-free space.
- Balance your schedule with work, family, and personal time.
- Seek help from your trainer for time management strategies.
- Prioritise challenging subjects and study them more.
- Consider group study for diverse perspectives.

Healthy Habits:

- Maintain a healthy lifestyle with proper rest.
- Sleep helps consolidate information into long-term memory.

Reading and Comprehension:

- Skimming: Preview the text (title, summary, headings) to grasp key points.
- Questioning: Formulate questions as you read to stay focused and challenge assumptions.
- Active Reading: Budget time per chapter and actively engage with the material (recite, visualise).
- Reviewing: Summarise key points (written or mental) for future reference.

Effective Note-taking:

- Capture key points and keywords in your own words.
- Include technical terms, jargon, and acronyms.
- Use color, headings, and highlighting for better organization and recall.

Seeking Help:

- do not hesitate to seek help from trainers, friends, or family if you face difficulties.
- Clarification from others is better than struggling alone.

Thinking Techniques:

- Mnemonics: Associate information with letters, songs, or acronyms for better memorization.
- Interpretation: Explain concepts to someone else to solidify your understanding.
- Brainstorming: Generate a large pool of ideas to spark creativity and problem-solving.



ATTENDANCE



Academic Calendar and Intakes

The academic year at Astute Training is 40 weeks divided into 4 terms. Intakes commence on the 3rd Monday of every month for students enrolling into a course

No intakes are held in January and December due to term break dates.

Daily Attendance Process

All students are required to complete 20 hours attendance per week to meet compliance of their student visa conditions.

Astute Training records and monitors student attendance through two delivery modes:

- Recording the student's physical attendance to class per week
- Recording the student's time spent performing units and activities through e-learning platform; Moodle

The e-learning attendance is automated to update in our Wisenet system

Physical Attendance Process

- The trainer marks the attendance record each class session
- Attendance is entered into the student management system Wisenet weekly
- Attendance is also recorded when students access their e-learning account via Moodle.
- Absent students are expected to call or text to advise reception
- Attendance in WiseNet is reviewed each day; any absent students who have not advised reception will be contacted.

Maintaining a healthy attendance record is crucial for your student visa status. We actively monitor attendance and work with students at risk of falling below the required 80% per term.

Note: It is the student's responsibility to contact Astute Training if they need to be absent from class or are sick. If the student is absent for more than 4 consecutive days, they need to provide a medical certificate.





LEAVE, DEFERENCE, AND TRANSFER

Compassionate or Compelling Circumstances for Attendance

These are unexpected events beyond your control that significantly impact your ability to attend classes.

Examples include:

- Serious medical illness (supported by a medical certificate)
- Close family member bereavement (parents, siblings, grandparents)
- Major political upheaval or natural disaster in your home country requiring immediate travel
- Traumatic experiences (accidents, serious crimes you witnessed or experienced)

Supporting documents (police reports, counselor/psychologist reports) should be kept in your file. The CEO may consult your trainer or Student Support for further evaluation.

Deferring or Suspending Your Studies

Deferring:

- Stop studying temporarily (12 months max) due to illness, family emergencies, or visa delays.
- Submit a written request with supporting documents to the CEO.
- Decision communicated within 14 days. May impact your visa.

Suspensions:

- **Student-initiated:** Request a deferral due to unforeseen circumstances (see above).
- **Astute Training-initiated:** Enforced for disciplinary issues (cheating, misconduct). May require returning home after 28 days. You have the right to appeal within 20 days.

Both deferrals and suspensions are reported to the Department of Home Affairs.

Leave of Absence During Term

Submit a Leave of Absence form (available at reception) for compassionate reasons (illness, family death) with supporting documents (if available). Processing takes 5 business days.

Note: Holidays, weddings, etc. are not valid reasons and will not be approved. Plan personal events for term breaks. Department of Home Affairs will be notified if applicable.





Cessation of Study by a Student

If a student is absent from class for 5 consecutive days without contacting Astute Training or responding to notifications, it will be assumed they abandoned the course. Failure to attend appointments may lead to reporting the cessation of studies via PRISMS, potentially resulting in visa cancellation.

Transferring Within Astute Training

- Apply in writing for internal transfers.
- Decisions are communicated via written notification.
- Changes recorded in Wisenet by admin staff.

Note: Transfers within term are rare (exceptional circumstances only). International students transferring courses will have records updated and visa status reviewed by Department of Home Affairs.

Transferring In and Out of Astute Training

Transferring In:

- You cannot transfer within 6 months of starting at another provider unless you have a valid letter of release from them.
- We generally approve transfers unless fees are owed or you are suspected of avoiding reporting by your current provider.

Transferring Out:

- Submit a written transfer request (via email).
- We'll assess your request considering outstanding fees, notice period, and potential reporting avoidance.
- If approved, you will receive a letter of release (free of charge) and guidance on contacting Department of Home Affairs (if needed).

Appeals

You can appeal our transfer decision through the Student Appeals Process (details in the Handbook).

Note: Transfers do not guarantee a refund; refer to the Refund Policy for details.



FEES, CHARGES, AND REFUND POLICIES

Fees and Charges:

- **Enrolment Fee** (Non-refundable): A\$250.00
- **Course Material Fee:** A\$250.00
- **Application fee for Recognition of Prior Learning:** A\$250.00 (per unit)
- **New assessment (re-sit after 3 previous attempts):** A\$100.00 (each)
- **Processing fee for transfer to a different course and new CoE:** A\$200.00
- **Re issue of Student ID card:** A\$20.00
- **Administration fee for refunds:** A\$250.00
- **Late payment fee on outstanding fees paid after the due date:** A\$100.00 (may be charged on all fees paid after the due date or instalment date arranged)

The following guidelines apply in relation to tuition fees:

- **Tuition:** Pay upfront (one term) including health cover (if applicable) for international students.
- **Repeating a subject:** If repeated subject falls outside your course term, you will be charged partial tuition.
- **Outstanding fees:** Results withheld until full payment received.
- **Withdrawing:** One month's written notice required, or one month's fees apply.
- **Transferring with RPL:** Reduced course duration means pro-rated fees based on remaining units.

Protection of Tuition Fees Paid

Astute Training is a CRICOS provider delivering courses to overseas students. Our condition of enrolments, collecting fees in advance, refunding fees and financial management comply with the conditions outlined in the Tuition Protection Service (TPS) Act for CRICOS providers.

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

Methods of payment

Fees can be directly deposited into Astute Training.'s account by the following payment methods

- Cash
- Direct deposit or EFT
- Credit Card are accepted with a 1.2% surcharge



How Fees Can be Paid

Students choose full-term or monthly installments upon enrollment.

- **Full Term:** Divide total cost (e.g., \$6,000) into installments matching the number of terms (e.g., 3 terms = 3 x \$1,500 payments).
- **Monthly Installments:** Spread the total cost (e.g., \$6,000) into equal monthly payments over the course duration (check handbook for details).

Late payment fee: \$100 for outstanding fees after due date.

Refund Policy

Students requesting a refund must complete the Refund Application Form and include a copy of the Visa refusal letter with the application to the email address on the form.

Where a refund is approved, Astute Training will make payment to the nominated bank account within 28 working days of receipt of the completed Refund Application Form including the supporting documents.

No refunds will be paid to a third party unless it is indicated on Refund Application Form. Full policy available upon request.

Tuition fee refund in full in the case of provider default:

- the course has not started on the agreed start date – the refund will be paid within 7 days from the day you are advised of the course cancellation
- Provider has had a sanction imposed

In the case of provider default, in accordance with section 46A of the ESOS ACT 2000, the course fee refund will be processed as per the TPS procedure.

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

Tuition Fees will not be refunded under the following circumstances:

- a student fails to comply with the conditions of enrolment at Astute Training
- a student enrollment is terminated for failure to comply with the requirements of their student visa by DHA.
- a student does not commence their course (i.e. does not arrive or has not arranged with Astute Training for a later start date)
- a student terminates a course during the term.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.





POLICIES, RESTRICTIONS & PROCEDURES

Smoking, Drinking, Eating, and Mobile Phones

- Students must place all rubbish in the bins provided and clean up after themselves.
- Mobile phones must be placed on silent while in class
- Smoking is restricted to outside the building only and 5 metres away from any entrance.

Intoxicants & Drugs

Possession, use, or sale of alcohol, illegal drugs, or prescription drugs affecting safety is strictly prohibited. Violators will be reported to the police.

Weapons

Knives, guns, and other weapons are not permitted on premises.

Innapropriate Behavior

Respect everyone and the facilities. Innapropriate behavior may lead to warnings, suspension, or expulsion, and for overseas students, visa cancellation reported via PRISMS.

Sexual Harassment

Unwanted sexual advances or conduct are strictly prohibited. Report all incidents to the CEO, Training Manager, or Student Support.

Discrimination

We treat everyone with respect and fairness. Discrimination based on race, gender, age, disability, sexual orientation, religion, etc. is strictly prohibited by law and Astute Training policy.



STUDENT SUPPORT SERVICES

Astute Training is Here to Support You

We understand that adjusting to student life, especially in a new country, can bring challenges. Our friendly and professional Student Support team is available to assist you with a wide range of needs, free of charge and confidentially.

do not hesitate to reach out if you're facing any difficulties, such as:

- **Personal or general issues:** We can offer counselling services or connect you with appropriate resources.
- **Feeling overwhelmed by cultural differences:** Let us help you adjust smoothly to your new environment.
- **Needing a little extra academic support:** We offer additional classes, tutoring sessions, and guidance on setting and achieving your goals.
- **Feeling unorganised or unmotivated:** We can provide tips on time management, maximizing class participation, and staying motivated throughout your studies.
- **Struggling with learning styles or assessments:** We have specialists who can offer personalised support for language, literacy, and numeracy needs, or help you develop effective coping strategies for assessments.

Getting Started

Simply visit our friendly reception staff, and they'll be happy to direct you to the best person for your specific needs or schedule an appointment with a Student Support advisor. Remember, seeking help early can make a big difference in your overall experience at Astute Training. We want you to have a happy and rewarding time studying with us!

Complaints and Appeals

Have a concern? Let's resolve it!

1. Speak to your **Trainer** first.
2. If unresolved, visit **Student Support**.
3. Still need help? Request a meeting with the **CEO**.

External Options:

- NSW Fair Trading (brochures available on campus).
- Overseas Students Ombudsman (OSO) for serious issues:
<https://www.ombudsman.gov.au/complaints/international-student-complaints>



Record Keeping

A written record of all complaints handled under this procedure and their outcomes will be maintained for a period of five years. These records will remain with the students file and cannot be accessed without a written request to the CEO.

Academic Support

Astute Training offers extra academic help beyond classes. This includes workshops on referencing and time management. Ask your trainer first, then Student Support if you need more help.

Counselling Services

Astute Training offers support for international students facing:

- Personal challenges: Homesickness, stress, conflicts, emotions.
- Academic goals: Motivation, study skills, time management.

Need a counsellor? We provide referrals.

Independent mediation is also available (LEADR & IAMA or your choice).

Your Right to Information

The Freedom of Information Act allows you to:

- Access documents held by Astute Training (with limitations).
- Correct your personal information in our records.

To request documents:

- Submit a written request with identification.
- Specify the documents you seek, not questions or new information.
- See the Freedom of Information Act (1989) for details.

Documents and Forms

Need transcripts, leave applications, or other forms? Request them at Reception (processed in 5 business days).



ESOS ACT Requirements

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

WORKPLACE HEALTH AND SAFETY

Committed to Your Safety

We are committed to a safe and healthy environment for students and staff. This includes:

- Following all safety rules
- Maintaining facilities and equipment
- Ensuring a clean, smoke-free environment with noise control
- Integrating safety practices into training

Students share the responsibility for a safe learning environment.

First Aid

First aid kits are located in the Staff room and Reception. Trained staff can assist with any incidents. Report to Reception for help.

Report all accidents/injuries immediately to staff.

The injury will be recorded in the Notice of Injury book (available at Reception). If medical attention is needed, inform the medical professional the injury happened at college or work. Provide Astute Training with any medical certificates or reports as soon as possible.

Critical Incident Response

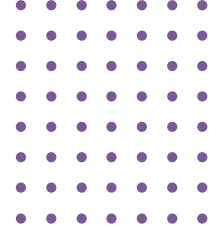
We have a plan to manage critical incidents, including:

- Effective response procedures
- Support and counseling services for those affected
- Training and resources for staff

Critical Incidents at Astute Training (National Code Standard 6)

- Serious injury/death of student or staff
- Student/staff lost, injured during fieldwork
- Severe violence, threats, substance abuse
- Witnessing serious accidents or violence
- Natural disasters, fires, explosions, chemical hazards

EMERGENCY EVACUATION PROCEDURE



The primary objective of the Emergency Evacuation plan is to ensure the safe evacuation of all occupants, including Students, Trainers, Reception/Admin Staff, and Management, to designated assembly areas. All individuals within the building should be familiar with their roles and responsibilities during emergencies.

The company has appointed Fire Wardens and Chief Fire Warden to ensure the safety of the company's employees, visitors and students. It is the role of the Chief Warden and Fire Wardens to ensure that all employees and students are aware of the evacuation procedures. In the event of a fire, it is compulsory that all employees and students leave the premises immediately.

Bi-annual fire drills will be conducted to ensure that all Trainers, the Communication Coordinator, and Chief Wardens are fully aware of their roles. These drills will also familiarize current students with the most efficient evacuation procedures.

To ensure that all visitors, students and staff are accounted for it is necessary for all occupants of the building to sign in to the building on entry and sign out on exit of the building. All staff are to sign the staff sign-in book, visitors to sign the visitors register, and students are to report for the daily attendance record. It is the responsibility of trainers to ensure that all students have signed-on to the attendance record before the commencement of the class.

Full procedures are held by all staff and available upon request. **Evacuation Point - Penrith City Park**

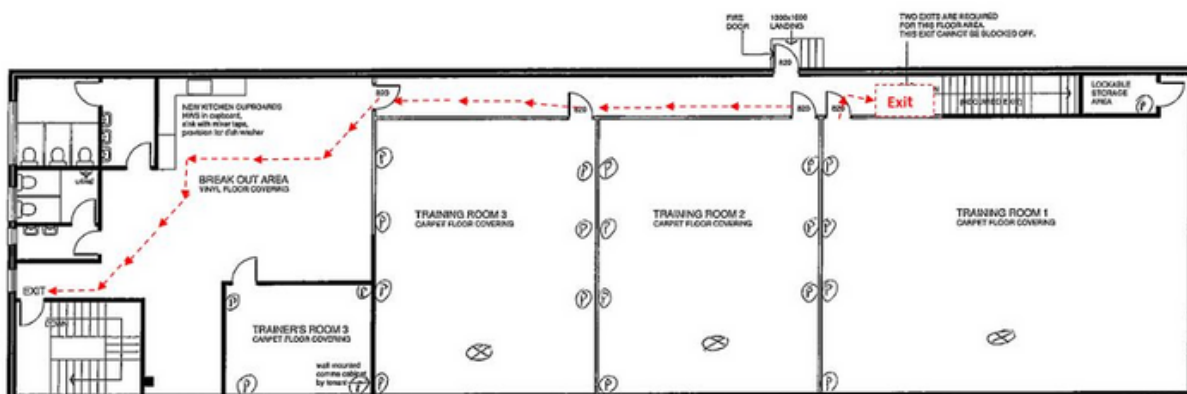




Fire Evacuation Plan Classrooms 4 – 6

The Fire Evacuation meeting point is **Penrith City Park**, at the back of the Astute Training building off **Station Street**.

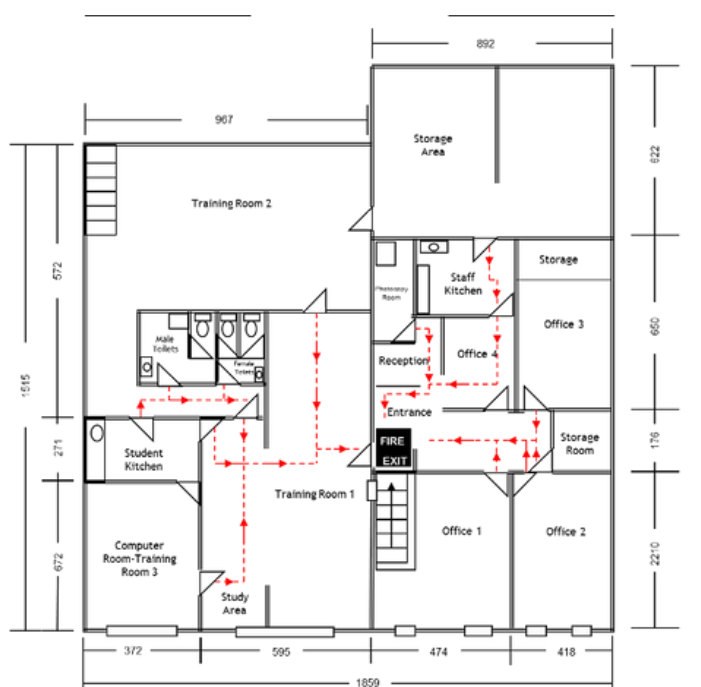
- Use back stairs to exit
- Cross the road to Penrith City Park
- Find Astute Training group at the Penrith City Park
- Ensure your name is checked off on your class list



Fire Evacuation Plan - Office and Rooms 1, 2 and 3

The Fire Evacuation meeting point is **Penrith City Park**, at the back of the Astute Training building off **Station Street**.

- Turn right outside the front door on High Street
- Head up toward Station Street
- Turn right into Allen Place
- Find Astute Training group at the Penrith City Park
- Ensure your name is checked off on your class list



USEFUL LINKS AND INFORMATION

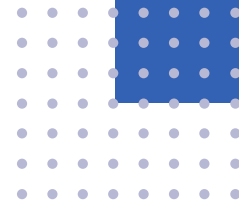
TOPIC	LINK
VET Qualift Framework, National Code, ESOS Act.	https://www.asqa.gov.au/
Department of Home Affairs	https://www.homeaffairs.gov.au/
Australian Taxation Office (for your tax file number or TFN)	https://www.ato.gov.au/
Overseas Health Cover (OSHC)	https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc
Renting Accomodation	domain.com.au rent.com.au
Employment	seek.com.au
Emergency Police/Fire/Ambulance Services	Dial 000 (only in the case of an emergency)
Drivers License/Vehicle Registration	https://www.service.nsw.gov.au/
Mental Health Services	https://www.health.nsw.gov.au/mentalhealth/services/Pages/support-contact-list.aspx
Disability Services	https://www.nds.org.au/



TOPIC	LINK
Legal Aid	https://www.legalaid.nsw.gov.au/
Public Transportation (trip planner)	https://transportnsw.info/
Human Rights and Equal Opportunity Commission	https://humanrights.gov.au/
Workplace Health and Safety	https://www.safework.nsw.gov.au/
Family and Child Assistance	https://www.relationships.org.au/
Domestic Violence Assistance	https://www.service.nsw.gov.au/guide/domestic-and-family-violence
Centre for Drug and Alcohol NSW	https://www.health.nsw.gov.au/about/ministry/Pages/aod.aspx
Federal and State Legislation	https://www.austlii.edu.au/databases.html



CONTACT DETAILS



Phone	02 4732 5088
Toll Free	1300 282 750
Website	www.astutetraining.edu.au
Email	info@astutetraining.edu.au
Technical Support	support@astutetraining.edu.au
Address	1/505 High Street, PENRITH NSW 2750
Mailing Address	PO Box 4093, PENRITH NSW 2750