

Student Handbook



The Roseburn College



THE ROSEBERN COLLEGE
School of Information Technology
Student Handbook

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Introduction

Welcome

The Rosebern College welcomes you! The college for experts who develop dependable IT services for Australian firms. This guidebook provides all of the material that prospective and current students will need to succeed in the course.



About us

The Rosebern College, located in Sydney, offers courses in cyber security and information technology. The college offers modern contemporary knowledge and skills, as well as hands-on experience and learning opportunities, on par with worldwide IT education.

The Rosebern College is a supplier of vocational education. Australia's vocational education and training sector is well-developed and mature. It is administered by an Australian government model, and VET credentials are available from both public and private institutes in Australia.

The Rosebern College was established to deliver VET courses that would help students advance their professional careers and abilities in order to be competitive industry leaders. VET education is competence-based, which means students must use what they've learned to meet performance goals specified in each unit of competency. The certificate is issued when all of the modules of a qualification have been completed.

Who is this student handbook for?

All students at The Rosebern College are covered by this guidebook. For further information, please visit your course's Terms & Conditions. We want our students to be career-focused and learn how to contribute to the market and industry. We are motivated to bring value to the industry by investing in human capital development.

Our obligation to you

The Australian Skills Quality Authority (ASQA) registers vocational education providers and registered training organizations (RTOs).

We have a duty as an Australian Skills Quality Authority (ASQA) Registered Training Organization (RTO) to assure the quality of the nationally recognized training and assessment we provide. We must always follow the VET Quality Framework's Standards for RTOs 2015.

We take this very seriously, therefore we have built policies and processes, as well as systems, to ensure that we follow the rules and regulations. We engage in regulator (ASQA) audits and are required to disclose information when requested.

Once you have been declared competent, we must also supply you with your Australian Qualification Framework (AQF) certification documentation. You have the right to file a complaint if you believe we are not fulfilling our commitments in any manner. Information about how to do so may be found in the Complaints and Appeals section of this manual.

Our contact details

Main telephone number: 0415 811 970

Email: info@TRC.com.au

Website: www.rosebern.edu.au (proposed)

Student support contact details

CEO: Suzanne Foster

Available 24/7 for emergency situations

RTO Manager: Fareed Khan

Student Support Manager: TBD

Available via the main contact telephone number.

Our location

We are located at:

Unit 4, 11-15 Eddie Road

Minchinbury, NSW 2770

Google Maps link:

<https://goo.gl/maps/7kpz5ZUCTLf9M1ya8>

Online Learning

The Rosebern College offers a variety of services that make online learning more accessible to its students. We have a learning management system that includes features and facilities for online face-to-face lectures, forums for class participation, online access to learning resources, and lab facilities for programming, networking, virtualization, and operating systems. Both students and instructors will have access to our laboratories over the internet.

To access the materials, you will need the following:

- Personal computers, laptop or Chromebook with camera and microphone.
- Access to the Internet.
- Suitable learning environment consisting of desk, chair and sufficient lighting
- Learning and assessment materials as outlined in this TAS.
- ICT equipment as outlined in the ICT equipment list.

In addition, all students who are undertaking the Information Technology courses must have the following resources.

- System specifications:
 - I5 processor, equivalent or higher, 8 GB RAM
- Operating Systems (any of the following):
 - Microsoft Windows 10 Home or Pro
 - Microsoft Windows 11 Hope or Pro
 - macOS High Sierra

- macOS Mojave
- macOS Catalina
- macOS Big Sur
- macOS Monterey
- macOS Ventura
- macOS Sonoma
- ChromeOS
- Ubuntu Desktop
- Other Linux variants with graphical user interface and a browser
- Browser:
 - Any functional browser

Courses we offer

The Rosebern College offers the following courses to the students:

- ICT40120 Certificate IV in Information Technology
- ICT60220 Advanced Diploma of Information Technology.

What is a USI and why do I need one?

The abbreviation USI stands for Unique Student Identifier. It's a reference number that generates an online record of your Australian training and certifications. You will not be given your qualification or statement of accomplishment if you do not have a USI. 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.

Education agents

The Rosebern college is a domestic institute and we do not use any external agents at the moment. We have our own marketing and sales department as well as student support and liaison staff. Our staff is committed to providing guidance to new and existing students.

RPL and credit transfer

Credit transfer is an official recognition of prior studies that might help you shorten your course and save money. You can request a credit transfer for a whole unit or individual modules within a unit.

There is no cost to apply for a credit transfer, but you must indicate your interest in the relevant part of

your application for enrolment form. You must present a certified copy of your certificate, either from another educational institution or from the USI Registrar, or a verified VET transcript.

Recognition of Prior Learning (RPL) is a procedure that allows you to formally recognise skills and information that you have obtained via job and life experience, as well as other unrecognised training. You must inform us that you intend to apply for RPL at the time of application by checking the appropriate box on the application for enrolment form. RPL comes with a fee, which may be found in the **Fees** and **Refunds** section of this manual. RPL can also shorten your course and save you money.

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.

For further information, please refer to the following policies:

- Student Application for Enrolment policy & procedure
- Recognition of Prior Learning – RPL policy & procedure

Course orientation

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.
- Your rights and responsibilities as a student.
- Support services available.
- Critical incidents and critical incident reporting
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Question and answer session
- Assistance in creating your USI if you have not done so already.



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. Depending on the course you are taking, you will be asked to complete a variety of assessment tasks. Your assessment tasks will be graded as Satisfactory or Not Satisfactory, and a Satisfactory result for all assessment tasks within a unit of competency will result in a competent score for that unit. You will be entitled to acquire your qualification if you have received a competent mark for all of the components that make up the qualification.

Reassessment arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You have two attempts at each assessment task, and if you use both attempts, you will be charged an extra fee for re-assessment, as detailed in the **Fees** and **Refunds** section of this website and in your Student Agreement signed at enrolling. For further information, please see the **Fees** and **Refunds** section.

We can't guarantee that you'll receive your certificate because it's entirely up to you and the effort you put into your course. We will offer you with all of the required facilities, equipment, trainers, and support in order for you to accomplish the qualification – but the final result is entirely up to you. We also can't guarantee that you'll find work in your chosen field because that depends on factors beyond our control – but we can promise that you'll receive consistent training and an industry-relevant course, as well as the support and guidance of a fantastic team of dedicated trainers who are invested in your success. Each student is important to us, and your positive outcomes and accomplishments benefit our whole college community.

Support and welfare

We all need a little extra support sometimes and you may need a little bit more than you normally would when undertaking studies. We are here to assist you, so please don't hesitate to tell us about your situation and how we can assist you.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Social events.
- Buddy program.
- Information about external sources of support.



You may not have studied in a long time, speak English as a second language, or require further literacy or numeracy support. At the time of application and enrolling, we will identify any extra support requirements you may have and may create a Student Support Plan for you based on those needs.

All students will have a pre-training assessment undertaken prior to enrolment acceptance. You will need to complete a Language, Literacy and Numeracy test, some exemptions may apply as detailed in the course Brochure. If you are identified as requiring support in language, literacy and/or numeracy, you will be asked to attend a meeting with our Support Services to devise a plan to assist you with your studies.

We can give you a variety of information on a number of topics, including housing, legal or financial concerns, cultural considerations, disability support, and stress management. We are here to assist you if you are experiencing any concerns. Internal services are free, but you will be liable for any external provider expenses incurred at the time you use them. We can help you identify local clubs of like-minded people, link you with other students with similar interests, or simply provide a sympathetic ear when you need it. Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Please feel free to speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

Issuing certificates

We will provide you your qualification and record of results within 30 days after you have been found competent in all units that make up your qualification and have paid all applicable fees. You will be granted a Statement of Attainment (SoA) for all relevant units that you have completed as competent within 30 days of withdrawal if you withdraw, meaning you only partially finish your course. Except where permitted by law, we retain the right to suspend the issue of any certificates until all fees have been paid. We can't issue your certificates until we have your USI on file, which is why we make sure you have one up front and help you generate one during orientation if you haven't already.

Reissuing certification documents

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our ***Fees and Refunds*** section for more information.

Feedback

Your feedback is extremely valuable to us!

We seek to improve, as do all businesses, and we use feedback to make adjustments that are in accordance with continuous improvement. We want to make sure we're fulfilling the needs of present and future students, so please contact or phone us if anything isn't working or if you have a proposal for improvement.

A Quality Indicator Survey from the National Centre for Vocation Education and Research will also be sent to you (NCVER). From time to time, you may receive questionnaires from your trainer or the office. Please complete and submit these forms as soon as possible.

If your details change...

Your personal information may change from time to time. You could receive a new phone number, move, or modify your emergency contact information. It is a requirement that you notify us of any changes in your address within 7 days.

If you ever find that something isn't quite right with your personal information or our records, please let us know so that we can update and rectify accordingly.

What's required of me as a student?

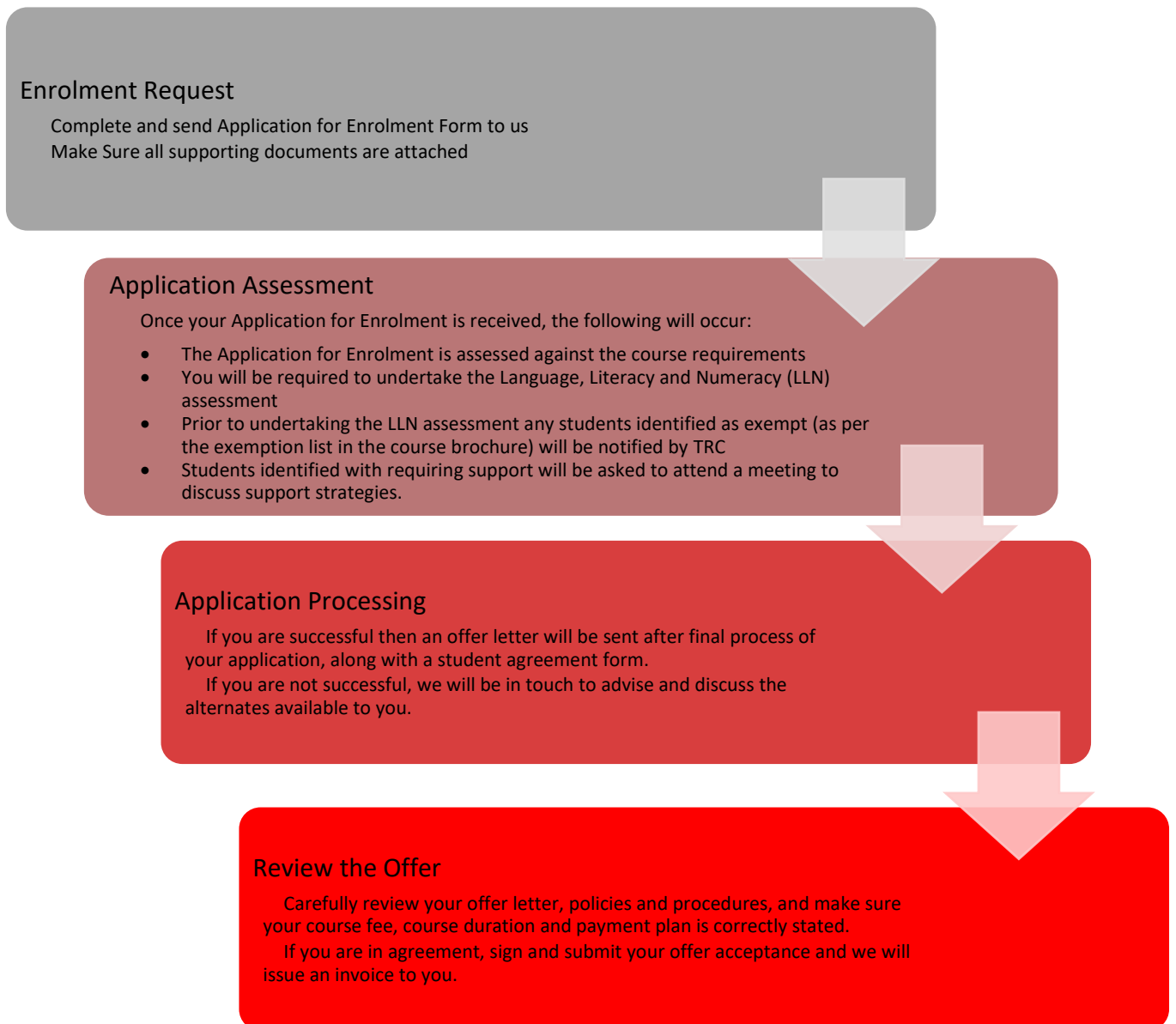
The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information.

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies.

How can I apply?

The application process is outlined in the diagram below:



Policies and processes

Fees and refunds

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

The Course Brochure contains information regarding study fees, and the Student Agreement contains information about all fees related to your course. A complete payment schedule and payment choices, as well as your rights, are included in the Student Agreement.

We will also inform you about the possibility of fees and charges changing over their course, albeit this is rare.

We protect your fees at all times by:

- Maintaining a sufficient amount in our account so that it is able to repay all tuition fees already paid.
- Through our membership of the Tuition Protection Scheme (TPS), the TPS's mission is to help students whose courses we are unable to completely provide. The TPS guarantees that you can either finish your studies in a different course or with a different education provider or get a refund of your unpaid tuition expenses.
- Unless the course is fewer than 26 weeks, you are not required to pay more than 50% of the course fees prior to starting. You may, however, pay your fees in whole or in a percentage more than 50%. If you wish to pay more than what is specified in your student agreement, please contact us.

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply	Amount
Deferral fee	Nil
Re-assessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee).	\$50
Fees for late payment of course fees	\$25 per week for each week the payment for course fees is delayed
Credit transfer	Nil
Recognition of Prior Learning	\$400 per UOC assessed for RPL.

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

Refunds

Please read the following refund information carefully.

All application costs are non-refundable unless a course is cancelled before it begins.

You will get an immediate refund if we cancel a course before or after it begins, and you will not be required to complete the Refund Application Form. Within 10 working days following the default, a refund will be issued.

In all other cases, you should fill out and return a Refund Application Form, which you may get from our office or website. This form must be completed and submitted within 10 working days after the occurrence that prompted the refund request. Within 20 working days, you will receive the results of the refund evaluation, as well as any appropriate refund.

Refunds will be paid to you in Australian Dollars.

The refund policy does not remove your right to take further action under Australian Consumer Law.

Student refunds

In addition to the above circumstances, refunds apply as follows:

Circumstance	Refund due
The Rosebern College cancels the course before commencement	Full refund of all fees
The Rosebern College cancels the course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
The Rosebern College has not provided a Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).

Circumstance	Refund due
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing The Rosebery College to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.

Complaints and appeals

We truly hope not, however you may be dissatisfied with our services at times or choose to challenge a decision we have made. We take your complaints and appeals seriously and will examine the causes and steps we can take to ensure that it does not happen again/reduce the chance of it happening again while evaluating them.

Complaints can be submitted against The Rosebery College, our trainers and assessors, and other personnel, as well as any third party that offers services on our behalf, such as education agencies.

Any part of our services might be the subject of a complaint.

Appeals can be filed against any RTO decision. An appeal is a request for a reconsideration of a decision made by The Rosebery College, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- Submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided and can be accessed from reception.
- Submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 3 working days of receipt.

We will review your complaint or appeal will commence within 5 working days of receiving the complaints.

Complaints and appeals will be resolved as quickly as possible, as but no later than 30 days. The Rosebery College shall write to the complainant or appellant if the complaint or appeal is projected to take more than 60 calendar days to process, stating the reasons for this. Following this update, regular progress reports will be provided.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, if the appeal is against our decision to report you for unsatisfactory course progress or attendance, your enrolment will be maintained until the external process is completed and has supported or not our decision to report you.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

Independent parties

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the Ombudsman.

Students may complain to the Ombudsman about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- incorrect advice given by an education agent.
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student Agreement.

More information can be found at:

<https://www.ombo.nsw.gov.au/>

You can access this service at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full with the Ombudsman and will immediately implement their decisions or recommendations and/or take preventive or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the Ombudsman's decision.

Complaints can also be made to the organisations indicated below:

National Training Complaints Hotline:

The National Training Concerns Hotline is a nationwide service that allows customers to file complaints about vocational education and training. To assist customers with their complaints, the service sends them to the relevant agency/authority/jurisdiction. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA):

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Compassionate or compelling circumstances

You will find that many of our policies refer to compassionate and compelling circumstances, so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

Course progress and monitoring

In order to maintain satisfactory course progress and attendance you must:

- attend scheduled classes as per the unit timetable
- satisfactorily complete all of your assessments
- actively participate in classes.

Your course progress will be monitored to make sure you are completing all of your assessments and actively participating in learning.

Your attendance will be recorded at the start and end of each class you attend, and your attendance rate will be monitored weekly. Please note you if you cannot attend class for more than 5 consecutive days without approval for a leave of absence, you need to inform your trainer and provide reason for your absence. If you are absent, we will contact you via SMS, phone calls and emails.

We may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- have an overall result of Not Yet Competent result for a unit
- do not attend classes on a regular basis
- do not participate in learning activities within the classroom.

In this case we will contact you in writing and issue you with a First Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to agree on a plan to address this (an Intervention Strategy).

If following the First Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Second Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to possibly adjust the Intervention Strategy agreed on.

If you do not attend a meeting with us after receiving the Second Warning Letter or continue to make insufficient course progress, we will issue you a Notification of Intention to Report for Unsatisfactory Course Progress/Attendance, along with the grounds for the notice. You have 20 days from the date of receipt of the notification to file an appeal (see section on complaints and appeals).

We will only report unsatisfactory course progress or unsatisfactory course attendance if:

- the internal and external complaints processes have been completed and the decision or recommendation supports our original decision; or
- you do not appeal the decision within the 20-working day period; or
- you do not access an external complaints and appeals process: or
- you withdraw from the internal or external appeals processes by notifying us in writing.

Please note that extensions to your course duration specified on the CoE will be allowed if you:

- Can provide evidence of compassionate or compelling circumstances.
- Where you are participating in or about to participate in an intervention strategy because you are at risk of not meeting course progress or attendance requirements.

Deferring your course

The Rosebern College allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

Suspending your course

The Rosebern College allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

A leave of absence will not be approved if fees are unpaid.

Transferring courses

You must ask for release from RTO if you desire to move to another RTO or institution within the first six months of your major course of study. You do not require authorization for release if you want to transfer after six months (although you will still need to complete a withdrawal form - see the section on deferral, suspension and cancellation).

The Rosebern College will **approve** your request for transfer if:

- the course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy.
- you can prove that you need the transfer because of compassionate or compelling circumstances.
- the course outlined in your Student Agreement has not been delivered
- you provide evidence that your reasonable expectations about the course are not being met
- you provide evidence of being misled by The Rosebern College regarding the The Rosebern College or the course, and the course is therefore unsuitable.

The Rosebern College will **not approve** your request if:

- you do not provide satisfactory evidence of compassionate or compelling circumstances.
- you cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress.
- you have unpaid course fees for the current study period
- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.

How to apply

You must submit a Withdrawal Form and attach a copy of the offer from the other RTO or university if you intend to move to another registered provider before completing six months of your primary course. You must include an explanation of your reasons for seeking release on the Withdrawal Form.

Within 10 working days of receiving the form and valid enrolling offer, you will get a notification informing you of the outcome. If your request is approved, you will get a Letter of Release. All course transfer reimbursements will be processed in line with our Fees and Refunds policy.

Appealing the decision

If your application is unsuccessful, you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20-working day period in which you can access the complaints and appeals process has passed.

Transferring courses with The Rosebern College

The Rosebern College offers students the options to transfer to other courses within The Rosebern College.

the Rosebern College will **approve** your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals
- you provide evidence that your reasonable expectations about the course are not being met.

The Rosebern College will **not approve** your request if:

- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.
- you have unpaid course fees for the current study period.

How to apply

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you.

It is also important to check whether any additional fees will be required to be paid.

Appealing the decision

If your application for internal transfer is unsuccessful you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Discontinuing your studies

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

Suspending or cancelling your enrolment

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacted in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will report to you until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk.

Privacy and access to records

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVET and other bodies handle your personal information

The NCVET will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVET Act. Your personal information may be used and disclosed by NCVET for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVET is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer
- information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact us to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please contact us as per the contact details in our Student Handbook and on request we can supply you with a copy of our Privacy Policy.

Student code of conduct

The following information outlines what's expected of you.

Your responsibilities

Policies and procedures

You are expected to:

- read and follow our policies as document in this handbook
- respond to our communications promptly
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

Learning and assessment

You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

Classroom conduct

You are expected to:

- arrive on time for your online class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

Respect and ethics

Students are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly

- respect ours and other people's property.

Your rights

Policies and procedures

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you.
- have the opportunity to provide feedback on services received.

Learning and assessment

You can expect to:

- be provided with high quality training, assessment and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission.
- receive feedback on assessments where the result is not satisfactory.

Classroom conduct

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

Respect and ethics

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- interact with others in a collaborative, professional manner
- respect for yourself and your property.

Additional Resources

Crisis support

Lifeline 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au



See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.