LEARNER HANDBOOK
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WELCOME MESSAGE

Welcome to CHC Services Pty Ltd, a Registered Training Organisation (RTO No: 32463) (CRICOS Provider No: 03396F).

The programs offered at CHC Services are based on the needs of the community. The qualifications offered at CHC Services will give you the skills you need whether it is to kick start your career or further your current career prospects.

CHC Services takes utmost care to support your learning to be a productive, fulfilling and rewarding experience. CHC Services endeavours to provide you with the assistance and guidance as needed so that you gain the maximum benefit from your studies.

CHC Services has qualified and devoted staff with current industry experience, who are passionate about being mentors to you and willing to share their wealth of knowledge and experience with you.

I trust that you will enjoy your learning journey with CHC Services.

Yours Sincerely,

Marshall WEI
CEO

CHC Services Pty Ltd (RTO No: 32463).
INTRODUCTION

The purpose of this Handbook is to assist you with your studies and assessments. It provides vital information that will guide you through your time at CHC Services. It is of prime importance that you read and understand all the content in this Handbook.

The Learner Handbook outlines policies and procedures that govern the professional operation of CHC Services. Each Learner has to comply with the rules and policies of CHC Services published in this Handbook.

Due to the importance of this document, each new Learner will be attending an Orientation session before starting their studies. During this session, all Learners will be explained the content of this Handbook and given the opportunities to ask any questions they might have.

On completion of the Orientation session, the Learners will be asked to sign an acknowledgment form that they have read and understand this document.

Being a Registered Training Organisation (RTO) in Australia, CHC Services operates in compliance with the following:

- Education Services to Overseas Students (ESOS) Act 2000;
- Standards for RTOs 2015

If you would like to have a copy of any of the above mentioned legislative documents, please contact Student Services by filling in a document request form or you can request this via email at info@chcservices.edu.au and an electronic copy will be emailed back to you.

MISSION STATEMENT

CHC Services’ mission is to ensure that all its Learners are trained by current and industry recognised trainers/assessors, thereby bringing Learners up to speed to achieve and possess current industry specific skills and knowledge.
LOCATION

This map is downloaded from Google maps and it shows you the location of our college.

CHC Services is located on level 2, Suite 201, 4 Goulburn Street in the famous Trades Hall heritage building in the centre of Sydney's Chinatown area.

Essential contact details

Chief Executive Officer: Marshall WEI

Phone 1300 891 598
E-mail: ceo@chcservices.edu.au

RTO Manager: Thanh Phan

Phone 1300 891 598
Email: thanhphan@chcservices.edu.au
LIST OF ABBREVIATIONS

This list contains abbreviations that are used throughout this document:

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AEI</td>
<td>Australian Education International</td>
</tr>
<tr>
<td>AQF</td>
<td>Australian Qualification Framework</td>
</tr>
<tr>
<td>ASQA</td>
<td>Australian Skills Quality Authority</td>
</tr>
<tr>
<td>COE</td>
<td>Confirmation of Enrolment</td>
</tr>
<tr>
<td>eCOE</td>
<td>Electronic Confirmation of Enrolment</td>
</tr>
<tr>
<td>DE</td>
<td>Department of Education (replaces DEEWR)</td>
</tr>
<tr>
<td>DIPB</td>
<td>Department of Immigration and Border Protection</td>
</tr>
<tr>
<td>ESOS Act</td>
<td>Education Services to Overseas Students (ESOS) Act 2000</td>
</tr>
<tr>
<td>NOOSR</td>
<td>National Office of Overseas Skills Recognition</td>
</tr>
<tr>
<td>OSHC</td>
<td>Overseas Student Health Cover</td>
</tr>
<tr>
<td>NSSC</td>
<td>National Skills Standards Council</td>
</tr>
<tr>
<td>PAYG</td>
<td>Pay As You Go (income tax deducted from wages)</td>
</tr>
<tr>
<td>PRISMS</td>
<td>Provider Registration and International Students Management System</td>
</tr>
<tr>
<td>RPL</td>
<td>Recognition of Prior Learning</td>
</tr>
<tr>
<td>RTO</td>
<td>Registered Training Organisation</td>
</tr>
<tr>
<td>CHC</td>
<td>CHC Services Pty Ltd</td>
</tr>
<tr>
<td>TPS</td>
<td>Tuition Protection Service</td>
</tr>
<tr>
<td>VET</td>
<td>National Vocational Education &amp; Training</td>
</tr>
<tr>
<td>VETAssess</td>
<td>Vocational Education and Training Assessment</td>
</tr>
<tr>
<td>WHS</td>
<td>Work Health and Safety</td>
</tr>
<tr>
<td>CEO</td>
<td>Principal Executive Officer</td>
</tr>
</tbody>
</table>

FACILITIES

All training rooms at CHC Services are fitted with comfortable desks and chairs as well as other appropriate equipment such as white boards, wireless internet, computers and projectors to support the learning process. All rooms are quiet, spacious and have access to natural sunlight.

We also have kitchen facilities and appropriate toilet facilities (including disabled toilet) in the building.

Furthermore, Learners also have access to a library with relevant books and contemporary and current magazines and newspapers. The library is constantly growing and also contains audio and video facilities available to assist Learners with their learning.
It is recommended that each Learner will have a laptop with wireless internet access to facilitate their learning experience.

LIVING IN SYDNEY

Population: Over 4 million people and growing

Climate: Sydney enjoys a subtropical climate with a winter temperature range between 10 and 22 degrees Celsius and a summer average peak of 30 degrees Celsius.

A great place to live & study

1. Sydney continues to regularly rank in the top ten of the widely respected Mercer Quality of Living Survey and the Economist's 'World's Most Liveable Cities' survey.
2. Sydney has one of the lowest city population densities and highest standards of living in the world.
3. Seven of the top ten Australian attractions are in Sydney, according to the International Visitor Survey (led by the Opera House and Sydney shopping).
4. Sydney, Australia's oldest and largest city, is one of the most beautiful, cosmopolitan and safe metropolis in the world. Located on Australia's east coast, Sydney thrives on 240 days of sunshine and blue skies each year.
5. Sydney combines the best aspects of Australia in a world city. From beaches to bushland, unparalleled natural beauty to world-famous architecture and a culture renowned for everything from fine food, music and the arts to nightlife and surfing. Sydney offers a lifestyle to suit everyone.

Culture

As diverse as its people, Sydney has been shaped by many influences. Its culture, lifestyle and food bring together elements from all corners of the world. International art, music, film and cultural festivals fill Sydney's streets all year round. In cafes and restaurants across the city, Asian, European, African and American flavours are on offer.

Global City

Sydney is recognised as Australia's world city and a prime driver of the Australian economy. The city is a national hub for global industries such as business, financial services, law,
telecommunications and the media. It is home to more regional and international business headquarters than any other city in Australia. Sydney is ranked as the most important world city in the Southern Hemisphere. It has institutions such as the Reserve Bank of Australia and the Australian Stock Exchange.

Estimate of Living Costs in Sydney

It is estimated that an international student requires a minimum of $16,000 to $21,000 (approx. $18,000) for living expenses for each academic year (12 months). Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least $1,500. See the list below for more detailed information:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent</td>
<td>A$100-500 Weekly rate (share accommodation is cheaper)</td>
</tr>
<tr>
<td>Bread</td>
<td>AUD$2.40</td>
</tr>
<tr>
<td>Litre of milk</td>
<td>AUD$1.40</td>
</tr>
<tr>
<td>Dozen eggs</td>
<td>AUD$2.20</td>
</tr>
<tr>
<td>Instant noodles</td>
<td>AUD$0.60</td>
</tr>
<tr>
<td>BBQ chicken</td>
<td>AUD$8-12</td>
</tr>
<tr>
<td>1 kg of rice</td>
<td>AUD$1.65</td>
</tr>
<tr>
<td>Haircut: male</td>
<td>AUD$10-40</td>
</tr>
<tr>
<td>Haircut: female</td>
<td>AUD$20-100 (Women in Australia pay more for a haircut)</td>
</tr>
<tr>
<td>Movie ticket</td>
<td>AUD$13-15 (student discounts may apply)</td>
</tr>
<tr>
<td>Restaurant/café/food hall meal</td>
<td>AUD$7-25</td>
</tr>
<tr>
<td>Medical</td>
<td>AUD$30-40 per consultation</td>
</tr>
<tr>
<td>Bus</td>
<td>AUD$3-12 (special discount for students)</td>
</tr>
<tr>
<td>Train</td>
<td>AUD$4-40 (special discount for students)</td>
</tr>
<tr>
<td>Books</td>
<td>AUD$10-200 (depending on the book)</td>
</tr>
<tr>
<td>Newspapers</td>
<td>AUD$1.20-5</td>
</tr>
<tr>
<td>Gas and Electricity</td>
<td>AUD$15-25 per month in a shared accommodation</td>
</tr>
</tbody>
</table>
### Taxi
AUD$8-12 for a 5 minutes ride

### Buy car
AUD$2,000-50,000 plus vehicle registration cost

### Petrol
AUD$1.40-1.60 per litre

### Weekly groceries
AUD$20-50

It’s cheaper to buy groceries from supermarket stores like:


### Public transport

### Finding Accommodation
Sydney has a wide variety of accommodation available to Learners from single room to shared apartments/units/flats. If you want to share with other Learners, you can leave a message on the bulletin board on campus with your contact details. For more information ask Student Services to assist you or check the bulletin board. Here are some useful websites to help you.

**Accommodation websites:**
- [https://www.roomz.com/sydney](https://www.roomz.com/sydney)

### Medical Issues
CHC Services has an up to date list of medical professionals who are within easy access of the campus. Any Learner with medical concerns should inform the Student Services Officer, who will assist them in finding appropriate medical assistance. There is a list of near-by medical clinics on the bulletin board near reception. Please talk to Student Services for more
help and assistance in this matter. Alternatively, you can Google search for medical centres close to CHC Services or near your accommodation.

For example: have a look at the snapshot compiled by us from Google maps as follows, it shows medical centres around the CHC Services premises:

This map is downloaded from Google maps to help you with your search.

**Note:** It is mandatory/compulsory for international students to have a valid overseas student health cover/insurance (OSHC) for the period of their visa. Medical costs in Sydney can be very expensive and from our experience it is economical for students to have overseas heath cover to bear this cost in case of medical emergency. If you need more information regarding overseas health cover please do not hesitate to contact the Student Services Officer and alternatively you can visit following websites:


**Legal Services**

Legal Aid NSW/LawAccess NSW provides one-off free legal advice regarding a range of legal issues including:

- Criminal law – People facing criminal charges.
• Family law – issues arising from family breakdown (especially matters involving children), domestic violence and child support.
• Civil law – including housing law, consumer law including credit, debt and mortgage matters, discrimination, social security, immigration (only at Central Sydney office), mental health and guardianship law.

For more information please visit their website:


EMERGENCY NUMBERS

<table>
<thead>
<tr>
<th>Name</th>
<th>General</th>
<th>Local Sydney</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Police</td>
<td>000</td>
<td>9265 6499</td>
</tr>
<tr>
<td>*Fire</td>
<td>000</td>
<td>9265 2799</td>
</tr>
<tr>
<td>*Ambulance</td>
<td>000</td>
<td>131233</td>
</tr>
<tr>
<td>Lifeline</td>
<td></td>
<td>131114</td>
</tr>
<tr>
<td>Alcohol and drugs</td>
<td>1800 888 236</td>
<td></td>
</tr>
<tr>
<td>Rape helpline</td>
<td>1800 424 017</td>
<td></td>
</tr>
<tr>
<td>Sydney Hospital: 8 Macquarie Street, Sydney</td>
<td></td>
<td>9382 7111</td>
</tr>
<tr>
<td>Sydney City Central Police Station: 192 Day Street, Sydney</td>
<td>000</td>
<td>9265 6499</td>
</tr>
<tr>
<td>City of Sydney Fire Station: 211 Castlereagh Street, Sydney</td>
<td>000</td>
<td>9265 2799</td>
</tr>
<tr>
<td>Australian Red Cross</td>
<td>131 495</td>
<td></td>
</tr>
<tr>
<td>Electricity</td>
<td>131081</td>
<td></td>
</tr>
<tr>
<td>Poison Information</td>
<td>131126</td>
<td></td>
</tr>
<tr>
<td>State Emergency Service (SES)</td>
<td>(02) 4251 6111</td>
<td></td>
</tr>
</tbody>
</table>

*Note: if you are out of network range, Dial 112 from your mobile phone for emergency services
USEFUL PHONE NUMBERS

Phone numbers for organisations in Australia that Learners may find useful are as follows:

<table>
<thead>
<tr>
<th>Phone Service</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency after hour contact with – CHC Services CEO</td>
<td>0411 826 650</td>
</tr>
<tr>
<td>Overseas Student Health Cover (OSCH) World care</td>
<td>1800 651 349</td>
</tr>
<tr>
<td>Department of Immigration and Border Protection (DIBP)</td>
<td>13 12 32</td>
</tr>
<tr>
<td>Health Services Australia (Medical Examination)</td>
<td>02 8396 0600</td>
</tr>
<tr>
<td>Public Transport Information Line (Timetables, routes etc.)</td>
<td>13 15 00</td>
</tr>
<tr>
<td>Telstra Telephone Directory Service</td>
<td>12455</td>
</tr>
<tr>
<td>Telstra International Directory Service</td>
<td>12 25</td>
</tr>
<tr>
<td>Lifeline Counselling Service (Telephone Counselling)</td>
<td>13 11 14</td>
</tr>
<tr>
<td>Domestic Violence Line (24 hours)</td>
<td>1800 656 463</td>
</tr>
<tr>
<td>Australian-Chinese Association</td>
<td>(02) 9281 1377</td>
</tr>
<tr>
<td>Centre-link Multilingual Contact Centre</td>
<td>13 12 02</td>
</tr>
<tr>
<td>Australian Taxation Office (ATO)</td>
<td>13 28 61</td>
</tr>
</tbody>
</table>

STUDENT SUPPORT SERVICES

CHC Services has qualified and competent staff to look after its Learners and their needs (administration and academic needs) during their course of study. The Student Support Service at CHC Services is designed according to guidelines provided by following legislative instruments:

- Standards for RTO’s 2015
- Education Services to Overseas Students (ESOS) Act 2000

The following support service is available to all Learners:

**Orientation program**

A detailed orientation program is provided for all new Learners arriving on campus at the
beginning of the course. For more details please refer to the ‘Application process’ section of this document.

**Counselling services**

The Student Counselling Service at CHC Services is designed to assist Learners in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other issue that may be of concern to the Learner. Student Services Officers are well acquainted with the pressures and stress of student life and are the first point of contact for any assistance. If they are not able to help the Learner with a particular situation or matter they will refer the Learner to appropriate personnel for further consultation. This may be the CEO and/or the RTO Manager.

If the CEO/ RTO Manager feels the need for a Learner to be referred to a professional counsellor, a reliable and qualified social worker or psychologist will be recommended.

**Important:**

*Students must be a minimum of 18 years of age in order to enrol into the qualifications offered by CHC Services.*

Contact details for the student counsellor are as follows:

Name - Lili HE (Bachelor of Social Work, University of Sydney)

Mobile - 0405 411 371

Email - helililily@hotmail.com

**Note** - *CHC will pay for all approved student counselling session expenses.*

**Youth Support Services**

Need help dealing with loneliness? Stress?

Take control of whatever you’re going through.

Reach out and Lifeline are available for you 24 hours a day, seven days a week. It doesn’t matter what has gone wrong in your life, how much pain you’re in, or how confused you are
– their telephone crisis supporters will listen and offer non-judgmental support and advice. For more details you can visit their website at:

www.au.reachout.com/
www.lifelinesydney.org
Phone - 13 11 14

Social Programs

CHC Services organises social events throughout the year to provide opportunities for all Learners to mingle and socialise. These events include cultural and sightseeing events, speech contests, dinners, excursions, sporting events, Christmas parties, role-play competitions and mid-autumn festivals.

Employment Assistance

CHC Services keeps in close contact with local businesses and industry groups to identify suitable employment opportunities for enrolled Learners. CHC Services will assist Learners to gain employment by providing self-development activities such as writing effective resume, interview preparation etc.

**Important:** CHC Services does not guarantee any form of employment to the students on completion of the course.

Job search websites:


Academic support

CHC Services offers academic support to Learners in addition to their regular scheduled sessions. To assist Learners with their studies and assessments, CHC Services organises workshops or one-on-one support that are available in following format:

- Individual academic counselling
- Workshops to improve study and assessment skills

However, it is important to note that successful learning relies primarily on our own efforts.
Mode of Delivery:
CHC Services uses face-to-face and online training delivery mode. CHC Services has developed a Moodle based online learning platform to assist Learners with their online study.

PHYSICAL RESOURCES

- As mentioned previously CHC Services has a library with a wide range of learning materials including dictionaries, reference books, teaching materials, magazines, newspapers, etc., to support course delivery and study.
- CHC Services has compiled its own teaching, assessment and practice materials to reflect the currency of courses in line with the industry need.
- CHC Services has classrooms equipped with a range of equipment, including projectors, whiteboards, as well as on campus photocopiers and printers, Internet to assist the process of learning.

LEARNER DETAILS AND FORMS

We, at CHC Services like to promote a paperless society, however we have to rely on a few hardcopy documents and forms and as Learners you will come across following forms or following critical information during your course of study with us.

Change of Address or Contact Details

Learners must notify CHC Services of any change to their contact details within 7 days of the change. Especially for international students, it is a requirement by The Department of Immigration and Border Protection (DIBP). New Learners are required to provide their Australian address on the Orientation Day. If you do not know your address, ensure that you inform the Student Services Officer as soon as you can. Student Services Officer will make a note on your file in our system and will follow-up with you to get relevant information.

Student Card

Every Learner will be issued with a student card within a week from the date of enrolment. The student card can be used as a concession card at museums, theatres, cinemas and for eligible discount offer on public transport.
OSHC Card (Overseas Student Health Cover)
Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. In most cases this will have been paid with the enrolment fees. An OSHC membership card is delivered to Student Services after 3 – 4 weeks from commencement of the course. Please contact Student Services Officer to inquire when your card is ready to collect. Please note that it is of paramount importance that each and every student has an OSHC card on them.

Learner Request Forms
As a student you will come across following forms:

- Document Request Form
- Leave Application Form
- Refund Request Form
- Release/Withdrawal Request Form
- Change of Personal Information Form
- RPL/Course Credit Application Form
- Assessment Extension Request Form
- Application for Review/Re-assessment
- Complaints and Appeals Form
- Defer, Suspend, Cancel Request Form
- Learner Feedback Form

These forms can be obtained from a Student Services Officer, or from our website.

TRAINER/ASSESSOR QUALIFICATIONS

All CHC Services programs are conducted by qualified trainers/assessors (as specified under the Clauses 1.13 – 1.16 of Standards for RTOs 2015, Training and Assessments) who have the relevant vocational competencies, current industry knowledge, are passionate and have the right attitude to teach.
APPLICATION PROCESS

Step 1: Obtaining the Learner Handbook

Learners who are interested in the qualifications offered by CHC Services are advised to read through this Learner Handbook. A copy of this document can be requested by sending an email to info@chcservices.edu.au and it is also available on the CHC Services website.

Step 2: Consider Applying for Credit Transfer and/or Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process through which the skills, knowledge and experience that Learners already have may count towards the achievement of a qualification.

RPL involves a formal assessment which focuses on a Learner’s ability to demonstrate that he/she already has the required level of skills, knowledge and experience to meet the requirements for competency in a unit/s of study within a course offered by CHC Services. If the evidence provided by a Learner clearly proves they already have the skills and knowledge relating to a unit of study, they will receive credit for that unit and not be required to study that unit. For details, please refer to our RPL and Credit Transfer Policy and Procedure. Learners can get access to the RPL / Credit Transfer application form by sending an e-mail to info@chcservices.edu.au or access it from our website at www.chcservices.edu.au .

Step 3: Complete an Enrolment Form

Should a Learner find the courses offered at CHC Services will satisfy their needs and career plan, they should carefully read through the entry requirements to determine if they are eligible to enrol. For details of the entry requirements for each qualification, please refer to the Learner Handbook.

Eligible Learners should complete the application form by downloading one from our website at: www.chcservices.edu.au.

The completed application form together with all the supporting documents should be sent to CHC Services via e-mail to info@chcservices.edu.au or via post to Suite 201, 4-10 Goulburn Street, Sydney 2000, for processing.
Learners will need to provide certified copies of the documents required together with the completed enrolment form in order for their application to be processed. During the orientation session, original documents will be sited for verification and copies will be signed by the RTO manager/Program manager.

Documents required may include:

- Proof of photo identification documents such as a passport, driver's license, etc.
- Original or certified copy of English proficiency test results such as IELTS test report.
- Certified copies of previous achieved qualifications (including certificates, academic transcripts etc), if required.
- Working experience certificate (including the name, address and contact details of the organisation or person which provides such certificate etc), if required.

Documents not in English must be accompanied with a certified translation by a NAATI accredited translator.

For current onshore international students only, if a student is currently enrolled in another course at another training provider in Australia, they will need to provide a Letter of Release from that training provider before the application can be processed.

**Step 4: Enrolment Documents Verification Procedures**

The verification might include a reference check, telephone or face-to-face interview with the student or a request for the qualifications to be verified by the Australian National Office of Overseas Skills Recognition (NOOSR) or Vocational Education and Training Assessment provide (VETAssess).

**Step 5: Issuing Letter of Full Offer**

1. A Letter of Offer will be issued to the successful applicant, or:
2. A Letter of Rejection with reasons will be sent to the unsuccessful applicant.

All the original versions of documents will be verified and copies stored in the Learners files at CHC Services for future reference.
Step 6: Accepting the Letter of Offer

Upon receiving of the Letter of Offer, Learners will need to carefully read the terms and conditions. If the student fully understands and agrees with the terms and conditions of the enrolment they should sign the agreement as attached to the Letter of Offer and pay the tuition fee.

The agreement to accept the offer must be signed and returned to CHC Services before enrolment can be confirmed.

Step 7: Confirmation of Enrolment

A Confirmation of Enrolment letter will be issued to international students for visa purposes upon receipt of student’s tuition fee payment and signed acceptance of the Letter of Offer.

Please note that acceptance of the offer serves as a binding contract between CHC Services and the Learner.

Step 8: Orientation Day

A compulsory Orientation Day Program is arranged for enrolled students before the commencement of each qualification, where course registration will be completed. The Orientation day would include the following activities:

1. Introduction and welcome by academic and administrative staff.
2. Emergency evacuation directions & protocols
3. Student registration process
4. Introduction to Overseas Students Health Cover (OSHC)
5. Introduction to health and welfare services
6. Introduction to course information, timetable, learning & assessment strategies
7. Introduction to student rights and responsibilities
8. Introduction to the complaints and appeals process
9. Introduction to library & computer facilities
10. Introduction to student support services
11. Students needs survey/interview session
12. Details on student visa conditions regarding course progress and attendance
Students who miss the orientation day program will have their enrolment cancelled unless the absence has been approved by the CEO or his representative.

Supplementary arrangements will be in place for the absentee once it is approved.

**COURSES OFFERED BY CHC SERVICES**

1. FNS50215 - Diploma of Accounting
2. FNS60215 - Advanced Diploma of Accounting
3. CHC30113 - Certificate III in Early Childhood Education and Care
4. CHC50113 - Diploma of Early Childhood Education and Care

**FEES & CHARGES**

The following tables show the current fees and charges as applicable to all Learners.
FNS50215 Diploma of Accounting

Fees and Charges

The following table shows the current fees and charges as applicable to all students applying for the Diploma of Accounting.

<table>
<thead>
<tr>
<th>Course Fees</th>
<th>to be paid in 7 instalments, as follows:</th>
<th>$9300 (includes administration fees, material fees and tuition fees)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- $1500 at time of enrolment (includes administration and materials fees)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- $1500 at beginning and mid of the first two terms ($6000)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- $1500 at beginning of third term ($1500)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- $300 mid term of third term ($300)</td>
<td></td>
</tr>
</tbody>
</table>

Course Fees include the following:

<table>
<thead>
<tr>
<th>Administration Fees (includes Enrolment)</th>
<th>$250 (non-refundable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Materials Fee (includes Textbooks, Learner Guides…)</td>
<td>$500 (non-refundable)</td>
</tr>
<tr>
<td>Tuition Fees</td>
<td>$8550*</td>
</tr>
</tbody>
</table>

Other Fees and Charges (as required)

| Re-assessment if the student is deemed “Not Yet Competent” after 2 attempts | $200/unit to be re-assessed (non-refundable) |
| Recognition of Prior Learning (RPL) processing | $250/unit (non-refundable) |
| Credit Transfer (per application - no limit of units) | $200/application (non-refundable) |
| Re-issue of qualification/certificate | $60 (non-refundable) |
| Re-issue of academic transcript or attendance letter | $20 (non-refundable) |
| Re-issue of lost student card | $20 (non-refundable) |

Overseas Students Health Cover (for international students only) – The cost of OSHC varies depending on the type of cover required and is in addition to the course and tuition fees. CHC Services has an agreement with Allianz to ensure all students benefit of the right cover.

The average cost of minimum cover is as follows:

- Singles $437/12 months
- Couples $1222/12 months
- Single parents $1744/12 months
- Family $2022/12 months

*Note: For more information on Fees, Charges and Refunds, please see CHC Services Refund Policy.*
FNS60215 Advanced Diploma of Accounting

Fees and Charges

The following table shows the current fees and charges as applicable to all students applying for the Advanced Diploma of Accounting.

<table>
<thead>
<tr>
<th>Course Fees, to be paid in 8 instalments, as follows:</th>
<th>$11,600 (includes administration fees, material fees and tuition fees)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- $1500 at time of enrolment (includes administration and materials fees)</td>
<td></td>
</tr>
<tr>
<td>- $1500 at beginning and mid of first 3 terms ($9000)</td>
<td></td>
</tr>
<tr>
<td>- $1100 at beginning of the 4th term ($1100)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Fees include the following:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration Fees (includes Enrolment)</td>
<td>$250 (non-refundable)</td>
</tr>
<tr>
<td>Materials Fee (includes Textbooks, Learner Guides…)</td>
<td>$500 (non-refundable)</td>
</tr>
<tr>
<td>Tuition Fees*</td>
<td>$10850</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Fees and Charges (as required)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-assessment if the student is deemed “Not Yet Competent” after 2 attempts</td>
<td>$200/unit to be re-assessed (non-refundable)</td>
</tr>
<tr>
<td>Recognition of Prior Learning (RPL) processing</td>
<td>$250/unit (non-refundable)</td>
</tr>
<tr>
<td>Credit Transfer (per application - no limit of units)</td>
<td>$200/application (non-refundable)</td>
</tr>
<tr>
<td>Re-issue of qualification/certificate</td>
<td>$60 (non-refundable)</td>
</tr>
<tr>
<td>Re-issue of academic transcript or attendance letter</td>
<td>$20 (non-refundable)</td>
</tr>
<tr>
<td>Re-issue of lost student card</td>
<td>$20 (non-refundable)</td>
</tr>
</tbody>
</table>

Overseas Students Health Cover (for international students only) – The cost of OSHC varies depending on the type of cover required and is in addition to the course and tuition fees. CHC Services has an agreement with Allianz to ensure all students benefit of the right cover.

The average cost of minimum cover is as follows:

- Singles $437/12 months
- Couples $1222/12 months
- Single parents $1744/12 months
- Family $2022/12 months

*Note: For more information on Fees, Charges and Refunds, please see CHC Services Refund Policy.
**CHC30113 Certificate III in Early Childhood Education and Care**

**Fees and Charges**

The following table shows the current fees and charges as applicable to all students applying for the Certificate III in Early Childhood Education and Care.

<table>
<thead>
<tr>
<th>Course Fees</th>
<th>$8000 (includes administration fees, material fees and tuition fees)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- $1500 at time of enrolment (includes administration and materials fees)</td>
<td></td>
</tr>
<tr>
<td>- $1500 at beginning and mid of first 2 terms ($6000)</td>
<td></td>
</tr>
<tr>
<td>- $500 at beginning of 3rd term ($500)</td>
<td></td>
</tr>
</tbody>
</table>

**Course Fees include the following:**

<table>
<thead>
<tr>
<th>Administration Fees (includes Enrolment)</th>
<th>$250 (non-refundable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Materials Fee (includes Textbooks, Learner Guides…)</td>
<td>$500 (non-refundable)</td>
</tr>
<tr>
<td>Tuition Fees*</td>
<td>$7250</td>
</tr>
</tbody>
</table>

**Other Fees and Charges (as required)**

| Re-assessment if the student is deemed “Not Yet Competent” after 2 attempts | $200/unit to be re-assessed (non-refundable) |
| Recognition of Prior Learning (RPL) processing | $250/unit (non-refundable) |
| Credit Transfer (per application - no limit of units) | $200/application (non-refundable) |
| Re-issue of qualification/certificate | $60 (non-refundable) |
| Re-issue of academic transcript or attendance letter | $20 (non-refundable) |
| Re-issue of lost student card | $20 (non-refundable) |

Overseas Students Health Cover (for international students only) – The cost of OSHC varies depending on the type of cover required and is in addition to the course and tuition fees. CHC Services has an agreement with Allianz to ensure all students benefit of the right cover.

The average cost of minimum cover is as follows:

- Singles $437/12 months
- Couples $1222/12 months
- Single parents $1744/12 months
- Family $2022/12 months

*Note: For more information on Fees, Charges and Refunds, please see CHC Services Refund Policy.*
CHC50113 Diploma of Early Childhood Education and Care

Fees and Charges

The following table shows the current fees and charges as applicable to all students applying for the Diploma of Early Childhood Education and Care.

<table>
<thead>
<tr>
<th>Course Fees</th>
<th>Course Fees, to be paid in 13 instalments, as follows:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>-$1500 at time of enrolment (includes administration and materials fees)</td>
</tr>
<tr>
<td></td>
<td>-$1700 at beginning of first term (1st term only)</td>
</tr>
<tr>
<td></td>
<td>-$1500 at beginning of every other term (5 terms)</td>
</tr>
<tr>
<td></td>
<td>-$1500 mid term of every term (6 terms)</td>
</tr>
<tr>
<td></td>
<td>$19,700 (includes administration fees, material fees and tuition fees)</td>
</tr>
</tbody>
</table>

Course Fees include the following:

<table>
<thead>
<tr>
<th>Administration Fees (includes Enrolment)</th>
<th>$250 (non-refundable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Materials Fee (includes Textbooks, Learner Guides…)</td>
<td>$500 (non-refundable)</td>
</tr>
<tr>
<td>Tuition Fees*</td>
<td>$18950</td>
</tr>
</tbody>
</table>

Other Fees and Charges (as required)

<table>
<thead>
<tr>
<th>Re-assessment if the student is deemed “Not Yet Competent” after 2 attempts</th>
<th>$200/unit to be re-assessed (non-refundable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recognition of Prior Learning (RPL) processing</td>
<td>$250/unit (non-refundable)</td>
</tr>
<tr>
<td>Credit Transfer (per application - no limit of units)</td>
<td>$200/application (non-refundable)</td>
</tr>
<tr>
<td>Re-issue of qualification/certificate</td>
<td>$60 (non-refundable)</td>
</tr>
<tr>
<td>Re-issue of academic transcript or attendance letter</td>
<td>$20 (non-refundable)</td>
</tr>
<tr>
<td>Re-issue of lost student card</td>
<td>$20 (non-refundable)</td>
</tr>
<tr>
<td>Overseas Students Health Cover (for international students only) – The cost of OSHC varies depending on the type of cover required and is in addition to the course and tuition fees. CHC Services has an agreement with Allianz to ensure all students benefit of the right cover.</td>
<td></td>
</tr>
</tbody>
</table>

The average cost of minimum cover is as follows:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Singles</td>
<td>$437/12 months</td>
</tr>
<tr>
<td>Couples</td>
<td>$1222/12 months</td>
</tr>
<tr>
<td>Single parents</td>
<td>$1744/12 months</td>
</tr>
<tr>
<td>Family</td>
<td>$2022/12 months</td>
</tr>
</tbody>
</table>

*Note: For more information on Fees, Charges and Refunds, please see CHC Services Refund Policy.
PROTECT PREPAID FEES BY STUDENTS

Learners’ fees are protected under the Clause 7.3 of Standards for RTOs 2015. CHC Services holds an unconditional bank guarantee to cover at least the amount of prepaid fees in excess of $1500 for any Learners.

COURSE CREDIT & RECOGNITION OF PRIOR LEARNING (RPL)

CHC Services has established its Course Credit Policy and Procedure to provide Learners with the opportunity to apply for course credit via RPL and/or Credit Transfer.

Recognition of Prior Learning (RPL) is an assessment process whereby an assessment is completed which determines the individual’s prior learning, achieved through work experience, informal and formal training, or other life experiences to clearly identify that the applicant has achieved the level of competency required.

The cost of RPL is $250 per unit of competency (non-refundable).

Credit transfer involves assessing a previously completed course or unit of competency to ascertain if it provides equivalent outcomes to those specified in the current training package. If the Learner has a verified statement of attainment from a RTO for the exact same unit then a credit transfer is automatic.

CHC Services recognises evidence of completed units of competency in the form of certified copies of results (statement of attainments and AQF qualifications) issued by other Registered Training Organisations.

There is an one-off fee of $200 for an application of credit transfer per qualification or unit of competency (non-refundable).

Issuance of Qualifications CHC Services will issue either a full Certificate and Transcript or Statement of Attainment to Learners who meet the requirements of Units of Competency within the relevant training package or nationally accredited courses. Certificates will be issued within 30 days from final completion of all administration and attained competency outcomes.
RECORDING OF COURSE CREDIT OUTCOMES (INTERNATIONAL STUDENTS ONLY)

Before Enrolment:

- If a student applies for and is approved for RPL or course credit and this will lead to a reduction in the student’s course, the course coordinator will provide a Letter of Offer and acceptance which will reflect the details.
- The Confirmation of Enrolment will detail the reduction in course duration and the new course duration, this will be reflected on duration of ‘course length’ on the visa. (This will allow DIBP to grant a visa with a duration that reflects the actual course length).

After Enrolment:

- In the case that a student is provided with RPL or course credit after the student visa is granted, any change in course duration will be reported via PRISMS under section 19 of the ESOS Act. This must be done within 14 days after the event, as specified by the Act.
- This process will be completed by the course coordinator and once completed, the student will be advised of outcome and amendments will be detailed on the students file.
- The record of the course credit must be acknowledged and accepted formally by the student and a copy of the course credit granted will be provided to the student.

Note: The student must apply for RPL or credit transfer within the first week (5 business days) of the commencement of each block.

STUDENTS RIGHTS

CHC Services seeks to provide the best possible learning environment and opportunities for each student.

At CHC Services students have following rights:

1. To be informed of defined entry standards and requirements.
2. To be provided with appropriate facilities and resources to complete the course of study.

3. To be provided with access to and an explanation of relevant policies and procedures affecting students, including those relating to:
   - Copyright
   - Staff and Student Conduct
   - Assessment
   - Course attendance and progress
   - Cancellation from a Course
   - Disciplinary Action and Dismissal
   - Complaints and Appeals
   - Tuition Fees
   - Recognition of Prior Learning
   - Access and Equity, Harassment and Anti-discrimination
   - Workplace Health and Safety (WHS)
   - Building Evacuation
   - Privacy and Confidentiality

4. To receive accurate unit and course contents information.

5. To learn from suitably qualified and experienced trainers/assessors.

6. To be provided with a written assessment structure within the first week of classes. It is expected that there will be more than one assessment task for each unit.

7. To be able to speak to relevant staff members concerning any aspect of a unit of study. Staff members will be available to see students by appointment or during designated consultation times.
8. For assessment tasks submitted on time, students will receive written and oral feedback from trainers and/or assessors within three weeks from the date of submission.

9. To have access to:
   - Their personal records.
   - Appropriate student support services.
   - Receive feedback on their academic progress.

10. To contribute to the improvement of training programs, policies and procedures of CHC Services and be given opportunities to provide input and feedback.

STUDENTS RULES, RESPONSIBILITIES AND CONDUCT

CHC Services is committed to providing a learning environment that provides the best opportunities for students to meet their learning objectives and will interact with every student as an adult capable of reasonable and responsible behavior. To ensure such a learning environment is provided, all students have rules, responsibilities and conduct guidelines they must follow.

These are in respect of:

- Administration
- Behaviour
- Dress Standards
- Classroom and Library Policy
- Academic Conduct
- Drugs and Alcohol

As part of the student Orientation program, each student will be given a copy of this document, which includes these rules, responsibilities and guidelines.
Administration

A. It is compulsory to attend the CHC Services Orientation session. This is held prior to course commencement.

B. Pay the tuition fees according to the “Fees and Charges Schedule”.

C. Return or renew library resources or other borrowed materials and equipment on time as stated in the library policy.

D. Advise the Student Services Officer immediately of any changes to your personal details that CHC Services has on record, including changes to address, telephone number or email address. Students need to be aware that letters posted to the last known address and or email addresses are considered as valid form of communication with students.

E. Written advice to be provided to CEO and/or RTO manager if you wish to withdraw from your current course.

F. Follow the rules and guidelines as listed in the CHC Services Learner Handbook.

Behaviour

A. Demonstrate the highest standards of professional conduct at all times.

B. Show respect and consideration for all staff, students and guest speakers.

C. Comply with all lawful directions given by a CHC Services employee to facilitate the conduct of learning activities or to ensure the safety of any person.

D. Do not do anything, by act or omission that endangers the safety or health of any person on CHC Services premises, or will cause them to fear for their safety.

E. Do not damage or steal CHC Services property or the property of staff or other students.

F. Do not swear, use obscenities or make offensive or racist remarks.

G. Do not do anything that could offend, embarrass or threaten CHC Services staff or students.
H. Do not engage in any form of harassment or behaviour that could impair CHC Services staff or students from participating in the activities of CHC Services.

I. Do not assault or attempt to assault any CHC Services staff or students.

J. Do not enter CHC Services premises with illegal drugs, alcohol or weapons or be under the influence of drugs or alcohol.

**Dress Standards**

CHC Services is an adult learning environment that prepares you for industry and/or further career-related training. With this in mind, you should dress in a manner that would be expected in the workplace.

While on CHC Services premises, the dress rules are as follows:

- Dress in a manner that is neat, clean and modest.
- Be adequately clothed in accordance with work health and safety requirements.
- Do not wear clothing that is likely to offend others in terms of its lack of modesty or cleanliness.
- Do not wear clothing that has symbols or graphic designs that may offend, provoke, intimidate, condemn or ridicule others.
- Do not wear dark glasses in the classroom unless they are required for medical/safety reasons.

Note: The CEO will have the final say on what is considered acceptable forms of dress code.

**Classroom and Library Policy**

A. Actively participate in class lessons and group activities.

B. Follow trainer’s instructions at all times.

C. Always speak in English while on campus.

D. Turn off your mobile phone or switch it to a silent mode while the class is in session.
E. Do not write on the classroom desks.
F. Do not consume food or drink in the classrooms.
G. Leave the classroom and library tidy and place all rubbish in a bin.
H. Do not chew gum in the classroom.
I. Smoking is not permitted anywhere in the building where CHC offices are located, including the lifts, stairwells and foyer.

**Academic Conduct**

A. Attend scheduled lectures, tutorials, seminars and practical sessions regularly and punctually.

B. Provide acceptable explanations for absences on a Student Leave Application Form available from reception.

C. Submit all assessment work by the due dates that are specified on the unit outlines or on the assessment papers.

D. Keep a copy of any submitted assignment.

E. Do all assessment tasks and examinations honestly, without any form of cheating/plagiarism.

**Academic Misconduct**

Students must not engage in any form of academic misconduct or do anything that is intended to assist any other person in an act of academic misconduct. Academic misconduct includes but is not limited to cheating, plagiarism, collusion and falsifying documents or results.

By way of providing students with guidance as to what actions to avoid, the following actions are considered to be examples of academic misconduct:

A. Giving or receiving assistance during an examination or assessment that has not been agreed to by the trainer.

B. Obtaining information about an examination before it is held, except for information provided to all the class by the trainer.

C. Copying from another person's examination paper.
D. Stealing, buying or obtaining in any other way, all, or part, of an examination before it is administered.

E. Using any sources of information during an examination or assessment that has not been agreed to by the trainer.

F. Substituting for another person to take an examination.

G. Allowing another person to substitute for you in taking an examination.

H. Giving your password to another person to enable that person to log on and undertake any academic activity, including assessments, on your behalf.

I. Using another person's password in order to log on as that person and engage in any academic undertaking, including assessments, on their behalf.

J. Working with other students to produce work in groups that has not been agreed to by the trainer. This is called collusion.

K. Making false statements, including statements relating to your student status, entitlements or identity.

L. Altering the record of any grade or result.

M. Giving false information in order to obtain exemptions from program requirements.

N. Bribery in any form. This includes offering or giving staff members money or any other benefit as a means of influencing them or their decisions.

O. Claiming as your own, work that is derived from another source or work done by another person. This includes anything that you may have obtained from the internet or from books.

P. Copying published or unpublished material without proper acknowledgement.

Q. Using or developing another person's ideas without acknowledging them.

R. Using the work of other students (with or without their permission) and claiming it as your own.

If a trainer believes that a student may have been involved in academic misconduct the matter will be referred to CHC Services CEO and/or RTO Manager for formal investigation.
Drugs and Alcohol

A. CHC Services is a drug and alcohol free environment.

B. To ensure the integrity of CHC Services the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any client on CHC Services premises is strictly forbidden at all times.

C. Any client who is affected by the use of drugs and/or alcohol whilst attending training is in breach of CHC Services’ policy and guidelines and is subject to severe disciplinary action. This can include suspension, expulsion, or any other penalty appropriate under the circumstances.

ASSESSMENT POLICY AND PROCEDURES

CHC Services Pty Ltd ensures that all assessments and evaluations be done in accordance with the assessment criteria of relevant training packages(s).

CHC Services Pty Ltd ensures that assessment is a controlled and ordered process that is designed to ensure that assessment decisions are fair, valid, consistent, and reliable.

Appropriate assessments will be provided in accordance with the Standards for RTOs 2015. Assessment will focus on the application of knowledge and skills to the standard of performance required in the unit of competency.

Assessment Procedure:

1. At the commencement of the course, students are advised of the general assessment tasks, criteria and requirements of each unit of competency they will need to attain for the issuance of relevant qualifications.

2. Students complete relevant assessments along with the training schedules and then submit the completed assessments for marking with signed statement of authenticity. Most of the assessments need to be submitted online via MOODLE and students will be provided with a unique online MOODLE learning platform password. By signing onto the online learning platform, the student automatically signs and acknowledges an authenticity declaration as part of submitting their assessments.

3. The RTO Manager/Program Manager/ respective trainer will ensure that students’ submitted assessments are all signed and dated with a statement of authenticity.
4. The RTO Manager/Program Manager will ensure that all assessment will be marked / evaluated within 10 working days following date of submission, unless otherwise agreed.

5. The appointed assessor returns the marked units assessments (Competent or Not Yet Competent) with signed assessment feedback sheets to CHC Services and notify the RTO Manager. Student Support Services will then update the result into the system within 10 working days following date of submission, unless otherwise agreed.

6. If being deemed Not Yet Competent in an assessment, students will be offered the opportunity to resubmit. Students are given another opportunity to resubmit an assessment.

7. If non competency of resubmitted assessment leads to non-issuance of the qualification, written advice must be given to the students within 15 working days. There is a fee attached for additional resubmissions of assessment.

8. Student(s) has the opportunity to dispute assessors’ decision and request for re-assessment according to CHC Services’ complaints and appeals policy and procedure.

9. The RTO Manager/Program Manager will ensure that all students’ assessments as required have been marked as competent before recommending certificates and/or statement of attainment and/or statement of results.

10. All records will be scanned and stored in students’ academic folder, which shall be securely stored.

11. All assessments submitted by students, assessment feedbacks by the appointed assessor(s), resubmitted assessments, appeals etc. will be scanned and stored in the students’ electronic folders.

12. The CoE will ensure that no qualification/certificates/transcripts will be issued until the final assessment checklist has been submitted by the Program Manager with the signature(s) of the approved assessor(s) with all assessments marked as Competent.
COURSE PROGRESS AND INTERVENTION (INTERNATIONAL STUDENTS)

This policy applies to international students only.

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, CHC Services Pty Ltd will proactively monitor, review, assess and contact students who are at risk of failing to meet course progress requirements. CHC Services will implement an intervention strategy for any students at risk.

CHC Services must report on a regular basis to the Department of Education and the Department of Immigration and Border Protection on either Student’s attendance or course progress. CHC Services has chosen to report on the Student’s Course Progress while it will continue to monitor the Student’s attendance, as well. Therefore, students who continue to breach the course progress requirements will be reported to the college CEO / RTO Manager for intervention. Students will be advised that unsatisfactory course progress in two consecutive study periods for a course will lead to the student enrolment being cancelled from CHC Services.

Procedures:

CHC Services monitors, records and assesses the progress of all students to ensure that they meet the expected duration of their course as stipulated in their CoEs, this includes checking the course progress for each unit of competency for successful completion within timelines of the course.

1. CHC Services is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements.

2. CHC Services takes the following actions for the monitoring and implementing the course progress policy for the benefit of students who are enrolled with CHC Services:
   I. The Learner Handbook contains this policy and is provided to students before enrolment. The Learner Handbook is also available from both CHC Services offices and its website so that students may view the document by download at any time.
II. The Course Progress and Intervention Policy explained to students during Orientation and explained to trainers and assessors and related staff in meetings;

III. Trainers/Assessors will identify and report students to the Program Manager to intervene who they find are not progressing and at risk of breaching progress policy; they will also report on class attendance levels, as required.

IV. An assessment of course progress is made by the Program Manager at the end of each study period. Course Progress is also monitored on an on-going monthly basis by the RTO Manager/Program Manager.

V. The RTO Manager/Program Manager will run a monthly report from the student management system and then verify data by checking the student's training plan.

VI. The RTO Manager/Program Manager with assistance from the Student Services Officer will contact students who are not performing well and at risk of breaching the progress and attendance policy.

VII. If found that the student is not progressing before the end of the first study period, they will be sent their “first warning letter”. The Intervention Strategy will be applied to help the student progress with their studies.

VIII. If at the end of the second study period, the student is still found that they don’t progress, they will be issued with a “second warning letter”. The Intervention Strategy will continue to be applied to help the student progress with their studies.

IX. In the case that the intervention is needed, the activation of program and agreed terms of intervention strategy will be discussed and formally agreed on. Once an intervention strategy has been activated for a student, all documentation must be retained on the students file.

X. If the student fails to progress after the first two study periods, the student will be issued a “course cancellation letter” and reported to the Department of Education and the Department of Immigration and Border Protection via PRISMS.

**Intervention Strategy:**

I. The strategies offered aim at helping students meet course progress requirements and would include any of the following but not limited to:
a. discuss opportunities for special make-up classes designed for intervention students only
b. counselling sessions with RTO Manager/Program Manager
c. individual case management
d. receiving counselling with our appointed external counsellor (this would be related to personal issues which are affecting student’s progress)
e. a reduction in course load – in this case the program would be updated with new training plan and study/assessment mode
f. opportunity for re-assessment

II. The intervention program will be monitored closely by the Program Manager

III. Evidence of the intervention program and measures used to assist student will be documented and kept on the students file.

IV. The outcomes of intervention programs will be discussed at management review meetings for analysis and improvement.

V. During the course of intervention process, the Program Manager will arrange weekly meetings with student, where parties will discuss the ongoing corrective action.

Reporting Obligations:

- Where CHC Services might assess an international student as not achieving satisfactory course progress, the CEO will notify the student in writing (first and second warning letters) of its intention to report the student for not achieving satisfactory course progress and the associated option for the student to access the RTO’s complaints and appeals process within 20 working days.

- The students concerned have access to the CHC Services complaints and appeals processes and should do so within 20 working days from the time of feedback received from the trainer/assessor by completing the Complaint and Appeals form and ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc. in accordance with the Complaint and Appeal Policy and Procedure of the RTO.

- Where a student has chosen not to access the complaints and appeals process within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, then the organisation will notify the Department of Education through PRISMS of the student not achieving satisfactory course progress, as soon as practicable.
- CHC Services will maintain the student’s enrolment whilst the complaints and appeals process is ongoing.

COURSE ATTENDANCE REQUIREMENTS (INTERNATIONAL STUDENTS)

CHC Services monitors, records and assesses the progress and attendance of each international student for the scheduled course contact hours for each accredited vocational and technical education course including individual units of competency in which the student is enrolled. We monitor attendance over the length of each study period.

CHC Services is proactive in notifying and counselling students who are at risk of failing to meet progress and attendance requirements.

Our training and assessment strategies details the study mode and is backed by “aXcelerate” (Student database management system) which is updated on a weekly basis by the Student Services Officer.

As of the 1st October 2016, we have implemented the DE-DIBP approved course progress policy and procedures for our vocational and technical education courses reporting system.

CHC Services monitors, records and assesses the progress and attendance of each international student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled.

**Process**

- The Course Attendance Policy is clearly detailed at the Orientation session with all students and also explained at trainers meetings; we also provide a copy of the policy on our website for perusal and download.
- This document outlines the requirements that international students must attend at least 80 per cent of the scheduled course contact hours to achieve satisfactory attendance.
- The student management system maintains data on the attendance of each student, including their assessment outcomes, progress, and also allows for evidence of discussions with students.
- All students must sign in to class and the trainer will double check with a roll call.
- The Attendance Sheet is verified by the trainer and provided to the Student Services Officer on a daily/session basis.
- A formal assessment is made of student attendance on a weekly basis outlining the contact hours completed by each student.
- The CEO / RTO Manager will verify students’ attendance report on weekly basis either from Program Manager’s report or download from student management system.
- CHC Services monitors attendance on a weekly basis thus can proactively move forward with assessing attendance issues before end of the study period.
- A student would be flagged as falling behind in attendance if he/she had missed 10% of class hours relevant to total class scheduled hours (in a five weeks block).
- A ‘1st Reminder Letter’ will be sent to the student advising him/her of attendance requirements and asking the student to contact the CEO/ RTO Manager / Program Manager to arrange a meeting.
- The CEO/ RTO Manager / Program Manager will meet with the student to discuss the reason and try to help and support them to maintain adequate attendance requirements.
- If a student has missed 15% of class hours relevant to total class scheduled hours, he/she will be deemed as high risk and the CEO / RTO Manager will send a “second reminder letter” titled ‘High Risk Warning Letter’ and asking the student to contact the CEO / RTO Manager to arrange a meeting.
- The CEO / RTO Manager will meet with the student and try to find out why the student has been absent and to actively support the student before they fall below the 80% attendance requirement.
- In case of compelling reason such as homesickness, financial distress, medical reasons, social issues etc. it may be necessary to involve the student counsellor – if so requested by the student.
- The student will also be reminded of our attendance policy and that it is a requirement for the student to maintain satisfactory student visa requirements and failure to do so may force us to report the student to the Department of Education (DE) & the Department of Immigration and Border Protection (DIBP) via PRISMS. Once you are reported for low attendance from the college you will have to get in touch with DIBP for any queries regarding your current student visa status.
- All communication will be transposed into written format by the CEO/ RTO Manager (or appropriate staff members) and placed on students file and student management system.
- All letters to students with regard to attendance issues will be sent via Australia Post. The record will be placed on students file.
• Once a student falls below 80% of attendance they will be deemed as failing to meet satisfactory attendance and will be reminded in writing of our intent to report them to DE/DIBP through PRISMS for failing to meet satisfactory attendance requirements and that this could result in their enrolment being cancelled from CHC Services.

• Students will be advised of their rights to access our complaints and appeals process as per Standard 8 and that they have 20 working days to do so.

• Reasons for (student) appealing our decision to report student:
  - Compassionate or compelling circumstances (documentary evidence is required and the college must provide a decision in reflection of circumstances)
    a. serious injury or illness, where a medical certificate is provided stating student was unable to attend class
    b. bereavement of close family member such as, parent or grandparent (a death certificate should be provided where possible)
    c. major political upheaval or natural disaster in home country requiring their emergency travel which has impacted their studies
    d. a traumatic experience for example: a crime committed against student, student witnessed a crime and this has impacted students study and is supported by police report or psychologists report
  - CHC Services has failed to record or calculate the grades accurately
  - CHC Services did not implement the intervention strategy or other policies accordingly in line with stated sections of policies and procedures

• In case of ELICOS courses detailed in Standard 11.1, we may decide not to report the student for breaching the 80% attendance requirement, where:
  a. compassionate or compelling circumstances are the reason (documentary evidence is required and the college must provide a decision in reflection of circumstances), and
  b. our decision is consistent with our documented policies and procedures and
  c. the student is attending at least 70% of the scheduled course contact hours for the course they are enrolled

• We may reduce the minimum threshold attendance to 70% for reporting students where the student is enrolled in an accredited vocational and technical education course (unless National Code Standard 11.2 applies) if both 11.8 a, b and c. also apply.

• We will notify the Department of Education (DE) & Department of Immigration and Border Protection (DIBP) through PRISMS that the student is not achieving
satisfactory attendance as per our Course Attendance Policy once the 20 working
days’ notice has passed.

- Procedural fairness regarding providing the student 20 business days’ notice to access
our complaints and appeals process - when sending registered mail to student, it is
important to allow for delivery time and start the 20 business days from one day after
the student has signed the delivery slip.

- As part of our course attendance policy, once the 20 working days have passed (allow
for procedural fairness), we will report the student through PRISMS within 5 days of
finalising the decision to report where:
  a. The student has chosen not to access the complaints and appeals processes
     within 20 working day period,
  b. The student withdraws from the process or
  c. The process is completed and results in a decision supporting the college’s
decision to report the student for low attendance.

In regard to the complaints handling and appeals process, students have the opportunity to
formally present their case at minimal or no cost. The availability of this complaints and
appeals process, does not remove the right of the student to take action under Australia's
consumer protection laws.

If a student is dissatisfied with the decision made by CHC Services during the appeals
process, they may lodge a complaint with the Ombudsman.

COURSE ATTENDANCE REQUIREMENTS (DOMESTIC STUDENTS)

1. **Determining Students at Risk:**

1.1 All facilitator staff monitor student performance

1.2 Prior to each monthly operational meeting, Program Managers receive progress
reports from all facilitator staff. Program Managers collate information on student’s
attendance.

1.3 These “Students at risk” can be determined when students have:

• Not completed assessments within the allocated timeframes; or
• Missed scheduled classes; or
• Missed scheduled practical classes; or
• Not been marked as “competent” for an assessment

1.4 Program Managers compile and maintain the “Students at Risk” register.

1.5 Program Managers meet with selected students to investigate reasons for unsatisfactory course progress and put in place individual student remedial strategies. These strategies include Program Managers meeting students weekly to assess progression and effectiveness of remedial strategies (intervention contracts).

1.6 Monthly RTO meetings include compliance and related staff and are compliance focussed, however “students at risk – progression” is a standard agenda item. The timing of the RTO meetings (monthly) ensures that students at risk are discussed regularly.

1.7 Program Managers will contact students at least once per session, regardless of status of course progress.

2. Monitoring Progress

2.1 Summary of monitoring process:
• Stage 1 – ‘at risk’ students are placed on an Intervention Strategy Contract if they are deemed Not Yet Competent (NYC) for 20% or more of their Units of Competency (UoC) within a session.
• Stage 2 - if ‘at risk’ students are deemed NYC again in the next session, they then progress to Stage 3. If they are deemed Competent for 80% or more of their UoC, then they may have their Intervention Strategy Contract cancelled.
• Stage 3 – ‘at risk’ students continue with their Intervention Strategy Contract.
• Stage 4 – ‘at risk’ students who have been deemed “NYC” for 20% or more of their Units of Competency within the preceding two (2) sessions, will be excluded from studying the qualification.
• Students will be unable to re-enrol in their qualification for at least one year or 3 sessions have passed. To reinstate their enrolment, approval will need to be sought from the CEO.

3. Early Intervention:
3.1 CHC Services expects each student to progress through his/her course at a rate that will enable the student to complete the course in the nominated duration.

3.2 In order to assist with academic progress, the facilitators monitor each student’s attendance (if applicable) and performance in the units of competency they deliver. If a student appears to be experiencing difficulty within a particular unit of competency, or perhaps with language, literacy or numeracy, the facilitators alert the Program Manager.

3.3 The student will be notified and asked to make an appointment to see the Program Manager, who will offer counselling and establish a program of support for the student. Please note that it is the student’s responsibility to follow through with that program, and to maintain contact with the Program Manager and/or other nominated staff.

3.4 Intervention Strategy – Stage 1: (at risk students)

3.5 A student who does not demonstrate competency in at least 80% of the units of competency undertaken during each study period will be identified as being ‘at risk’. He/she will be advised in writing and required to meet with the Program Manager by a nominated date to discuss any issues and support options – including supplementary assessment. A counselling and mentoring program will be implemented at this point, and an intervention strategy will be activated for the next study period.

3.6 As part of the intervention strategy, the student will be provided with an intervention contract that will detail a support program which will include counselling and mentoring and one or more of the following:

a. Attending special tutorials and/or coaching;

b. Attending language literacy and numeracy classes;

c. Receiving assistance with personal issues which are influencing his/her progress;

d. Being placed in a suitable alternative course;

e. Undertaking a reduced course load.

3.7 It is the student’s responsibility to follow through on that individual program, and to maintain contact with the Program Manager and/or other nominated staff within the intervention contract.
3.8 A record of the intervention measures discussed and implemented will be kept on the student’s file by the Program Manager and or/ other staff nominated within the intervention contract.

4. **Review of progress – Stage 2:**

4.1 If following the implementation of an intervention strategy, a student demonstrates competency through supplementary assessment for units of competency which he/she had not successfully completed in the previous study period, and as a result he/she achieves competency in 80% or more of the units of competency attempted in that previous study period, the Program Manager will review the student’s academic history, and may choose to cancel the intervention contract, amend it or continue it unchanged to the end of the study period.

4.2 The Program Manager will monitor the academic progress of each student with an intervention contract for the remainder of that second study period, and review his/her results at its end. If satisfactory academic progress of 80% or more was made during that second study period, the student will no longer be regarded as being ‘at risk’ and the intervention contract will be closed.

5. **On-going support – Stage 3**

5.1 If the student’s academic progress demonstrates competency in more than 50% but less than 80% of the units of competency undertaken in that second (consecutive) study period, a second intervention strategy will be implemented to provide on-going support appropriate to the student’s needs.

5.2 A record of the intervention measures discussed and implemented will be kept on the student’s file by the Program Manager and/or other staff nominated within the Intervention Contract.

6. **Unsatisfactory course progress – Stage 4: (Exclusion)**

6.1 If after Stages 1, 2 and 3 of the Intervention Strategy have been completed, the student has been assessed as not yet competent in 50% or more of the units of competency undertaken in the second (consecutive) study period, the CEO/ RTO Manager will notify the student in writing of the CHC Services’ intention to exclude them from future participation in classes or study. The written notice of CHC Services’ intention will inform the student that
he/she is able to lodge an appeal through the CHC Services appeals process, and has 20 working days from the nominated date in which to do so. All subsequent action taken will be in accordance with that procedure.

6.2 Students will be unable to re-enrol in their qualification until at least one year has passed. To reinstate their enrolment, approval will need to be sought from the CEO/ RTO Manager.

6.3 Evidence will be retained in the student’s file of the written notice of intention to exclude.

7. Communication

7.1 Students placed on intervention contracts shall be officially notified via email, and advised of their rights and responsibilities.

7.2 Students shall be officially notified of the services available to assist them in making adequate course progress.

7.3 Where a student meets with the Program Manager to discuss the implementation of an intervention strategy the Program Manager shall record the date and the details of the intervention strategy devised. Students shall acknowledge the recommendations made.

7.4 Records of intervention strategies shall be noted on student files by CHC Services.

7.5 Where a student has not met satisfactory course progress and according to the provisions of section 6.1 that student is excluded, there shall be written notice of exclusion, written notification of the appeals procedure and information on how students may access that procedure.

7.6 Where a student does not agree with a decision made in relation to their course progress, they have the right to appeal as outlined in the Complaints and Appeals Policy.

REFUND POLICY AND PROCEDURE

An application for refund of fees must be done by the student in writing. This form may be submitted electronically, in person or by mail. A copy of the refund request form is available on the CHC Services website or can be collected from the Student Services Officer. Students who are off-shore or interstate can contact the college at info@chcservices.edu.au regarding any refunds.
The following refund procedure will apply:

- Learners who give notice to cancel their enrolment more than 14 days prior to the commencement of a program, will be entitled to a full refund of fees paid.

- Learners who give notice to cancel their enrolment less than 14 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by CHC Services is required to cover the costs of staff and resources which will have already been committed based on the Learners initial intention to undertake the training.

- Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

**Note:**

1. If the student is able to demonstrate compassionate or compelling circumstances and at the CHC Services discretion the amount refunded to the student can be higher than the one specified in the procedure above, the CEO will make the final decision.
2. This refund policy is applicable to all students (International and/or domestic).
3. If the student is not happy with the CHC Services refund policy or its complaint and appeal policy, the student has the right to seek external advice and pursue its action under Australia’s consumer protection laws. More details regarding this can be found in this Learner Handbook.
4. CHC Services will only refund any monies in the student’s nominated bank account or to the student in person.

**Procedure**

1. Student will fill-in the Refund Request Form with supporting documents and provide a copy of the same to Student Services Officer in person or via email at info@chcservices.edu.au
2. Student Services Officer will forward this application to the RTO Manager who will in coordination with the Finance Manager start processing this application.
3. The RTO Manager and the Finance Manager will have a meeting with the CEO who (based on the evidence provided) will approve or reject the refund request. This decision will be conveyed to the Student Services Officer.
4. The Student Services Officer will then provide a written outcome to the student regarding the refund application. This feedback is provided within 28 days.

TRANSFER TO AND FROM ANOTHER RTO

Student request to transfer into our college
The Student Transfer Policy has been developed primarily to cater for both international students holding a student visa and local students to outline the process with regards to transfer between providers in Australia.
Noting that we require the transferring student to complete the Student Transfer Application form and provide supporting evidence for transfer to take place.

Application Process
Student wishing to transfer to CHC Services from another RTO must complete the Student Transfer Application form, available at reception.
Once completed, this document with supporting evidence must be submitted to the CEO / RTO Manager for assessment. Application will be assessed within the timelines listed below.

Processing Timelines
The student will be assessed within ten (10) business days of student application.
International students who are transferring from another college and have not completed six (6) months of their principal course will require a letter of release from the previous college and/or other appropriate documentation. All documentation supplied by the student will be placed in the student records.

Decision
A formal decision will be provided to the student within the above timeline. The decision might be to:
1. approve transfer request
2. refuse transfer request or
3. request more information from the student and require a resubmission of application with further documentation.

Process for international students:
The student will need to provide formal evidence that they have completed 6 months of their principal course. If this is not provided, we will not enrol them unless they had a written letter of release from their current provider or if any of the sub sections in the National Standard 7.1 (a) through (d) had been met.

**Grounds for Accepting Students**

There are several circumstances where a student transfer is acceptable:

1. In the case the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered we would be able to enrol the student before they have completed six months of principal course.

2. In the case that an international student wishes to enrol with CHC Services and they have not completed 6 months of principal course, but have supplied a ‘Letter of Release’ from the other registered provider. We would accept this as evidence of release. The student will follow the standard enrolment procedures regarding entry requirements for the course of enrolment and supplying appropriate documentation in support of their application.

3. In the case that an international student wishes to enrol with CHC Services and they have not completed 6 months of principal course, but have stated in their application that the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course and the student has provided evidence to support this statement.

4. In the case where the international student is government sponsored and the student has requested a transfer to CHC Services without completing the six months of principal course at the other registered provider.

**Please note:** This transfer request would be approved with formal advice and approval from the government sponsor who has stated that he/she considers the changes to be in the student's best interest. In this case, there is no need for a letter of release from previous registered provider. Evidence will be attached to the student file and detailed in PRISMS when creating eCoE.

**Enrolment**

Once the transfer has been approved, the CEO along with the RTO Manager will complete the final enrolment documentation and update PRISMS with student data creating the eCoE.
Transferring out of CHC Services

Students seeking to transfer to another college:
All students have the right to seeking transfer to other college. International students wishing to transfer to another provide prior to completing six (6) months of their principal course and requesting a letter of release must firstly access this policy to ensure they are aware of the requirements for release and then complete the Student Release Application form and attach the letter of offer from other registered provider and/or other supporting documentation.

Application Process
The application and supporting evidence will be assessed in accordance with our student transfer policy. Should the documentation be assessed as a valid enrolment offer in line with CHC Services policy and National Code Standards, CHC Services will grant the student a letter of release – which will include the date of transfer and end of CHC Services responsibility for the student. The student will formally acknowledge CHC Services decision and acceptance of release on the release letter.

CHC Services will formally notify the student of enrolment cancellation. International student will notify the date of cancellation of eCoE via PRISMS and that they should contact DIBP to seek further advice or information regarding their student visa at this stage.

A letter of release, if granted, is issued at no cost to the student. Students will acknowledge receiving this notification via signing the student release application form.

Release not granted (for International students)
A release will not be granted under the following circumstances:
1. Student has not provided a letter of offer from other provider
2. Documentation is either inaccurate and or incomplete
3. Where it may jeopardize the students progress through a course
4. Work commitments have been provided as a reason
5. Travel to and from campus has been provided as a reason
6. The student is using the release as a means to avoid being reported to DIBP for failure to meet our attendance requirements.
7. Student does not want to study enrolled course anymore
8. There is a lack of sufficient documentation in support of their claim for compelling or exceptional circumstances
9. It is considered detrimental to the student to allow release
10. The student has outstanding fees owing to CHC Services Pty Ltd.

Complaints and Appeals

In the event that CHC Services does not allow a release, CHC Services will provide formal reason for decision and the student has the right to appeal against the decision.

DEFERMENT, SUSPENSION AND CANCELLATION

Defer, suspend, cancellation application process

Students must complete the: Defer, suspend, cancellation application form (available from reception or RTO Manager). Once the application is completed it must be submitted to the CEO / RTO Manager through the Student Services Officer, a formal response will be provided within 5 business days from the RTO Manager. Applications must be submitted at least 10 business days before the deferral, suspension or cancellation date for the application to be processed.

Student request for deferral and / or suspension of studies

Where a student has applied for deferment or suspension of their studies due to compassionate or compelling circumstances, CHC Services will in accordance with its policy assess the circumstances and grant or decline the student’s request.

CHC Services will only defer or temporarily suspend the enrolment of the student on the grounds of:

- compassionate of compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
- misbehaviour by the student

The following is a list of acceptable circumstances (not exhaustive) where we would approve application:

- Unavailability of units in the enrolled course
- Inability to commence study on commencement date due to student visa delay (international students only)
o Serious illness or injury, (a medical certificate must be provided stating that student is unable to attend class)

o Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided)

o A traumatic experience such as witnessing a serious accident or witnessing or being victim of a serious crime (police report must be provided)

o A major political upheaval in the student’s home country which requires emergency travel that will effect student studies (international students only)

o A natural disaster in the student’s home country which requires emergency travel that will affect student studies. (international students only)

Students may defer or suspend their studies for up to one term (one study period) for compelling or compassionate circumstances. Documented evidence is required.

The CEO / RTO Manager will convene a meeting with the student to discuss the application. Documented evidence must be provided by student to validate the claim. A formal response will be provided within 5 business days.

**International students:**

Regardless of whether the suspension of enrolment is the result of a student request for suspension or provider-imposed suspension of enrolment due to misbehaviour, the period of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations.

**Student Visa**

Deferment, suspension or cancellation of enrolment may affect the students Visa. As such, we will refer the student to the Department of Immigration and Border Protection (DIBP) website or helpline (131 881) for information, and the local DIBP office for advice, on how the potential change to enrolment status may impact upon his or her visa.

In the case that a student’s enrolment is deferred, suspended or cancelled we will notify Department of Education (DE) via PRISMS of the change in enrolment.

Please note that misbehaviour of student may also be grounds for cancellation of studies.

**Student request for cancellation of enrolment**
Students who request cancelling their enrolment to go to another college must follow the ‘Student Transfer Policy’ and complete the appropriate documentation.

Students cancelling enrolment to return to their home country must complete the “Defer, suspend, cancellation application form” and supply supporting evidence such as airline ticket and departure date.

CHC Services will notify DE via PRISMS of changes to a student’s enrolment within 10 business days of duly received, signed and dated documents provided by the student. Should CHC Services reject the cancellation application, the student will receive a refusal letter and have the right to access CHC internal complaints and appeals process within 20 working days of date on refusal letter (allow extra 3 days for postage).

Fees will be refunded (if applicable) in accordance with our Refund Policy.

**Provider initiated suspension or cancellation of student's enrolment**

Misbehaviour by the student may result in the suspension or in the worst case scenario the cancellation of enrolment. CHC Services may suspend further study or cancel enrolment for both academic and non-academic misconduct.

**Misbehaviour**

The CEO / RTO Manager will convene a meeting with the student to discuss the misbehaviour by the student.

If CHC Services, the provider initiates the suspension or cancellation of a student’s enrolment, CHC Services will formally notify the student of its intention and allow the student 20 working days to access CHC Services’ internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student applies. The severity of the individual case will decide whether the enrolment should be suspended or cancelled.

In cases of student misbehaviour of a criminal nature: CHC Services will inform the police of any suspected or alleged criminal activity. And to assist DIBP, CHC Services will give as much information as possible regarding any criminal activity when it suspends or cancels the enrolment of the student.

**Non-Payment of tuition fees**
Student’s enrolment can also be suspended or cancelled for not paying tuition fees as per the payment schedule. The college will give two warnings to student(s) whose fees are due and will also provide a good support mechanism in terms of flexible payment option if the student is having financial constraint. However, if this non-payment problem persists for a month from the date of the first warning letter the student is given a final intention to report letter and as per the date stipulated in this letter the student will be reported to DE/DIBP for non-payment of tuition fees.

**Procedural fairness**

In the case where a student has been regarded as misbehaving, until all due investigation is completed the student must be treated as innocent until they have admitted liability or via other evidence such as bona fide witnesses.

**Provider’s grounds for deferment of commencement studies**

This may be granted on the grounds of compassionate or compelling circumstances.

**Non-Commencement reporting by CHC Services (International students)**

The college can report students for non-commencement on PRISMS in following two scenarios:

- If the student cannot start their course on the course commencement date the college will report all students under this category for non-commencement of studies on PRIMS after 14 working days. 14 days will be calculated from the course commencement date. This action will cancel the student’s current eCoE.
- During the course of study the college can also report students as inactive student (Student notifying cessation of studies) and cancel their eCoE on PRISMS if they fail to come back after a scheduled term break. The college will report all students under this category after 14 days from the date of course/term commencement. This is applicable to students who are in the middle of the course and is also applicable to students who have completed one course and are due to start a new course.

**Recording a Deferment, Suspension or Cancellation - eCoE Outcomes**

There are three different outcomes for the student’s Confirmation of Enrolment:
• The provider notifies DE/DIBP through PRISMS that it is deferring or suspending a student’s enrolment for a period without affecting the end date of the eCoE. In this case there is no change to the eCoE or the student’s enrolment status on PRISMS i.e. the student’s eCOE status will still be listed as ‘studying’. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to DIBP. This information will be kept in the student admin file for future reference.

• The provider notifies DE/DIBP through PRISMS that it is deferring or suspending a student’s enrolment for a period which will affect the end date of the eCoE. In such situations, PRISMS will cancel the original eCoE, and immediately offer the provider the opportunity to create a new eCoE with a more appropriate end date. If the provider does not know when the student will return, it can choose not to create a new eCoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new eCoE.

• The provider notifies DE/DIBP through PRISMS that it wishes to permanently cancel (terminate) the student’s enrolment. Once this process is complete, the student’s eCoE status will be listed as ‘cancelled’.

COMPLAINTS AND APPEALS POLICY AND PROCEDURE

Policy & Procedure:

CHC Services ensures that all students will have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for students to appeal against such decisions, which affect the student’s progress. There is no charge for the student to access the internal complaints and appeal process.

Every effort will be made by CHC Services to resolve the student’s complaints or concern. To this end, the CEO is the person to refer formal complaints/concerns. At the time of enrolment the complaints, relevant procedure and appeals policy will be outlined to the students.

Where complaint/concern cannot be resolved internally, CHC Services will refer the student to an external agency (please refer below for more information regarding external agency). There will be no cost to the student for this referral.
Directive

- All prospective students will be provided with a copy of the Complaints and Appeals Policy and Procedure document (Learner Handbook).
- All complaints, concerns, or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the complaints/concerns and appeals procedure.
- Current students are provided with details of external authorities they can approach if they are not satisfied with college’s decision.
- All complaints/concerns and appeals will be managed fairly and equitably and as efficiently as possible.
- All complaints/concerns and appeals and outcomes will be documented in writing.
- CHC Services will attempt to resolve any complaints, concerns and appeals fairly and equitably within 10 working days from the lodgement of Complaint or Appeal form.
- Any parties may be accompanied and assisted by a support person at relevant meetings.
- If an international student chooses to access CHC Services complaints and appeals processes, that CHC Services will maintain the student’s enrolment whilst the complaints and appeals process is ongoing.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, CHC Services will immediately implement any decision and/or corrective and preventative action required.
- Where an international student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting CHC Services, that they will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress or not meeting attendance requirements as soon as practicable.

Procedures

Students have a right to raise any matters of concern relating to training delivery and assessment, the quality of the learning, course amenities, discrimination, sexual harassment and other issues that may arise during their course of study.
This policy provides an avenue for most complaints, concerns and appeals to be addressed. However in some cases alternative measures may need to be explored. It is advisable for the student to contact the CEO or his representative before lodging a formal complaint, to discuss other avenues available to them.

Steps for Students

- The student should firstly discuss the matter with their trainer/assessor. If they are still not satisfied, the student may then have the matter referred to the CEO or his representative for consideration.
- The student must complete the Complaint and Appeal form ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.
- The CEO or his representative will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.
- The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s). Meeting minutes and appropriate notes will be taken during all meetings. (CRICOS Standard 8.1)
- The CEO or his representative will discuss the circumstances with the trainer/assessor or any other staff member and make an informed decision.
- The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has further 5 working days to respond to a formal decision.
- A written statement of the appeal outcome, including reasons for the decision will also be documented and provided to student via email or face-to-face.
- A record of this written statement will also be filed in the student admin folder. Furthermore, if internal appeal process results in an outcome that supports the student, the RTO will take appropriate steps and will keep student informed about the course of action in this regard.
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, or if student is dissatisfied with college decision, they may access
external appeals at no cost to them for this referral' (refer to external agency section for more details regarding this in page 52). (CRICOS Standards 8.2 and 8.3)

- If external appeal process results in an outcome that supports the student, the CHC Services will take appropriate steps and will keep student informed about the course of action in this regard. (CRICOS Standard 8.5)
- CHC Services will maintain the student’s enrolment whilst the complaints and appeals process is ongoing. (CRICOS Standard 8.4)

**Assessment related matters**

If the student has been advised that they are Not Competent, but they believe that:

- they genuinely do have the required degree of competency; and
- that they have provided reasonable proof of this to CHC Services.
- The process is quite simple, and is allowed by the RTO to ensure that all students are fully satisfied with the fairness and accuracy of our assessment processes.
- The student should firstly discuss the matter with their appointed assessor. If they are still not satisfied, the student may then, have the matter referred to the CEO and/or RTO Manager for consideration.
- The student must complete the Complaint and Appeal form and ensure that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.
- The CEO and/or RTO Manager will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.
- The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s).
- The CEO and/or the RTO Manager will discuss the circumstances with the trainer/assessor or any other staff member and make an informed decision.
- The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has further 5 working days to respond to a formal decision.
- A written statement of the appeal outcome, including reasons for the decision will also be documented and provided to student via email or face-to-face.
A record of this written statement will also be filed in the student admin folder. Furthermore, if internal appeal process results in an outcome that supports the student, CHC Services will take appropriate steps and will keep student informed about the course of action in this regard.

Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, CHC Services acknowledges the need for a student to go for external appeal process (refer to external agency section for more details regarding this).

If external appeal process results in an outcome that supports the student, CHC Services will take appropriate steps and will keep student informed about the course of action in this regard.

CHC Services will maintain the student’s enrolment whilst the complaints and appeals process is ongoing.

**Note:** CHC Services will accept an appeal against an assessment decision for a period of no longer than 2 months after the assessment decision date.

**Language, Literacy and Numeracy**

CHC Services is committed to providing a high quality education and training service for all students. Development of Language, literacy and numeracy (LLN) in students is an important component of education at CHC Services. Its commitment to support the LLN needs of students with a range of support mechanisms and to assisting students to identify any LLN support needs they may have prior to enrolment. This enables prospective students to make an informed decision about enrolment and CHC Services along with the student, to make decisions about addressing LLN needs.

For more information, please refer to our LLN Policy and Procedure.

**Reasonable adjustments**

The purpose of reasonable adjustment is to make it possible for learners to participate fully. It's not to give learners with a disability an advantage over others, to change course standards or outcomes, or to guarantee success. A reasonable adjustment in teaching, learning and assessment activity needs to be justifiable and uphold the integrity of the qualification.

Assessors must make reasonable adjustments to their evidence-gathering processes, while retaining rigour and consistency in judging competence defined by a standard. There are two
components of competence; the knowledge (know-how) and skills (can-do) components. These will be assessed differently and so assessors will need different kinds of adjustments for each.

EXTERNAL AGENCY

If a student is not happy with internal appeal outcome the college will refer them to the Overseas Students Ombudsman (OSO). OSO helps international/overseas students to OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia.

The table below provides more information about Ombudsman and its variety of service:

<table>
<thead>
<tr>
<th>Description</th>
<th>Web link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequently asked questions</td>
<td><a href="http://www.oso.gov.au/frequently-asked-questions/">http://www.oso.gov.au/frequently-asked-questions/</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Web link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ombudsman contact us email</td>
<td>Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a></td>
</tr>
<tr>
<td>Phone</td>
<td>1300 362 072* within Australia</td>
</tr>
<tr>
<td></td>
<td>Outside Australia call +61 2 6276 0111</td>
</tr>
<tr>
<td>Fax</td>
<td>02 6276 0123 within Australia</td>
</tr>
<tr>
<td></td>
<td>Outside Australia +61 2 6276 0123</td>
</tr>
<tr>
<td>Postal</td>
<td>GPO Box 442 Canberra ACT 2601</td>
</tr>
<tr>
<td>Student enquiry time</td>
<td>9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)</td>
</tr>
</tbody>
</table>
Furthermore, external contacts provided below are a list of contacts that students may approach if they feel that CHC Services has not handled or dealt with their complaint as per their expectations:

<table>
<thead>
<tr>
<th>Description</th>
<th>Web link</th>
</tr>
</thead>
<tbody>
<tr>
<td>NT – Consumers Affairs</td>
<td><a href="http://www.consumeraffairs.nt.gov.au/Pages/default.asp">http://www.consumeraffairs.nt.gov.au/Pages/default.asp</a></td>
</tr>
</tbody>
</table>

Note:

1. If students want to make a complaint in their language, they can call the Translating and Interpreting Service (TIS) on 131 450 or visit the following link http://www.oso.gov.au/publications-and-media/brochures/
2. There will be no cost to the student for this referral.
3. CHC Services will maintain student’s enrolment till internal or external appeal process is ongoing. Students are strongly advised that they do come to class during this process and thereby maintain their attendance and course progress requirements.
4. The availability of this complaints and appeals process, does not remove the right of the student to take action under Australia’s consumer protection laws.

Record keeping

CHC Services will file records of all informal and formal complaints and appeal in the following compliance folders:

- Complaints – Complaints compliance folder
- Appeals – Appeals compliance folder
DISCIPLINE AND STUDENT DISMISSAL PROCEDURES

CHC Services is committed in providing a learning environment that provides the best chance for students to meet their learning objectives. To ensure such a learning environment is provided, all students have rights as well as rules, responsibilities and conduct guidelines they must follow. CHC Services may initiate disciplinary action for breaches of these rules, responsibilities and conduct guidelines.

CHC Services may suspend a student’s enrolment in the following instances:
- Breach of CHC Services’ student rules, responsibilities and conduct.

CHC Services may cancel a student’s enrolment in the following limited circumstances:
- Regular breaches or a serious breach of CHC Services’ student rules, responsibilities and conduct.
- Attending any CHC Services course or activity under the influence of alcohol or drugs.
- Posing a threat to CHC Services staff, students or property.
- Non-payment of outstanding fees.

CHC Services has a disciplinary procedure as follows:

**Step 1 – Verbal warning**

This warning may be issued by any CHC Services staff member and CEO/ RTO Manager will be advised regarding the matter. The student will be given an opportunity to respond. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, details of the incident will be recorded on the student’s file.

**Step 2 – Written Warning Letter**

After verbal warning if a student repeats the same breach or break rules a written letter is issues to the student and the will be required to meet with CEO/ RTO Manager. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student will be given an official warning letter and advised that further breaches may lead to suspension or dismissal. Details of the interview and a copy of the warning letter given to the student will be kept on the students file.

**Step 3 – Intention to Suspend enrolment**
Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student will be suspended for a period of time determined by CEO/ RTO Manager. Details of the interview and a copy of the suspension letter given to the student will be kept on the students file.

**Step 4 – Intention to Cancel Enrolment**

Used where a student has been previously suspended for a previous breach or for any breach considered very serious by the CEO/ RTO Manager. The student will be required to meet with the CEO/ RTO Manager. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student's enrolment will be cancelled. Details of the interview and a copy of the cancellation letter will be given to the student and a copy kept on the students file.

Where a suspension or cancellation of enrolment occurs, all facts will be kept confidential, unless the CEO/ RTO Manager deem the student to be a risk to CHC students or staff. In these instances information may be disclosed to relevant people to reduce or manage such risks.

In cases where disciplinary action involves suspension or cancellation of the student’s enrolment, students will be notified in writing and given 20 working days to access CHC Services’ internal Appeals process. If the student uses CHC Services’ internal Appeals process, the suspension or cancellation will not take effect until the appeal is completed. However, in situations where the CEO/ RTO Manager considers there is a risk to the safety of CHC Services’ staff or students, or there is a risk to a productive learning environment being maintained on CHC Services premises, the suspension or cancellation may take effect immediately.

**LEGISLATIVE REQUIREMENTS:**

The Department of Education (DE) regulates the education and training sector’s involvement with students studying in Australia. It does this through the Education Services for Overseas Students (ESOS) legislative framework. This protects Australia’s reputation for delivering quality education services and the interests of students, by setting minimum standards and providing tuition and financial assurance.
The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition and care of students remains high.

**ESOS Legislative Framework**

The ESOS Legislative Framework sets out the legal framework for the delivery of education to students. Information on this framework is available from https://www.aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx

**INTRODUCTION TO STANDARDS FOR RTO’S 2015 AND ASQA**

ASQA has developed this Standards Guide to assist RTOs to understand their obligations under the revised STANDARDS FOR RTOS 2015.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. For more information, please visit www.asqa.gov.au

**Copyright Act 1968 and Copyright Amendment (Digital Agenda) Act 2000**

Students must comply with licenses for the use of intellectual property, including software. All software loaded on college computers or provided by the Institute is licensed and this software cannot be copied unless permitted by the license. If you need further information about your copyright obligations please contact the CHC Student Services or see the Australian Copyright Council website. This act applies to:

- Hardcopy and web/digital material
- For study and research purposes you are allowed to copy up to 10% or one chapter of a book or one article per issue of a journal
- Copyright royalty payments apply for the reproduction above this rule
- No permission to copy software unless permitted by the license

http://www.copyright.org.au/

Access and Equity

CHC Services integrates and applies equal opportunity and affirmative action principles in all its operations and is committed to providing a learning environment where all students are given equal opportunity to achieve their learning goals that is free from any form of harassment or discrimination.

It is important that if a student has any disability or impairment, whether it is temporary or permanent, that may inhibit their ability to access or participate in learning programs, that they advise a CHC Services staff member. CHC Services will then provide learning and assessment strategies that are appropriate for these students so that they have similar opportunities as other students to participate and successfully complete their course of study.

Following legislation applies:

Disability Discrimination Act 1992
Disability Discrimination Amendment (Education Standards) Act 2005
Disability Discrimination and Other Human Rights Legislation Amendment Bill 2009
Disability Discrimination Regulations 1996

Web links for your reference:


Equal Employment Opportunity Act 1987

Discrimination occurs if an employee is treated less favourably on the basis of a prohibited ground of discrimination (sex, age, race, etc.). This is direct discrimination.

Indirect discrimination occurs where there is a requirement for all but it impacts on certain groups (such as people of a certain gender) and is not reasonable in the circumstances.

**Anti-Discrimination**

An essential part of providing equal opportunity to students is to have a learning environment that is free from any form of discrimination or harassment.

Australia has legislation which makes it unlawful to discriminate against a person based on race, colour, sex, sexual preference, age, physical or mental disability, marital status, family or carer’s responsibility, pregnancy, religion, political opinion or social origin.

**Racial Discrimination Act 1975**

Racial discrimination occurs when someone is treated less fairly than someone else because of their race, colour, descent or national or ethnic origin.

Racial discrimination can also occur when a policy or rule appears to treat everyone in the same way but actually has an unfair effect on more people of a particular race, colour, descent or national or ethnic origin.

**Age Discrimination Act 2004**

To eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises etc.

To allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older.


**Harassment**

Australia has legislation which makes it unlawful to harass another person and this law applies to behaviour within CHC Services premises. Harassment is offensive, belittling or threatening behaviour directed at an individual worker or group of workers. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. It covers a wide range of behaviours ranging from subtle intimidation to more obvious aggressive tactics.

Consistent with the principles of access and equity, students have rights to be:
- Treated with respect, fairness and without discrimination.
- Free from all forms of intimidation or harassment.
- Learn in a supportive environment without interference from others.

Students also have a responsibility to ensure their behaviour allows the rights of other students and staff to be respected.

**Sexual Harassment**

It is the responsibility of all students and staff to contribute to a learning environment that is free from sexual harassment.

Examples of sexual harassment may include but is not restricted to the following:
- Distribution or display of offensive pictures or written material.
- Repeated unwelcome requests for social outings or dates.
- Offensive comments about a person's appearance, dress or private life.
- Unsolicited comments, messages or telephone calls of a sexual nature.
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity.

The *Commonwealth Sex Discrimination Act 1984* makes it unlawful to engage in any form of sexual harassment. Disciplinary action will be taken against anyone found to have committed sexual harassment.

**Sex Discrimination Act 1984**

- prohibits discrimination on the basis of sex, marital status, pregnancy or potential pregnancy in a range of areas of public life and this includes work and education.
- eliminate sexual harassment.
- create recognition and acceptance of the principle of the equality of men and women.

Web link for your reference:

**Privacy Act 1988 / Privacy Amendment Act 2004**
• Only information relevant to CHC Services’ functions must be collected.

• Students and staff have a right to know who will see the information.

• Those in charge of storing the information have obligations to ensure it is secure.

• Students and staff will also have the right to access information about themselves.

Web links for your reference:

http://www.comlaw.gov.au/Search/Privacy%20Act%201988

http://www.comlaw.gov.au/Search/Privacy%20Amendment%20Act%202004

Victimisation

CHC Services is committed to protecting students and staff from any threatening behavior as a result of exercising their right to complain about possible behavior that is discriminatory or harassing. Victimisation is threatening or harassing a person because they:

- Have made a complaint or intend to make a complaint.
- Are acting as a witness or intend to act as a witness.
- Are supporting a victim or intend to support a victim.

Any incident that may involve victimisation must be reported to CHC Services CEO as soon as possible.

Work Health and Safety Act 2011

WHS is designed to protect the health, safety and welfare of all at work, including all staff, students and visitors.

All staff and students have a duty to take care for their own health and safety and that of others.

Web link for your reference:


CHC Services is committed to providing a safe and healthy work and study environment to all its students and staff. CHC Services has a WHS policy, the main purpose of this policy is
to establish a framework for CHC, its employees, students, and contractors, and for other persons with a legal right to be on premises controlled or managed by CHC Services, to comply with the requirements of the Work Health and Safety Act 2011 and the Work Health and Safety Regulations 2011.

Everyone who uses CHC Services facilities or enters CHC Services premises has a responsibility to ensure a safe and healthy work and study environment. This includes students, employees, training staff, academic and operational managers and CHC Services executive management team.

CHC Services strives to minimise the number of WHS related injuries and incidents in its workplace. It will take a proactive approach to health and safety by having procedures that will identify present or potential hazards and take appropriate steps to eliminate or manage the risks that they present.

Reporting Incidents of Discrimination, Harassment, Sexual Harassment, and Victimisation

Discrimination, harassment sexual harassment or victimisation will not be tolerated at CHC Services. If you wish to make a complaint about any of these behaviors, please contact CHC Services CEO as soon as possible. Any complaint of discrimination, harassment, sexual harassment or victimisation will be treated seriously and investigated promptly, discreetly, confidentially and impartially. It is not essential for the complaint to be in writing.

If an investigation verifies the allegation, CHC Services will view the matter seriously and will take appropriate action. This may include counseling or disciplinary action.

If the complainant is dissatisfied with the action taken, he/she is entitled to use CHC Services’ complaints and appeals processes.

CRITICAL INCIDENTS POLICY AND PROCEDURE

In general terms, a critical incident is a traumatic event which does or is likely to cause extreme physical and/or emotional distress to staff or students and may be regarded as outside the normal range of experience experienced by the people affected. A critical incident may take place either on or off campus.

Example of a Critical Incident are as follows:
- Natural disasters e.g. fires, floods, people made emergencies e.g. chemical spills, industrial accidents etc.
- Accidents at worksite or on excursions.
- Serious illness or death of students, staff, family or community members.
- Threats, assaults, violent incidents, abduction etc.
- Violent event in the community, world events.
- Other incidents or an emergency which produces strong reaction.

As part of the orientation program all students and staff are given a document outlining procedures to follow in the event of an emergence and also a floor plan of the building identifying the location of the fire exits.

PRIVACY AND CONFIDENTIALITY OF STUDENT INFORMATION

CHC Services is committed to the privacy and confidentiality of student information. CHC Services will only collect personal information that is required to meet its professional and legal obligations as a Registered Training Organisation (RTO).

CHC Services is committed to complying with Australia’s National Privacy Principles under the Privacy Act 1998.

DISCLAIMER:

According to Clause 4.1 of STANDARDS FOR RTOS 2015, CHC SERVICES does not guarantee that:

- a student will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2 of the Standards for RTOs 2015 or
- a student will obtain a particular employment outcome where this is outside the control of CHC Services.
LEARNER HANDBOOK ACKNOWLEDGEMENT FORM

I, ________________________________________, hereby acknowledge that I have participated in the Orientation session and that I have been explained and understand the content of the Learner Handbook.

For the duration of my studies with CHC Services I will abide by the rules, policies and procedures as contained in this handbook.

Learner Name: ________________________________________

Learner Signature: _________________________________

Date: _________________________________