

Building better futures since 1975



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CRICOS CODE: 02563D

STUDENT HANDBOOK 2010

Name: _____

Student Number: _____

Welcome

Kelly Colleges has been building better futures for students since its founding in 1975. Each year hundreds of students from every corner of the world set out on the road to learning at Kelly Colleges. Whether you are just beginning your English language education, seeking a pathway to university in Australia or undertaking a diploma qualification for your future career, we extend to you a warm welcome.

Kelly Colleges has a reputation for quality and high academic standards because we choose to offer smaller class sizes, giving students the personalised support and attention they need to succeed in an unfamiliar culture. Our mission is to provide real world outcomes for students by pushing them to reach their own full potential. We also have a truly international environment at Kelly Colleges, with experienced instructors who have lived and taught all over the world and who have the knowledge and commitment to help you reach your goals. With students from over 17 different countries, we are a true cultural melting pot. Our relaxed social atmosphere and inclusive approach to learning create lifelong friendships between people from many different lands and backgrounds.

Finding a place where you can succeed and belong is important and we encourage you to read more about Kelly Colleges, the people and the attitudes that make us the best learning environment for you. If you are looking for both a challenging and rewarding educational experience in Australia where the focus is on helping you build a better future, then we encourage you to apply to Kelly Colleges; exciting opportunities and experiences await you here.



Natasha Mayrseidl
Principal
Kelly Colleges



Enrolment

Orientation

Orientation is held on the first day of your study at Kelly Colleges. During this time, you will spend a considerable amount of time learning about our college and gathering information about your life in Brisbane

Enrolment Deadlines

New students should refer to their Letter of Offer for enrolment deadlines. The enrolment deadline for students continuing their studies at Kelly Colleges is specified on the invoice received. New and continuing students should enrol prior to the deadlines given. Late enrolments may attract penalty fees.

Continuity of Enrolment

Enrolment of a current student is terminated if:

- the student notifies Kelly Colleges that he/she wishes to terminate their enrolment;
- the student withdraws from all subjects enrolled in a semester;
- Kelly Colleges terminates the student's enrolment or suspends or excludes the student in accordance with the provisions of any Kelly Colleges policy; or
- the student has completed all requirements of a course and is eligible to graduate.

Student ID Cards

Student ID cards are compulsory for all students enrolled in an accredited course and are included in your course fees. Your student ID card is required as identification for examination and assessment purposes, security matters and transport concession. Student cards are issued at the time of enrolment and are only valid with a current enrolment. If you lose or misplace your student ID card and wish to obtain a replacement card, you will be charged \$20.00. You will need to return your card to the Student Admissions Manager at the conclusion of your study at Kelly Colleges.

Recognition of Prior Learning (RPL)

RPL provides an opportunity for you to have previously acquired skills formally recognised. RPL skills may have been acquired through practical work, life experience, or formal education. In order to have these skills recognised you need to be able to clearly define these skills and provide evidence of your ability. This evidence may take the form of an official certificate, demonstration of skill or previous work samples.

All RPL applications should be submitted **within two (2) weeks** of course commencement. Kelly Colleges reserves the right to refuse RPL applications made more than two weeks after the start of any course.

To formally apply for RPL, you will be required to make enquiries with the Kelly Colleges Director of Studies who will discuss RPL requirements and issue you with an RPL Application Form and an RPL Evidence Guide and/or relevant assessment. You will be required to submit evidence and documentation which relate to the competencies being assessed. The actual evidence submitted for RPL must be posted or hand delivered. Faxed evidence is not recommended due to the risk of unclear or lost data. Original information is preferred but not essential.

A mutually agreeable time will be arranged between you and a Kelly Colleges Trainer/Assessor for individual assessment and/or to discuss the results.

Please note that there is a fee attached to RPL procedures. For more information, please contact the reception area.

NB: As any documentation submitted for RPL will not be returned to the applicant, please ensure that you submit copies and not originals.

Recognition/Credit Transfer

Kelly Colleges recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO). Students who have already acquired an officially recognised qualification or Statement of Attainment or Statement of Results for one or more Units of Competency may apply for Credit Transfer for those Units. Students who wish to gain credit for already acquired training must formally apply by completing a Recognition (Credit Transfer) Application Form and bring their qualification and/or Statement of Attainment to a Kelly Colleges representative to be sighted. The College may contact the issuing institution to verify the authenticity of the document and the results contained. Once the Credit Transfer is approved, these units will not need to be undertaken. However, students must enrol into the unit and attend classes until the decision regarding Credit Transfer is made. AUD \$120 administration fee per unit applies.

RPL/Credit Transfer – Effects on Visas: RPL/Credit Transfer will reduce the duration of your course, therefore affecting the conditions of your visa. If you finish your course early because of RPL/Credits being granted then you must either enrol in another CRICOS-registered course or contact DIAC to explore other options available to you.

Refusal and Cancellation of Enrolment

Kelly Colleges may cancel the enrolment, refuse to enrol, or refuse to re-enrol a person/student for the following reasons:

- misconduct (see misconduct section of the booklet);
- failure to satisfy the minimum academic requirements for courses chosen, including as a result of poor attendance;
- visa cancellation;
- the student has gained admission to the College by misrepresentation, falsification of documents or other fraudulent means;
- failure to fulfil the normal admission or enrolment requirements;
- non-payment of tuition fees; or
- other reasons as deemed by the Principal.

Academic Information

Unit Outlines

Unit outlines provide information regarding subject content, assessment procedures and resource requirements. These unit outlines will be distributed at the beginning of each semester. It is the student's responsibility to read and understand the outline content.

Attendance

Kelly Colleges requires all students to attend 80% of scheduled classes. If you do not attend 80% you will have difficulty making satisfactory course progression. Please visit www.kellycolleges.com.au for the full Kelly Colleges attendance policy.

Deferral | Suspension of Studies

Deferral - Change proposed start date to a later start date.

Suspension - Stop studying in a course for a set period of time.

Cancellation – No further study in a course.

Deferral or Suspension by Student

A student who has obtained a student visa to attend the College is not permitted to defer the commencement date of their course/studies or suspend their studies except on medical grounds (illness) or other exceptional circumstances beyond the student's control. Students must specify in writing the duration and reason for the deferral. A student who applies to defer/suspend their studies will be advised to seek advice from DIAC regarding their student visa if the deferral/suspension is granted. College will enter a Student Course Variation Form to DIAC if deferral / suspension is granted.

Process for deferral / suspension:

1. Student or student elected representative completes an Application to Defer/Suspend form available at reception or at www.kellycolleges.com.au
2. Student attaches evidence of compassionate or compelling reason. See table below
3. Application approved/not approved by the Admin Manager
4. Student is notified in writing of outcome. Student notified that they have 20 business days to access the internal complaints and appeals process.
5. Kelly Colleges notifies PRISMS if student's enrolment is to be deferred or suspended.
6. All documents are kept in student's file. Relevant notes made in student database.

Students can apply for a deferral / suspension under the following circumstances and with the following evidence:

Students must email, or provide in person, the above evidence to Kelly Colleges outlining the reason for the request. There will not be any cancellation fee for deferring a course. Tuition fees paid will be held and applied to the new course dates. A new letter of offer and, if required, a new CoE will be issued to the student. It is the responsibility of the student to lodge their new CoE with immigration.

Circumstance	Evidence Required
Delay in student visa processing by immigration	Students must provide a letter from the Australian High Commission advising that the applicant has not been able to obtain a visa.
The student does not meet Kelly Colleges' entry requirements	Evidence Required (ie – IELTS test)
serious illness or injury, where a medical certificate states that the student was unable to attend classes	Medical certificate or psychiatry report
death of close family members such as parents or grandparents	Death certificate (where possible)
major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies	nil
a traumatic experience which could include but is not limited to: - involvement in or witnessing of an accident - a crime committed against the student - the student has been a witness to a crime	Police Report

Suspension by Kelly Colleges due to Misbehaviour

Kelly Colleges may issue an intention to suspend / cancel enrolment due to misbehaviour by the student. This includes but is not limited to the list under section "student code of conduct" in this booklet. Students will be notified of the intention to suspend/cancel enrolment in writing and will be informed that they have 20 business days to access the internal complaints and appeals process. They will also be made aware of the consequences this may have on their student visa

Course Progression – Intervention Strategy (Academic Conduct)

Monitoring Course Progress

At the completion of each study period, all student results will be entered into the student database and assessed to ensure that each student is making satisfactory course progress.

Satisfactory Course Progress

Students are expected to successfully complete or be deemed competent in at least 50% of the course weighted assessment requirements for each study period to meet the satisfactory course progress requirement:

Intervention strategy

Student results will be reviewed at the end of each study period and students identified for the first time as having made unsatisfactory course progress in a study period will be issued with an Academic Course Progression Warning and asked to make an appointment with the Student Services Manager. The Student Services Manager will counsel the student to ascertain the reasons for unsatisfactory course progress in the study period and an intervention strategy will be implemented within the first four weeks of the study period.

Students will be:

- advised on the suitability of the course in which they are currently enrolled;
- advised of opportunities to be reassessed for tasks in which they have not achieved competency or to repeat units that they have previously failed,
- advised that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of the appeals process.

The Student Services Manager will establish a support program which may include one or more of the following:

- attending academic skills programmes;
- attending tutorial or study groups;
- receiving individual case management;
- attending study clubs;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- being placed in a suitable alternative subject within a course or a suitable alternative course;
- a combination of the above and a reduction in course load.

The support program will be written into a Learning Contract that will be signed by the student and supervising staff member. A record of the intervention measures implemented will be kept in the student's file.

At risk students

Where practicable, students identified before the end of a study period as being at risk of making unsatisfactory course progress will be counselled and an early intervention strategy activated. Students

may be considered as being at risk of making unsatisfactory course progress if any combination of the following risk factors are present:

- class attendance of 80% or less; (attendance is generally necessary to be successful in Kelly Colleges' academic programs)
 - student has difficulty completing interim assessments to a satisfactory standard;
- student displays a pattern of being repeatedly unable to submit assessments within the designated timeframes.

Reporting for Unsatisfactory Course Progress

If, after the intervention strategy has been activated, a student is identified as having made unsatisfactory course progress in a second consecutive compulsory study period in a course, the student will be issued with a written notice of intention to report for unsatisfactory course progress. The notice of intention to report notifies students of the circumstances under which they may appeal. Upon receipt, the student has 20 business days in which to access the college's complaints and appeals process.

Where the student's appeal is successful or the student has been able to demonstrate that compassionate or compelling circumstances have prevented them from making satisfactory course progress, the student's enrolment will be maintained and Kelly Colleges will not report the student to DIAC.

Where the student has chosen not to access the complaints and appeals process within the 20 business day period; the student withdraws from the process; or the process is completed and the student's appeal is unsuccessful, Kelly Colleges will notify DEEWR through PRISMS within 5 business days of finalising the decision to report.

Failing a unit more than once

Students who fail a unit for the second time must seek the permission of the Director of Studies before being permitted to enrol in that unit for a third time. This permission will only be granted in exceptional circumstances.

Withdrawal from a unit

Students who officially withdraw from a unit before the end of week two of classes incur no academic penalty. Students may only withdraw from a unit after week two of classes without academic penalty if they suffer serious illness or are experiencing situations beyond their control which significantly impact on their ability to study. The illness should be documented with a medical certificate and should be of sufficient severity that it interrupts the student's work significantly in that particular unit.

Attendance Requirements

Student visa holders are required to attend at least 80% of regular contact hours in the course in which they are enrolled at Kelly Colleges. Kelly Colleges records attendance through class rolls in the following way:

- Students who are absent will be marked 'a'
- Students who are present will be marked 'p'
- Students who are late will have the exact amount of minutes missed recorded on the class roll "15 mins late".

Process

1. On Mondays, attendance data from the previous week is entered into the student database and automatically calculated. Calculations are based on the number of hours the student attended compared to the number of registered class hours and the course duration.

Example: Registered class hours are 20 hours per week. The student's course is 12 weeks in duration and so far the student has missed 5 hours of class.

12 weeks x 20 hours/week = 240 total study hours

235 hours attended /240 maximum hours = 97.9% attendance so far.

2. Kelly Colleges identifies students at-risk of not meeting satisfactory attendance when a student has reached or fallen below 87%.
3. This weekly attendance report is sent to the Admissions Manager and the Director of Studies (ELICOS) highlighting the at-risk students.
4. On Wednesdays a note goes into class rolls for student to see reception about their attendance. Students come to reception to sign that they have received the written notification from the college that their attendance is falling below expected levels. At this point, the student is informed that they are at risk of not meeting attendance requirements and are counselled. Students who do not come to reception are phoned and the letter is sent via post.
5. The signed copy of the attendance warning is kept in student file and notes of counselling recorded in the student database.
Note: If a student has been absent for more than three consecutive days without approval, *regardless of their attendance rate*, they will be contacted to ascertain the reasons for the absence. If contact cannot be made with the student directly, the student's agent will be contacted and made aware of the situation.
6. If a student's attendance continues to drop and falls below 80%, they will be issued with a written notice of intention to report for not achieving satisfactory attendance. The written notice informs the student that they are able to access the internal complaints and appeals process and that they have 20 working days in which to make an appeal.
7. Where the 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 the Kelly Colleges, the Secretary of DEEWR will be notified through PRISMS within 5 days that the student is not achieving satisfactory attendance.
Kelly Colleges may decide not to report the student for breaching the 80 per cent attendance requirement where:
 - the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) apply, and
 - the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

If a student falls below 70%, they must be reported regardless of explanations.

Medical Certificates attendance calculations

An absence supported by a medical certificate is counted towards the student's total absences when calculating attendance.

Competency-based Training

As a fully registered training organisation, Kelly Colleges uses competency-based training. Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency standards are statements that describe what your industry accepts as effective performance in the workplace. This includes the skills and knowledge you need to do a job. Being competent means that you:

- Can perform and manage a task/job/activity to an industry standard
- Understand why the job should be done in a certain way
- You can do it in a consistent way over time
- You have sufficient knowledge and skill to enable you to perform it in a range of conditions
- Understand workplace policies and procedures.

The industry standards reflect the skills and knowledge required in different jobs and job levels in specific industries. These standards are divided into units of competency, which match particular activities that people carry out at work. Units of competency are found in industry specific Training Packages, which are documents that cover training and assessment requirements for most industries across Australia.

For a person to be assessed competent they need to demonstrate the ability to perform tasks and duties to the standard expected in employment. CBT focuses on the development of the skills, knowledge and attitudes required to achieve those competency standards.

Assessment is designed to ensure each student has achieved all the outcomes (skills and knowledge) required by each module. Under competency-based training, each learner's achievement is measured against the competency standards rather than against the achievement of other learners.

Each piece of assessment has been specifically designed to assess your competency. As a result, you must demonstrate competency in each piece of assessment in order to be deemed competent in the unit of study.

Kelly Colleges' Grading System

Assessment will be marked using 2 separate systems:

1. Competency result = Competent (C) or Not Yet Competent (NYC)
2. Graded result = 7, 6, 5, 4, 3, 2 or 1:

Competency		Grading	Percentage (guide only)
Competent (C)	7	= High Distinction	85 ~ 100%
	6	= Distinction	75 ~ 84%
	5	= Credit	65 ~ 74%
	4	= Pass	50 ~ 64%
	3	= Conceded Pass	40 ~ 49%
Not Yet Competent (NYC)	2	= Fail	25 ~ 39%
	1	= Low Fail	0 ~ 24%
	N	= Not Attempted	N/A
	S	= Satisfactory	N/A
	U	= Unsatisfactory	N/A
	NP	= Non-graded Pass	N/A
	RPL	= Recognition of Prior	N/A
	CT	= Credit Transfer	N/A

PASS GRADES

7 - High Distinction

Exceptional level of achievement of unit learning outcomes. Students can demonstrate:

- thorough and well reasoned critical analysis and evaluation of concepts, theories and practice from the field of study
- creative and insightful application of well integrated theoretical and practical knowledge to professional contexts

- evidence of extensive independent research
- capacity to introduce relevant material above and beyond course material

6 - *Distinction*

Very high level of achievement of unit learning outcomes. Students can demonstrate:

- thorough critical analysis and evaluation of concepts, theories and practice from the field of study
- insightful application of integrated theoretical and practical knowledge to professional contexts
- evidence of independent research

5 – *Credit*

High level of achievement of unit learning outcomes. Students can demonstrate:

- critical analysis and evaluation of key concepts, theories and practice from the field of study
- effective application of theoretical and practical knowledge to professional contexts

4 – *Pass*

Acceptable level of achievement of unit learning outcomes. Students can demonstrate:

- adequate basis analysis and evaluation of key concepts, theories and practice from the field of study
- sound application of fundamental theoretical and practical knowledge to professional contexts

3 – *Conceded Pass with supplementary assessment.*

Limited and/or disconnected learning which fails to demonstrate unit learning outcomes.

Definition of a 3 grade

A grade of '3' can be awarded for a mark of between 45 and 49 per cent in a unit provided that:

- all the work for the unit has been completed, and
- the student has sat the final examination, and
- supplementary assessment has been completed

The student will be given the normal credit points for the unit, but it is recognised that the student has not met the normal criteria for success and a full pass in that unit. As a conceded pass, a '3' grade is recognised as a prerequisite for another unit.

**** A maximum of three conceded passes may be awarded in a course****

S - *Satisfactory*

Acceptable level of achievement of unit learning outcomes and professional competencies (where applicable)

FAIL GRADES

2 – *Fail*

Minimal evidence of learning in relation to unit learning outcomes

1 - *Low Fail*

Little or no evidence of learning in relation to unit learning outcomes

U - *Unsatisfactory*

Fails to provide evidence of the achievement of unit learning outcomes and/or professional competencies (where applicable) at an acceptable level

Assessment and Examinations – Rules and Guidelines

The following assessment and examination rules and guidelines apply to all students of Kelly Colleges. It is the student's responsibility to read, understand and abide by these rules and guidelines.

1. All assessment items in a unit must be successfully completed to qualify for the issue of a Statement of Attainment for that unit. If students fail to submit and obtain a pass for any item of assessment, regardless of weighting and performance on other completed items of assessment, they will not be recorded as having passed.
2. All units that make up a qualification (eg Certificate, Diploma, Advanced Diploma) must be successfully completed to be awarded the qualification.
3. All assessment items must be your own work. The trainer will not accept work that is copied from another student or other source without appropriate referencing (plagiarism). This includes cutting and pasting. Your trainer will advise you on correct referencing procedures. Acts of plagiarism may incur penalties including an automatic result of Not Yet Competent for the unit or other disciplinary action decided upon by the College. Whether plagiarizing a published source or a fellow student's work, disciplinary action may result in automatic expulsion from the College. All students are expected to understand and comply with rules on plagiarism and academic dishonesty at all times during their studies. Ignorance of this rule will not be accepted as an excuse for contravention.
4. Aiding and abetting other students with respect to cheating and plagiarism may lead to automatic expulsion from the College.
5. Cheating during examinations or at any other time is not tolerated. Cheating may incur a grade of Not Yet Competent for the unit or other disciplinary action (including expulsion) decided upon by the College.
6. Students with fees owing to the College will not be allowed to sit for examinations. Students' completed assessment items will also not be accepted or marked if tuition fees are outstanding.
7. All assessment items must be submitted with a completed assignment cover sheet attached and handed in to Reception, or electronically submitted to your trainer on or before the due date. To prove evidence of receipt of physical submissions, Reception staff will date stamp the assessment and sign to authorise the handed in document. Receipt of Electronic submissions will be confirmed by your trainer by email. In the event of dispute - it is a student's responsibility to be able to provide proof of submission. Any assessment item handed in after the due date, without an approved extension and medical certificate, will be marked as a failed first attempt (if the assessment is graded).
8. In the event that a student has valid reasons for any difficulty in completing assessment items by the due date, they should, at least 48 hours prior to the due date, make an appointment with the trainer (outside normal class time) to discuss alternative arrangements.
9. An Assessment Extension Request must be completed and forwarded to the class trainer no later than 24 hours before due date of the assessment. A medical certificate or other supporting evidence should be attached to the Assessment Extension Request. Your request will be approved/not approved by the Business Studies Manager and a copy of the form indicating this will be returned to you. If your request is approved, a copy of the Assessment Extension Request must be attached to the assessment item. If it is not attached, your assessment will not be accepted.
10. Any student who unsuccessfully completes an assessment item or exam, or fails to submit an assessment item, or fails to attend an exam is entitled to a one attempt at a re-sit or re-submission. In most cases the student may be granted up to 2 weeks only from the date of notification of their

result, to complete the re-sit or resubmission. The trainer will notify students of all due dates to be agreed upon in writing. Students are entitled to one re-sit or resubmission only, in accordance with the College policy. Failure to successfully complete or attend a re-sit or re-submission will result in automatic failure of the subject and a Not Yet Competent mark will be recorded.

NB . The student has full responsibility to make arrangements with their trainer for a re-sit or re-submission. Any re-sit usually will be completed outside normal class time at your trainer's convenience.

11. The College has full discretion with respect to assessment extensions, re-sit assessments and overall assessment procedure. Re-submitted assessments and re-sit examinations will not be given a marking priority. Trainers are instructed to mark initial assessment items and initial examinations prior to marking re-sit examinations and re-submitted assessments.
12. Assessments submitted more than one semester after the scheduled completion date of any subject will not be accepted or marked.
13. For units that incorporate assessment through formal examination, students must furnish a written statement if they are unable to attend the scheduled examination due to serious and compelling circumstances. A doctor's certificate or other supporting evidence must be attached. The written statement must be received by the College prior to the examination or other arrangements made. Failure to supply this information will result in an automatic fail for the subject. The student will be notified if alternative arrangements can be made. Only one opportunity will be granted to sit the second examination. As per the attendance policy;

Serious and compelling circumstances includes reasons such as;

- Severe & prolonged illness as evidenced by a hospital report,
- Serious shock or trauma as evidenced by a hospital report,
- Bereavement as evidenced by a death certificate,
- Theft or destruction of property as evidenced by a police report or
- natural disasters

Non-acceptable reasons for absence at an examination include but are not limited to;

- Minor illnesses such as 'headaches,' 'flu,' 'medical conditions' etc
- Work
- Holiday travel
- Changes of accommodation
- Visits to education agents
- Family visits or requests
- Minor transport delays (missed buses, ferries or trains)
- Loss or failure of study material or computer equipment
- Stress or personal relationship issues
- Other general daily life activities

14. Students with poor attendance and/or disciplinary records are not eligible to receive a mark higher than pass/competent on any re-sit exam or re-submitted piece of assessment.

15. If Kelly Colleges considers at any time during a semester that a student is at risk of being Not Yet Competent (NYC), the college will take steps to assist them in improving their academic outcomes. Students are encouraged to contact the college international student coordinator if they are experiencing difficulties in their studies.

If Kelly Colleges considers that a student will not complete the course in the duration of their student visa, Kelly Colleges will also put in place an action plan to help them improve their studies. The action plan will be written into a Learning Contract, which will be signed by the student.

16. Paragraph 40 of the National Code refers to repeat failures. Students can repeat a failed unit provided they maintain full-time enrolment. The only exception is where, in order to complete a program of study, the remaining required unit/s does not constitute a full-time load. When an international student is repeating a course in order to complete a program of study, the student may only do so once, if studying part-time.

Access to Academic Feedback

Students will receive ongoing feedback on their academic performance based on in-class participation and performance in weekly assessment tasks. An academic feedback session will be held at the conclusion of each training period. At these sessions, students will have the opportunity to review their marked assessment and receive feedback on their overall performance in each unit of competency completed in the study period. An academic "Progress Report" detailing a student's cumulative results is issued to each student at the conclusion of each study period.

Employability Skills

A summary of the employability skills developed through each qualification can be downloaded from <http://employabilityskills.training.com.au>

Issuance of Qualifications and Statements of Attainment

Time in which the certificate is issued

To comply with section 43 of the *Vocational Education, Training and Employment Act 2000*, the qualification or statement of attainment must be issued within 21 days of the following conditions being satisfied:

(a) the organisation

- is satisfied the student attains the skills and knowledge required for its issue; or
- recognises the student as having the skills and knowledge required for its issue;

(b) the student has paid all fees payable by the student to the organisation (Kelly Colleges can withhold a qualification or statement of attainment if a student has outstanding fees).

No student will be promised early issuance of their qualification or statement of attainment.

STUDY SKILLS

REMEMBER, YOU ARE RESPONSIBLE FOR YOUR OWN LEARNING!

Successful students do not wait to be told what to learn, how to learn it, and when to learn it.

STUDY SKILL 1	Reading ahead in the textbook.
STUDY SKILL 2	We usually remember 12-13% of the lesson content at the end of the day. Therefore, it is necessary to re-read and revise our lesson and lesson notes. Highlight the major points. Do you understand everything?
STUDY SKILL 3	Do a chapter summary for each unit of work. This is often best done on the weekend.
STUDY SKILL 4	Learn the summary notes.

GENIUS IS 1% INSPIRATION AND 99% PERSPIRATION!
(Thomas Edison)

HANDY HINTS

- * Effective study requires planning. This time should be used effectively. Remember, it is the amount of effective time you spend at study that counts - not the amount of time you sit at your desk!
- * Avoid becoming tired when doing homework by using the following study strategy:

Work on your homework for approximately 25 minutes - take a break of 5 minutes - after the break, work for another 25 minutes - again have a 5 minute break etc. This strategy of working for 25 minutes and having a rest will help you concentrate on the task.
- * Aim to have some variety in your total study time as it is not always a good idea to study only one subject for a long period of time.
- * Try to balance out the effort required to complete your studies. For example, study a difficult subject first, followed by an easier subject, and then return to something more demanding. Remember to be active - underlining key points, making summaries. Ineffective study is when you just sit there thinking you are doing something constructive, when in fact you are just daydreaming and wasting your valuable time.
- * Much of your studying will be based on your class work. Therefore it is important to make notes that are easy to read and are accurate. Use this strategy:
 - 1 Keep your writing neat so that your notes can be easily re-read and the main notes highlighted.
 - 2 Avoid scribbling on your notes as it demonstrates a lack of concentration and makes it look untidy.
 - 3 It is not necessary to write your notes in proper sentences. Use headings, sub-headings and phrases to remind you of important points.
 - 4 Make your note taking faster by using abbreviations in your own style of shorthand.
 - 5 Use study hints eg. Mnemonics.
For example, to remember the colours of the rainbow, remember the mnemonic **ROY G BIV** (red, orange, yellow, green, blue, indigo, violet).
- * Try to discover when you are in the best frame of mind to tackle your assignments and complete you study. Which of the following best suits you?

- a) early morning
- b) straight after college
- c) early in the evening
- d) late at night

- * Successful students try to do some study every day of the week during their course. Remember, if you study every day, you can take a night off (eg. Friday). Sometimes, you can manage to do all your study on one weekend day - this gives you a weekend day off.
- * If you are working hard at your assignment and study, but not getting the results you require, then you may need to review the way you go about your work. Also, you may find it helpful to seek advice from one of your trainers.
- * Your home study environment - how you feel about where your study can have a strong influence on how long you study, and how effective it is. Create an environment in which you feel willing to work. Make sure your desk is cleared of unnecessary things which may distract you. Have a good chair with back support. Have good ventilation and lighting (to avoid eyestrain).
- * **CONCENTRATE.** Make a special effort to concentrate from the very beginning of your study session. Once you sit down to study, start immediately. As you study, keep your mind alert by continually recalling what you have been reading eg. check every 10 minutes or so to see what you have absorbed by jotting points recalled on a piece of paper.

ASSESSMENTS

The purpose of an assessment is to give you an opportunity to show what you have learned. Because an assessment has a time limit, it cannot possibly assess everything you are supposed to know. However, you can be sure that a sample of what you are expected to know will appear on the assessment paper. Some topics will be more important than others, and these usually carry a greater number of marks, or have more than one question assessed. Completing an assignment requires slow, steady, consistent work. Pace yourself to complete the assignment at the due time without tiring yourself with a last minute burst.

REMEMBER: Students who leave their assignments to the end may find resources difficult to find.

When you get an assignment, you usually have a number of weeks to complete it. Estimate how long the assignment will take. Work out how many hours per week are required, leaving some spare time in case the task is harder than you expected. Use or adapt the following strategy:

Week	1	Read relevant texts and do summaries;
	2	Begin to work on a draft of the assignment. Finish this first draft as quickly as possible and then leave it sit for a few days. Come back to revise it and begin to work on the second draft. Have someone check your draft for you - remember, a person who knows nothing about the topic area should be able to understand a good draft;
	3-4	Hand in a draft to your trainer to check - make sure you work and amend this draft, accepting all constructive criticism;
	5	Assignment due in.

Revision of Class Work

There is little point in revising work you already know as it wastes time. Isolate the information that you do not know well and learn this. You can do this by:

- 1 Testing how many points you can remember on your summary sheets;
- 2 Concentrate on learning the points that you could not remember;
- 3 Keep doing this until you can recall all the information in your topic summaries.

Study Timetable Hints

- * Carefully think about the time you have between assessments and how to use it to your best advantage. If your assessments are well spaced, make good use of the time to review your notes/work.
- * Draw up a solid study plan so that you keep up the momentum you have built up. It is a mistake to ease off simply because classes have ceased. Now is the time to increase the study work-load and to work flat out for a brief time.
- * Plan your times of rest and relaxation carefully. Try to relax for a few hours after each assessment. (Take in a movie, watch a video, or catch up on some sleep, but then get straight back into your study routine as planned.)
- * Working very late (or through the night!) puts you at a disadvantage as you will find yourself feeling physically tired during the assessment instead of being relaxed and mentally alert.

Useful Assessment Techniques

- 1 Stress: Experiencing levels of anxiety during assessments is normal. If you become extra-tense during an exam do not be afraid to stop writing for a minute or two. Close your eyes, breathe in and out deeply. Mentally say to yourself, "Relax, take it easy." It may also be helpful to wiggle your fingers and rotate your neck if you feel cramped.
- 2 Plan your answers: Make a brief outline of the main points on your paper. Hopefully, most of these points will come from your summaries. Begin with the question that you feel you know quite well - this will get you off to a flying start and give you confidence. When answering one question, you often think of ideas to use for another question - write these down on a spare piece of paper.
- 3 Check your answers: Allow time in your planning to check through your work. If you run out of time, include points in summary form so that the assessor knows you understand the topic and would write about it if there was time.
- 4 Finishing the assessment: If you have finished early, review your answers and check for careless errors such as spelling mistakes, illogical arguments, and mathematical mistakes. Your spare time can be used to improve your answers and the presentation.
- 5 Extra Hints: Don't waste time ruling up pages; name and label all answers clearly; write clearly with a pen and not in pencil.

After the Assessment

After the assessment do not discuss the paper with other students. Instead, think about the next assessment or take time off and relax. Even if you have misgivings about your performance, forget it! Have a complete rest from everything that slightly resembles brainwork. Give yourself a break.

If your friends want to talk about the assessment in detail, resist getting involved. Answers that differ from yours may only make you worry unnecessarily. Besides, you might be the only one right!

Once all your assessments are finished, don't give them another thought. Your results cannot be changed by worrying about them; so, don't think about what you did or did not do.

CONDUCT

Student Code of Conduct

Kelly Colleges provides quality education and training to clients who are encouraged to strive for excellence and attain their personal goals. The College acknowledges and accepts that unacceptable student behavior can have a negative impact on the work performance of other students and clients. Whilst at Kelly Colleges or an associated venue, all students, clients, staff, visitors and contractors are expected to behave in a polite and considerate manner when dealing with other students, staff and members of the general public.

Students, clients, and staff at Kelly Colleges have a right to work and study in an environment that is:

- free from harassment;
- free from discrimination; and
- free from threatening behaviour/bullying.

Students, clients, and staff at Kelly Colleges have a responsibility to:

- respect the rights of others;
- respect social differences and diversities; and
- respect the privacy and confidentiality of others.

Students and clients can expect the staff of Kelly Colleges to:

- treat all people in a fair, equal and non-discriminatory way;
- be professional in the administration of their duties; and
- be above reproach in the areas of honesty and integrity.

Students and clients have a responsibility to:

- observe class rules set by the lecturers/trainers;
- behave in a manner that does not interfere with the learning of others;
- conduct themselves in a responsible and professional manner while attending classes or whilst on work experience; and
- obey any reasonable request by a College staff member.

Unacceptable Behaviour:

- ❑ *Speaking Languages other than English while on campus.*
- ❑ discrimination, harassment, abuse and physical assault;
- ❑ intimidating and/or threatening behaviour;
- ❑ making racist or sexist comments;
- ❑ behaving in a disruptive manner such as swearing, yelling or using offensive language;
- ❑ endangering the safety of yourself or others;
- ❑ socialising publicly and/or privately with staff whilst enrolled as a student unless at an event organized and/or approved by the College Director;
- ❑ breaching relevant State and Federal Laws e.g. Workplace Health and Safety;
- ❑ selling, using, distributing and/or being in possession (under the influence) of drugs whilst attending classes/work experience;
- ❑ selling, consuming, distributing or being under the influence of alcohol whilst attending classes/work experience;
- ❑ directly or indirectly engaging in any activity which could by association cause Kelly Colleges public embarrassment or other damage;
- ❑ wilful damage to or theft of Kelly Colleges property, or property entrusted to the College's care;
- ❑ accessing, storing, processing or transmitting any information deemed to be threatening, obscene, pornographic or harassing in nature;
- ❑ failure to abide by any trainers/supervisors/managers reasonable request and/or direction; and
- ❑ unauthorised use of Kelly Colleges intellectual property including College name, logo, training manuals/materials, trademarks, designs, confidential information and copyright material.

Major Disciplinary Action

In the case of misconduct by a student on the premises where there is a perceived danger to others, a member of the educational staff may immediately ask that student to leave the premises.

Further Information:

Trainers are responsible for setting the tone within a learning environment and upholding the principles of equal opportunity. They may not be aware that an individual's behavior is making participating difficult for other students. If you feel that you are being subjected to any breaches of this Code, by any person, please bring this situation to the attention of your trainer. This person will have information about the College's Complaints & Appeals Policy and Procedure that can assist in resolving these issues. If you feel further action is required, contact the Principal.

SUPPORT SERVICES

Student Welfare and Guidance Services

All students of Kelly Colleges will have access to welfare and guidance services that include:

- personal guidance - confidential guidance to help resolve personal problems affecting your progress at college;
- vocational guidance - vocational guidance to assist you to clarify your goals and to make the best choice of subjects/modules to achieve those goals; and
- educational guidance - for students experiencing difficulty in attaining their goals, a resource trainer also can help with problems in this area.

Kelly Colleges' welfare and guidance services will offer non-judgmental, confidential support to students. If required, the Principal will aid the student in finding a suitable external counselling service for further assistance.

Kelly Colleges recommends counsellors registered with the National peak association for counsellors, Australian Counselling Association (ACA).

- Lifeline Australia provides confidential 24 hour counselling for the cost of a local call on 13 11 14
- Beyond Blue is the national depression initiative. You can receive advice and support on 1300 224 636

Students with Disabilities

Kelly Colleges offers confidential support to students with disabilities. The College aims to minimise any disadvantage to students with disabilities by providing special services and assistance that will help the student with their studies. Your trainer will assist in identifying any disabilities or difficulties that may affect your learning process. If necessary, the trainers will adjust their training delivery style accordingly.

Assistance may include:

- development of a learning support plan;
- coordination of learning support;
- options for course delivery and assessment arrangements;
- referral to other agencies;
- flexible attendance and delivery modes, including distance and online; or
- alternative methods of assessment and examination support.

Literacy and Numeracy

Students need satisfactory literacy and numeracy skills to complete the course. Students who feel they require literacy or numeracy support are encouraged to inquire at enrolment. A formal Language, Literacy and Numeracy test may be given to identify Language, Literacy and Numeracy, difficulties depending on the qualification. Kelly Colleges have professional language, literacy and numeracy staff at the college to assist students who may require additional support. Where it is considered that a student requires additional support throughout their course they will be referred to an approved training provider for literacy and numeracy.

PAYMENT INFORMATION

Fees and Charges

Students are required to pay fees for their training as per the signed Letter of Offer. Should a student cancel or withdraw, they may be entitled to a refund as detailed in our Refund Policy.

For full time students, full payment is required prior to course commencement. If the payment is not received by the due date, a first notice will be sent to the student advising that payment is required within 1 week and a fine of \$100 will occur for the week overdue and every week following until the full payment is made.

Protecting Your Pre-Paid Tuition Fees

Kelly Colleges is a member of the Australian Council for Private Education and Training (ACPET). As such, Kelly Colleges pays into a tuition assurance scheme which ensures that any overseas or Australian student displaced from a course, would be relocated in a comparable course with another ACPET member or other approved provider.

Charges

Fees for services at the college are charged as follows:

Changing your course within the college a second time (changing from General English to IELTS)	\$100 * This fee is not charged if the Director of Studies has recommended the course change to you.
RPL/Credit application	\$120 / unit
Replacement of academic record	\$50
Replacement of student ID card	\$20
Replacement of Diploma or Certificate IV	\$50
Appeal against final assessment (refundable)	\$50
Late payment of tuition fees	\$100
Payment Plan Fee	\$200

These fees and charges are subject to change. For updated information please visit our website at www.kellycolleges.com.au

Payment Methods

Kelly Colleges accepts the following methods of payment for fees and charges:

- **Direct Deposit Payment**
Fees can be directly transferred into Kelly Colleges' bank account as follows:
If you are a local student enrolled at Kelly Colleges
Commonwealth Bank of Australia
Account Name: Kelly Colleges Pty Ltd
BSB: 064 001
Account Number: 10 779 871

If you are an overseas student enrolled at Kelly Colleges
Commonwealth Bank of Australia

Account Name: Kelly Colleges Pty Ltd
BSB: 064 001
Account Number: 10 735 633

- *Payment in Person*
Payment in person can be made by credit card, EFTPOS or cheque at Kelly Colleges' office. Please note that cash will be accepted at the Kelly Colleges office.
- *Mail Payment*
Please mail the Acceptance of Offer Form attached to your Account Statement **and** your cheque to:

PO Box 13687
George Street QLD 4001
- *Credit Card Payment*
Payment can be made by credit card in person at Kelly Colleges' office, by fax or telephone.

College Hours and Attendance Rules

1. Students are expected to observe class times and College hours in full. You are required to attend all scheduled College hours on any and all days for which you are scheduled. *Students with an attendance rate of less than 80% for any given subject will not be eligible to receive a mark and may have their qualifications withheld.*
2. Students are required to phone the College directly if they are going to be absent from class or are late for any reason.
3. All absences from class must be supported by a doctor's certificate or written authorisation from the Director of Business Studies. NOTE: Provision of a Doctor's certificate does not automatically 'excuse' students for non-attendance. Students providing Doctor's certificates are still marked absent. At the end of semester, the Director of Business Studies will review each student's attendance records and decide on a case by case whether the reasons given for non attendance constitute serious and compelling circumstances.

Serious and compelling circumstances includes reasons such as;

- Severe & prolonged illness as evidenced by a hospital report,
- Serious shock or trauma as evidenced by a hospital report,
- Bereavement as evidenced by a death certificate,
- Theft or destruction of property as evidenced by a police report or
- Acts of God and other natural disasters

Non acceptable reasons for absence include but are not limited to;

- Minor illnesses such as 'headaches,' 'flu,' 'medical conditions' etc
- Work
- Holiday travel
- Changes of accommodation
- Visits to education agents
- Family visits or requests

- Minor transport delays (missed buses, ferries or trains)
 - Loss or failure of study material or computer equipment
 - Stress or personal relationship issues
 - Other general daily life activities
4. It is the student's responsibility to catch up on work missed due to absence or lateness. Students are expected to contact their trainers to ensure they have not missed any assessment items or instructions that may have been distributed in class. Ignorance is not an excuse.
 5. All students are required to be on time for classes. Latecomers disturb and interrupt trainers and other students. Students attempting to enter class more than 30 minutes late will be marked absent for a half day and may be refused entry to the class until after the next break.
 6. Students should remain in class until excused by their trainer. Early departures from class should only be made where absolutely necessary. If for some reason a student needs to leave the College prior to their scheduled finish time, that student's trainer should be consulted in advance for authorisation and the student is to excuse themselves and exit the classroom with minimal interruption to other students.

It must be stressed that it is the responsibility of the student to attend all timetabled classes and it is expected that all personal activities and appointments take place outside College hours.

Be mindful of the fact that both universities and potential employers contact the College for academic details on graduates and staff will not recommend a student who is perpetually late or absent.

Field trips

Students who attend field trips must abide by the terms and conditions, safety precautions and trainer's instructions while off campus.

Computer Usage

The following rules are to be observed by all students of Kelly Colleges:

- 1 Food and drink are not permitted in the computer laboratories. Bottled water only (with the lid tightly fitted) may be kept on the floor or in your bag.
- 2 When completing a current session, all students **MUST log off**, at the end of **that** session.
To log off, select *START*, *SHUT DOWN* and click on *LOG OFF*.
- 3 Students are not permitted to shut down computers.
- 4 Please do not attempt to fix or adjust the computers, printers or other equipment. If your computer has a problem, please tell a staff member of the college.
- 5 Do not attempt to change any setup or display features of the computer.

- 6 **Leave the computer room neat and tidy** – place all rubbish in the bin provided, straighten up the terminal/keyboard/mouse and push your chair in.
- 7 The internet may be used for research and personal use. Students must use the internet/computing facilities solely for legal and ethical purposes. These purposes are to reflect high moral and ethical standards. Users are reminded of the legal issues associated with publication of certain or illegal material, in particular defamation and/or defamatory material. Downloading offensive material, using the computers for any illegal or improper purpose or for personal use during scheduled class time is **not permitted** and may lead to disciplinary action, including suspension or cancellation of enrolment.
- 8 Printing is available at the Reception area. Reasonable amounts of assessment items and other course related material may be printed free of charge. Personal documents cannot be printed.

Fire Regulations and Evacuation Procedures

Each work area and training room has a floor plan identifying fire exits.

In case of fire or evacuation, staff and students are to follow the direction of the Fire Warden or another identified staff member. All people on the premises are required to meet in front of the Irish Club 171 Elizabeth Street for roll call to ensure that all people have left the building. Everyone is required to remain at that site until given the all-clear by the Fire Warden.

MEDICAL INFORMATION

Overseas Health Cover (OSHC) is compulsory for international students wishing to obtain a student visa to study in Australia. Kelly Colleges' OSHC is provided by **Medibank**. You can obtain more information and advice about the service they provide from their website: www.medibank.com

Making a claim

If you need to see a doctor before you receive your membership card, you are required to:

- pay your medical treatment fee;
- keep your receipt and as soon as you receive your membership card contact your OSHC provider; and
- advise your medical practitioner that you have not yet received your membership card.

Please note that you are responsible for **renewing** your OSHC. You can choose to remain with your original provider or elect to change to a new provider.

Non-emergency medical treatment:

If you have a non-emergency medical condition, you can make an appointment to see a doctor at a medical centre near you. Most suburbs in Brisbane have at least one medical centre. There are also medical centres located in the city centre. Here are some recommendations:

Myer Centre Medical Centre

Shop 103B
Level E Myer Centre
91 Queen Street
Brisbane City QLD 4000
Tel. 07 3210 2111

Brisbane Central CBD 7 Day Medical Centre

245 Albert St, Brisbane, QLD 4000

Tel: (07) 3211-3611

Urgent medical treatment:

In a life threatening or time critical emergency please call **000**.

If you require urgent or after hours medical treatment you should visit a hospital.

Princess Alexandra Hospital

199 Ipswich Road WOOLLOONGABBA QLD 4102

+61 7 3240 2111

<http://www.health.qld.gov.au/pahospital/default.asp>

The Royal Brisbane and Women's Hospital

Butterfield St HERSTON Qld 4029

+61 7 3636 8111

<http://www.health.qld.gov.au/rbwh/default.asp>

Mater Hospital

Raymond Terrace, South Brisbane Qld 4101

+61 7 3163 8111

<http://www.mater.org.au/Home.aspx>

Sunnybank Private Hospital

245 McCullough Street, Sunnybank QLD 4109

(07) 3344 9444

Medibank Private - International SOS

Medibank Private provides free 24 hour emergency advice and assistance to students with Medibank Private OSHC membership.

Call Toll Free 1800 234 601

Services include:

- Emergency medical advice and assistance
- Referrals to doctors or medical centres for medical treatment and assistance with making appointments
- Access to a solicitor for general legal advice and referrals
- Phone assistance to replace travel documents or passports

Interpreters are available for Japanese, Mandarin, Indonesian, Malay, Cantonese, Thai, Korean, Portuguese and many more.

Remember to have your Medibank Private OSHC membership number ready when you call.

LEGAL INFORMATION

If you have a legal problem, it is important to seek help early. Legal advice may be obtained free or at a reduced cost from the following services:

Legal Aid Queensland

44 Herschel Street, Brisbane 4000

Phone: 1300 651 188

Website: www.legalaid.qld.gov.au

Citizens Advice Bureau of Brisbane Inc
Anne St Foyer, City Hall, Brisbane QLD 4000
Phone: (07) 3403 5648

If you are not sure whether or not you need legal advice, speak with the Student Services Manager about your situation.

PUBLIC TRANSPORT

Bus Services

Buses to Kelly Colleges City Campus can be taken from your nearest bus stop. The majority of bus routes from the suburbs travel into the city. The closest stops to the Kelly Colleges City campus are located at the Queen Street Bus Station, in Adelaide Street or Elizabeth Street.

Timetables for buses are available at:

- <http://www.transinfo.com.au>
- Brisbane City Council (BCC) Customer Service Centres;
- Queen Street Bus Station Information Centre;
- Queen Street Mall Information Kiosk

As a full time student you are entitled to purchase a student concession ticket on presentation of your Student ID Card with a Queensland Rail (QR) logo on it. Bus tickets can be purchased from the bus driver or newsagents. Bus fares are dependent on the number of zones or boundaries crossed during a journey.

Ferries (Citycat)

These are similar to the bus service. You can use the same electronic tickets used for buses. The nearest stop to Kelly Colleges' City Campus is North Quay Ferry Terminal.

Trains

Queensland Rail operates a suburban rail service that runs between approximately 5am-11pm daily with a reduced service on weekends and public holidays.

If you have a train station near your house, you can catch the train and stop at Central Station for our City Campus.

For more information about public transport you can go to: <http://www.transinfo.com.au>

Taxis

There are numerous taxi ranks around the city and at shopping centres in the suburbs. Taxicabs are expensive and on average charge \$1.82* per kilometre as well as an initial charge of \$2.60* during the day. **subject to change*

** Late night charges are higher.

Private Transport

Drivers License

You are permitted to drive on Queensland roads with your overseas license on the following conditions:

- your license is valid; and
- your license is in English.

You are not allowed to drive in Queensland on your overseas drivers licence:

- once you become an Australian citizen or get a permanent visa; or
- you have been residing in Queensland in excess of 3 months

For more information please visit www.transport.qld.gov.au

OTHER INFORMATION

18+ Card

The 18+ Card is an age identification card. However this card can be used as general identification. This card is available from Queensland Transport, which has branches located at:

- 229 Elizabeth Street, City;
- 700 Logan Road, Greenslopes; and
- Beck Street, Rosalie.

In order to obtain this card you will need to take the following information with you:

- your passport; and
- a bank card which shows your name and signature.

If you have any questions regarding the 18+ Card, please contact Queensland Transport: Phone 3834 2011.

Tax File Number (TFN)

A TFN is required when you:

- start or change jobs;
- lodge a tax return;
- ask about your personal tax affairs; and
- have savings accounts or investments that earn income - for example, interest or dividends.

Tax File Number (TFN)

How to apply online:

The TFN online registration system is available 24 hours a day, 7 days a week. Where technical difficulties are experienced, such as computer down time, you will be advised to try again later. Alternatively, you have the option of downloading a paper version of the application to complete and submit by post or in person. The procedure is as follows:

1. log onto www.ato.gov.au;
2. click on "For individuals";

3. click on “Apply for a tax file number”;
4. click on “Online individual tax file number (TFN) registration (NAT 4157)”;
5. click on “Apply for a tax file number”.

For further information, please phone the TFN Helpline Number on 132 861

Source - DIAC

Immigration

DIAC’s address is:

Ground Floor
299 Adelaide Street
Brisbane QLD 4000

General Enquiries: 131 881

Opening hours: Mon-Fri 0900-1600 (Wed 0900-1330)

**Please note that it is essential to make an appointment before visiting DIAC.

THINGS INTERNATIONAL STUDENTS MUST BE RESPONSIBLE FOR

If you are an international student studying on a student visa, in order to maintain your Student Visa you are required to comply with the following conditions.

Change of Address (Con 8533)

Notification of a change of address must be made to the following:

- Kelly Colleges;
- Department of Immigration and Citizenship (DIAC)
- your bank, telephone company, electricity company; and
- Overseas Student Health Cover (OSHC) Provider.

Notifying your change of address is important because Kelly will send all correspondence (including, exams results, re-enrolment packages and graduation information) to your current mailing address. You must notify Kelly Colleges of any change in your residential address within 7 days of the change

Overseas Student Health Cover (Con 8501)

Students are required to have a valid OSHC to obtain a visa and remain in Australia.

Course Requirements (Con 8202)

In order to maintain your Student Visa you are required to comply with the following conditions:

- be enrolled as a full time student;
- maintain satisfactory course progress for each semester
- pay your tuition fees on-time.

Work permit (Con 8105)

Students under this visa classification are allowed to work a maximum of 20 hours per week.

UNDER 18 CARE ARRANGEMENTS (Con 8532)

International students who are under 18 years of age must satisfy one of the following requirements:

- live with at least one parent;
- live with an adult appointed by the parents as the student/s guardian; or
- live with an approved homestay family.

To obtain more information on under 18 care arrangements, please visit www.kellycolleges.com.au and read our Under 18 Care Arrangement Policy.

PRIVACY

Kelly Colleges' must collect, store and use personal information relating to its students, staff and other clients. Our Privacy Policy has been developed in accordance with the Commonwealth Privacy Act 1988. The overall responsibility for privacy of information for the College resides with the College Director. Kelly Colleges ensures that personal information is protected against loss, unauthorised access, use, modification or disclosure and ensures that this information is destroyed when it is no longer needed. Personal information such as name, date of birth, physical characteristics, counselling notes or identification numbers are collected in both written and electronic formats. All information collected is for the purposes of the operations of the College, or where dictated by legislation. Individuals can obtain information in regards to the collection of personal information in writing from the Director of the college.

As a general rule, Kelly Colleges will not use or disclose personal information unless the person has consented to its' release. An example of this may be when a student gives Kelly Colleges permission to discuss their personal information with their education agent. However, information about an individual may be disclosed without prior permission under the following circumstances:

- There is a requirement under law, or authorised by law or an enforceable body; or
- There is a serious threat to a person's life, health or safety.

Kelly Colleges is required to collect and disclose information during a student's admission and enrolment to the College in order to meet our obligations under a range of legislative requirements including information in relation to student visas for DIAC, or the Fund Manager or the ESOS Assurance Fund. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001, the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager.

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- Reproduction, transmission, adaptation, modification, publication or communication regarding any of the content on our website or within our college.
- Using registered trademarks or pending registered trademarks which appear on our website or within our college.

KELLY COLLEGES' POLICIES

Access and Equity Policy

All students and clients will be treated at all times in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with Anti-Discrimination and Access and Equity. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications, experience and attitude.

Kelly Colleges will make every endeavour to meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. Staff and contractors will ensure that equity principles for all people are implemented through fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives by working closely with relevant government organisations and employers. Among groups who will be targeted by the Colleges' programs include:

- people with a disability
- Indigenous people
- women
- people from non-English speaking backgrounds, and
- people in rural and remote areas.

Programs such as the development of part time, evening, online and correspondence courses will be considered in order to attempt to provide the same opportunities to participate in the VET sector to disadvantaged groups.

The Access and Equity Policy will be implemented through:

- being aware of our industry and community needs through the participation of a number of organisations throughout the community in developing and reviewing training programs;
- marketing our services in a non-discriminatory, inclusive and welcome manner;
- ensuring that we do not discriminate against potential clients in providing access to our full range of services;
- ensuring access and equity issues are considered during curriculum and assessment development;
- providing access to staff and professional development to assist employees in delivering or assessing courses for under-represented groups;
- formulating, implementing and reviewing our operational policies and strategic plans and subsequently evaluating the aims, objectives and delivery of our programs and services on a structured, scheduled and ongoing basis.
- English is the only language spoken at Kelly Colleges.

Complaints and Appeals Policy and Procedure

Overview

Kelly Colleges recognises that students will occasionally have a complaint concerning the academic programs, the operations of the college or other administrative matters. The College is committed to ensuring a clear, fair and equitable process aimed at positive resolutions and the restoration of positive and cooperative relationships. These policies and procedures have been designed to comply with the AQTF standards and the National Code 2007. The College will maintain the student's enrolment during the period of the complaint or appeal.

This policy explains the procedures for academic matters relating to:

- Academic credit
- Academic misconduct
- Program progression (Probation and Exclusion)
- Curriculum content & delivery.
- Customer services and administration
- Marketing and information
- Facilities
- Fees and finance related matters
- Welfare

Definitions

A *complaint* is when you are dissatisfied with a service offered or treatment received at Kelly Colleges.

An *Appeal* is when you believe a decision made by Kelly Colleges is unfair or incorrect and you want to have the decision reviewed.

When students will receive this policy

A copy of the policy will be given to the student before a contract is entered into or an amount is paid, whichever happens first and again within 7 days after the student starts. If you do not understand this policy please ask one of our staff members to explain it to you.

Policy Principles

The principles which underpin this policy are as follows:

- Students have the right to be represented by a third person (such as family member, friend, counsellor other professional support person other than a qualified legal practitioner) if they so desire;
- A student's right to pursue other legal remedies is not restricted at any stage of the complaint procedure;
- Staff will make all attempts to respond to complaints within the time limits set out in this policy;
- The consideration of complaints and appeals will be dealt with according to principles of procedural fairness which respect the right of a student to be heard by an impartial party;
- Students and staff will not be subject to discrimination or harassment resulting from their participation in the complaints process;
- All communications arising from the complaints process, together with the proceedings will remain confidential, except to the extent necessary to give effect to this Complaint and Appeals Policy.
- Where the appeal relates to suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal.

Complaint Process

Stage 1 - Informal

In the first instance, where a student feels that they are dissatisfied with some aspect of the service provided by Kelly Colleges' staff or contractors, it is suggested that they speak with the person in charge of delivering the service in an attempt to resolve the problem. (If your situation concerns a piece of assessment then you should speak to your teacher). If the matter is not resolved within 5 working days, the student can follow the formal complaints and appeal procedures.

Stage 2 - Formal Complaint & Appeals Process (internal)

If the situation cannot be resolved in stage 1, the student is advised that they may make a formal complaint by filling out a **Complaints and Appeals Form**. This form is available at reception or online at www.kellycolleges.com.au/. A meeting can be arranged with the parties involved where students have the right to appoint an independent nominee or bring a support person to attend all discussions. If a meeting is arranged, the minutes of the meeting will be taken and recorded in the student's file where they will be kept for 5 years.

The length of time to resolve the complaint or appeal may vary in accordance with the complexities of the case. Under normal circumstances the complainant or appellant can expect at least a provisional response within 10 working days of presenting their complaint. If the process takes longer, the complainant will be kept informed on the progress of the case. The complainant will be informed in writing of the outcome of their complaint or appeal including the reasons for the outcome. The details of internal complaint process and outcomes will be documented in the students' file.

A student will not be charged any fees for making an internal complaint or having that complaint investigated by Kelly Colleges. The College will maintain the students' enrolment while the complaints and appeals process is ongoing.

Stage 3 – External Appeals

There are several options for students should they choose to take their complaint to an independent body if they are dissatisfied with the outcome of the internal appeal outlined in stage 2. This means that an external and independent mediator will investigate a student's complaint.

The mediator is currently the Australian Council for Private Education and Training (ACPET). The student will be notified of the decision within one month of application. Students must lodge their appeal via email and attach the appeal form. The ACPET website provides students with a Contact email for lodging the appeal and an Application Form for External Review: student.appeals@acpet.edu.au. There is a fee payable to ACPET to lodge an External Appeal.

Australian Council for Private Education and Training

*Lennox Commercial Tower
Level 26, 76 Queen Street
Brisbane Qld 4000
Ph: (07) 3210 1628
Fax: (07) 3210 6347
Email: gld@acpet.edu.au*

Other Options

If you are undertaking a Program, in the Vocational sector and you can contact the Department of Employment and Training on (07) 3237 1764 for further advice.

1. Dispute Resolution Centres: The Department of Justice and Attorney-General runs a number of Dispute Resolution Centres throughout Queensland. You can request mediation at one of these Centres in an effort to resolve your problem, however the college or institute will need to consent to being involved, and any outcomes of mediation will not be legally binding. You can find out more about mediation through the Department of Justice and Attorney-General by telephoning: (07) 3239 6269 in Brisbane or 1800 017 from the rest of Queensland.

2. Small Claims Tribunal: If your dispute involves student fees or other charges (including where you feel that the course delivered did not match the description given when you enrolled), and the total sum

involved is less than \$7500, you may be able to bring a claim before the Small Claims Tribunal. Lawyers are not involved in Small Claims Tribunal hearings, and costs are generally limited to filing fees of less than \$100. You can find out more about the Tribunal by telephoning (07) 3247 4578. If you are outside Brisbane you should contact your nearest Magistrates Court or community legal centre.

3. Anti-Discrimination Tribunal: If your problem relates to the way you have been treated by your college or institute due to matters such as your sex, pregnancy, age, race, impairment, religion, political belief or lawful sexual orientation, you should contact the [Anti-Discrimination Tribunal](#) for further advice by telephoning (07) 3239 6408

4. CRICOS: Students concerned about our conduct may contact the State Registration Authority for CRICOS. Concerns should be addressed to: The Manager, CRICOS Registration, Office of Non-State Education, Queensland Department of Education, PO Box 15033, City East, Queensland 4002.

5. Enrolment during complaint or appeal process

The College will maintain the student's enrolment while the complaints and appeals process is ongoing.

6. Outcome of External Appeal

If either the internal or any external complaint handling or appeal process results in a decision that supports the student, the college shall immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Important Note Regarding *Under 18 Suspected Abuse or Bullying

Please note that in cases where students under 18 year of age have lodged a complaint of abuse or bullying (formally or informally), normal procedures for complaints and appeals will not be used. These complaints are to be immediately referred to the Student Services Manager who will contact the appropriate party which could be either:

1. The child's parents or legal guardian
2. Police 000
3. Department of Communities (Child Safety Services) 1 800 811 810| 07 3224 8045

The underage student is to be removed from the threatening situation *immediately* (within the same day) and will be placed in a safe and suitable alternative arrangement until long term arrangements can be made.

This Complaints and Appeals Policy does not remove the complainant's right to pursue other legal remedies

Transfer of Provider Policy

Overview

The policy outlines the conditions under which Kelly Colleges will consider a student request for a transfer between registered providers. This policy is for students who are on student visas and want to change where they study (ie-move from one college to another)

Transferring from another Registered Provider to Kelly Colleges

Kelly Colleges will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six months of his or her principle course of study except where:

A: the original registered provider (college/school/university) has ceased to be registered or the program in which the student is enrolled has ceased to be registered;

B: the original registered provider has provided a written letter of release;

C: 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 program, or

D: any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Transferring from Kelly Colleges to another Registered Provider

Students who wish to undertake a transfer of provider must complete an Application for Letter of Release outlining the reasons for their transfer. This application form can be downloaded from www.kellycolleges.com.au. Documentary evidence in support of the transfer must be attached to the application form and demonstrate how the transfer would be in the student's best interests. **A valid letter of offer from the receiving provider must be included.**

If the student is under age 18 there *must* be written evidence that the student's parent or legal guardian supports the transfer *and* written confirmation is received that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements as per Standard 5 of the National Code 2007.

Request for Transfer will be approved when:

1. The student demonstrates they are experiencing a threat to their physical or mental health or safety by remaining at Kelly Colleges and demonstrates clearly how this will be alleviated through a transfer;
2. The student is not coping in the program, and has sought academic assistance from Kelly Colleges that has not improved their academic performance;
3. The program of study is not consistent with the documented program requested on the student's application;
4. Kelly Colleges finds that the transfer would be in the best interests of the student, either academically or personally.

Request for Transfer will NOT be approved when:

1. Kelly Colleges deems that the transfer is not in the best interest of the student.
2. The student is experiencing program schedule conflict with work commitments;
3. The student is under academic or non-academic sanctions e.g. for non-attendance;
4. Kelly Colleges forms the view that the student is trying to avoid being reported to DIAC for failure to meet attendance or academic progress requirements;

Time Frame to Reach an Outcome

Students will be advised of the outcome of their request within 10 working days of the date of application. In situations where a transfer is approved, the outcome will be effective from either the date of decision or the end of semester, as nominated by the student on the application form. If no indication is given on the application form, the default effective date will be the date of decision.

If the Request is Approved

Where a request for Transfer of Provider has been approved, the student's enrolment at Kelly Colleges will be cancelled, and notification will be provided to DEEWR and DIAC of the student's cessation of studies at Kelly Colleges. A **Letter of Release** will be provided to the student at no cost and will advise the student of the need to contact DIAC to seek advice on whether a new student visa is required.

Where a student under the age of 18 has had a request for Transfer of Provider approved, Kelly Colleges will liaise with the other provider in regards to the transfer of care arrangements. Kelly Colleges will maintain responsibility for all under 18 students until the new provider has accepted responsibility for the student's welfare arrangements.

Letter of Release

In accordance with the Queensland Education (Overseas Students) Regulation 1998, Kelly Colleges will supply a Letter of Release to all approved transfer applicants at no cost to the student. The Letter of Release will provide information on whether or not the student:

- a. Had a good academic record; and
- b. Had a good attendance record;
- c. Paid all fees for the program

If the Request is Denied

Where a request for Transfer of Provider has been declined, the student's enrolment will remain current and the student will be advised in writing outlining the reason for the refusal. The student will be advised of their right to appeal in accordance with Standard 8 (Kelly Colleges' Complaints and Appeals policy) and will be given the necessary paperwork should he or she wish to appeal the decision.

LEGISLATION

The Legislation which may be applicable to persons employed by, attending/ training at, or visiting Kelly Colleges are listed below:

General legislation:

Corporations (Qld) Act 1990

Business Names Act (Qld) 1962

Business Names Regulation (Qld) 1998

The Privacy Act 1998 (not available in hard copy)

Privacy Amendment Act 2002 (not available in hard copy)

Vocational Education, Training and Employment Act 2000

Vocational Education, Training and Employment Regulation 2000

Workplace Health and Safety Act (Qld) 1995

Workplace Health and Safety Regulation (Qld) (as amended) 1997
 Anti Discrimination Act (Qld) 1991
 Freedom of Information Act and Regulation (Qld) 2001
 Industrial Relations Act (Qld) 1999
 Industrial Relations Regulation (Qld) 2000
 Worker's Compensation and Rehabilitation Queensland Act 2003
 Worker's Compensation and Rehabilitation Regulation 1997
 Workplace Relations Amendment (Work Choices) Act 2005 (not available in hard copy)
 Commission for Children and Young People & Child Guardian Act (2000)
 ESOS Act 2000 - Education Services for Overseas Students (not available in hard copy)

Industry specific legislation:

Vocational Education, Training and Employment Act 2000
 Vocational Education, Training and Employment Regulation 2000
 ESOS Act 2000 - Education Services for Overseas Students

Copies of these pieces of legislation are retained in the Reception area in several volumes. The legislation listed above may also be accessed in the following locations:

www.legislation.qld.gov.au
www.privacy.gov.au
www.comlaw.gov.au

CONTACTS

Student services	Charlene Palmer	charlene@kellycolleges.com.au
Academic issues	Michael Mayrseidl Keith Johnstone	michael@kellycolleges.com.au keith@kellycolleges.com.au
Tuition Fees	Sandra Telfer	sandra@kellycolleges.com.au
Principal	Natasha Mayrseidl	natasha@kellycolleges.com.au

*****Please make an appointment so that we are able to give you appropriate assistance.***

Street Address:

Level 1, 171 Elizabeth Street Brisbane QLD 4000

Postal Address:

PO Box 13687 George Street Brisbane QLD 4000

Phone + 61 7 3210 2200 / FAX + 61 7 3210 2200

ORIENTATION CHECKLIST

Place your initials to the right of each column showing that you understand the information which applies to each category as outlined in this student orientation manual. Please return these pages to your Orientation Leader.

Area	Initial
Continuity of Enrolment	
Student ID Cards	
Recognition of Prior Learning (RPL)	
Recognition/Credit Transfer	
Refusal and Cancellation of Enrolment	
Unit Outlines	
Attendance Policy	
Deferral Suspension of Studies	
Deferral or Suspension by Student	
Course Progression – Intervention Strategy (Academic Conduct)	
Competency-based Training	
Assessment and Examinations – Rules and Guidelines	
Access to Academic Feedback	
Employability Skills	
Issuance of Qualifications and Statements of Attainment	
Study Skills	
Assessments	
Conduct	

Support Services	
Student Welfare and Guidance Services	
Students with Disabilities	
Literacy and Numeracy	
Payment Information	
College Hours and Attendance Rules	
Computer Usage	
Medical Information	
Legal Information	
Fire Regulations and Evacuation Procedures	
Public Transport	
Change of Address (Con 8533)	
Overseas Student Health Cover (Con 8501)	
Course Requirements (Con 8202)	
Work permit (Con 8105)	
Under 18 Care Arrangements (Con 8532)	
Complaints and Appeals Policy and Procedure	
Transfer of Provider Policy	

Other Issues

Outline and sign off as required

By signing below I agree that I have read and understood my responsibilities as a student of Kelly Colleges as outlined in the Student Handbook and as indicated above. I agree to abide by the contents of this Handbook.

Student Name (Print): _____

Student Signature: _____

Dated: _____