



Student Policies

College Australia



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All learning and materials and assessment activities have been developed to meet the Australian Qualifications Framework.

College Australia will appreciate any feedback from users or other stakeholders covering improvements, redesign or any other relevant suggestions.

Please contact our Learning and Development team directly via email: learninganddevelopment@collegeaustralia.edu.au

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Appeals

Purpose

The purpose of this policy is to provide for the opportunity for a student to lodge and appeal against an assessment judgement or administrative decision.

Aim

College Australia is committed to providing all students the right to appeal any decision made by College Australia or a third-party providing services on College Australia's behalf

This policy applies to and may involve issues concerning the conduct of:

- College Australia as an organisation, its trainers, assessors, or other staff.
- Third party services provided on behalf of College Australia, its trainers, assessors, or other staff; or
- A learner of College Australia

Throughout this policy we refer to the person making an appeal as simply the appellant.

Policy Principles

Definition

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during their time with College Australia. An appeal must be made in writing and specify the particulars of the decision or finding in dispute.

An example of administrative decision may include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

Early Resolution of Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that the learner's decision to make an appeal can be avoided by proper communication and consultation with learners at the time a decision is made.

Relationship to Continuous Improvement

Frequently, the appeals handling process will expose weakness in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of appeals handling is very positive and should be actively applied by all persons involved. It is for this reason that appeals received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making an Appeal

An appeal may be received by College Australia in writing using the specified form within twenty-eight (28) working days of the decision or finding being informed to the person.

To appeal a decision, the person is required to complete the College Australia – Request for an Appeal of a Decision form. This form is available via our website. The completed Request for an Appeal form is to be submitted to Student Services either in hard copy or electronically via the following contact details:

Shop 4, 126 Scarborough St, Southport QLD 4215

info@collegeaustralia.edu.au

If a person seeking an appeal has any difficulty assessing the required form or submitting the appeal to College Australia, they are advised to contact College Australia immediately at the following phone number:

07 3255 0506

Appeals are to be handled in the strictest of confidence. No College Australia representative is to disclose information to any person without the permission of College Australia Managing Director. A decision to release information to third parties can only be made after the appellant has given permission for this to occur. This permission should be given using the Information Release Form.

Appeals Handling Timeframe

- Written acknowledgement by College Australia no later than 24 hours from the time the appeal is received. This acknowledgement is intended to provide the appellant assurance that College Australia has received the appeal and will review the relevant issues and provide a response as soon as practical. The acknowledgement must inform the person that they will receive a written response.
- The handling of an appeal is to commence within seven (7) working days of the lodgement of the appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- A written response must be provided to the appellant within fourteen (14) working days of the lodgement of the appeal, including details of the reasons for the outcome.
- Where an appellant is not satisfied with the handling of the appeal by College Australia, a body or person from an independent third party can be requested to review the appeal. The third-party is required to respond to with their recommendations within fourteen (14) working days of their review being request.
- Appeals must be lodged within twenty-eight (28) working days of the decision or finding being informed to the person. An appeal must be submitted using the College Australia – Request for an Appeal of a Decision form.
- As a benchmark, College Australia should attempt to resolve appeals as soon as possible. A timeframe to resolve an appeal within thirty (30) calendar days is considered acceptable and in the best interest of College Australia and the appellant.
- An appellant should also be provided with regular updates to inform them of the process of the appeal handling. Updates should be provided to the appellant at a minimum of two (2) weekly intervals.
- Appeals must be resolved to a final outcome within sixty (60) calendar days of the appeal being initially received. Where College Australia Managing Director considers that more than 60 calendar days are required to process and finalise the appeal, the Managing Director must inform the appellant in writing, including reasons why more than 60 calendar days are required.

Principles of Natural Justice and Procedural Fairness

An appellant is to be provided an opportunity to formally present his or her case at no cost. Each appellant may be accompanied and/or assisted by a support person at any relevant meeting. The principles of Natural Justice and Procedural Fairness must be incorporated into every stage of the appeals handling process to ensure that decision-making is fair and reasonable. Natural justice must be observed when it affects the rights, interests, or legitimate expectations of individuals.

In these circumstances, the College Australia Managing Director will advise of an appropriate party independent of College Australia to review the appeal outcome (and its subsequent handling) and provide advice to College Australia in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within **fourteen (14) working days** of their review being requested. This advice is to be accepted by College Australia as final, advised to the person making an appeal in writing and implemented without prejudice.

Unresolved Appeals

Once the appeals handling process has concluded; where the person seeking an appeal of a decision remains not satisfied with the outcome of the appeals handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency that may be relevant to their appeal. The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their matter to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, the person may refer their matter to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au/NTCH>

In relation to matters relating to privacy, the person may refer their matter to the Office of the Australian Information Commissioner via the following details: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

College Australia Responsibilities

The College Australia Managing Director is responsible for ensuring compliance with this policy. Appropriate delegate of College Australia will process refund requests within 21 days from the day of receipt of request.

College Australia Discrimination & Harassment Policy applies.

Monitoring and Improvement

All Appeal practices are monitored by the College Australia Managing Director and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Related Documents

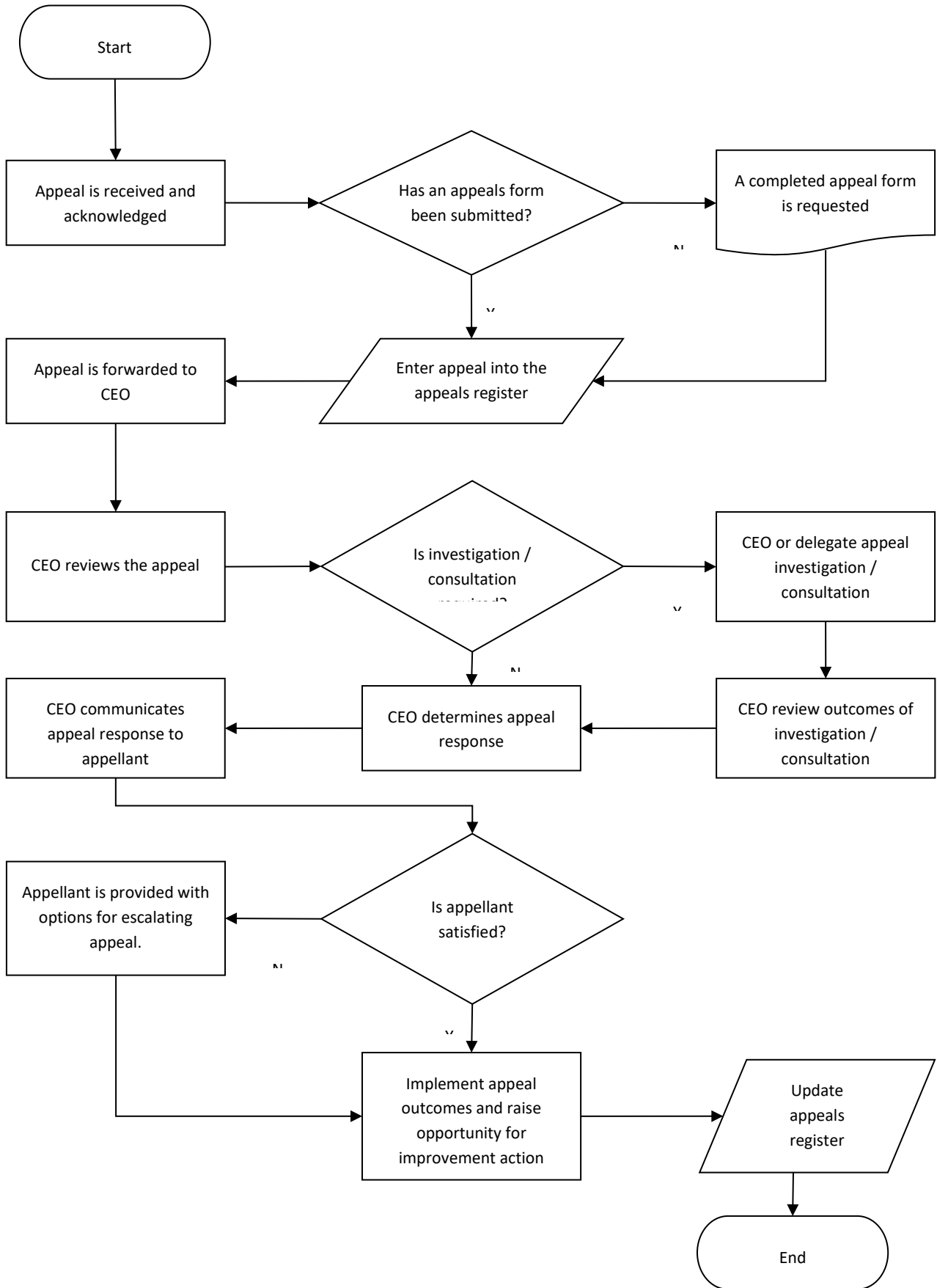
Policies

- Discrimination & Harassment Policy
- Complaints Policy
- Continuous Improvement Policy
- Administrative Appeals Handling Process
- Assessment Appeals Handling Process

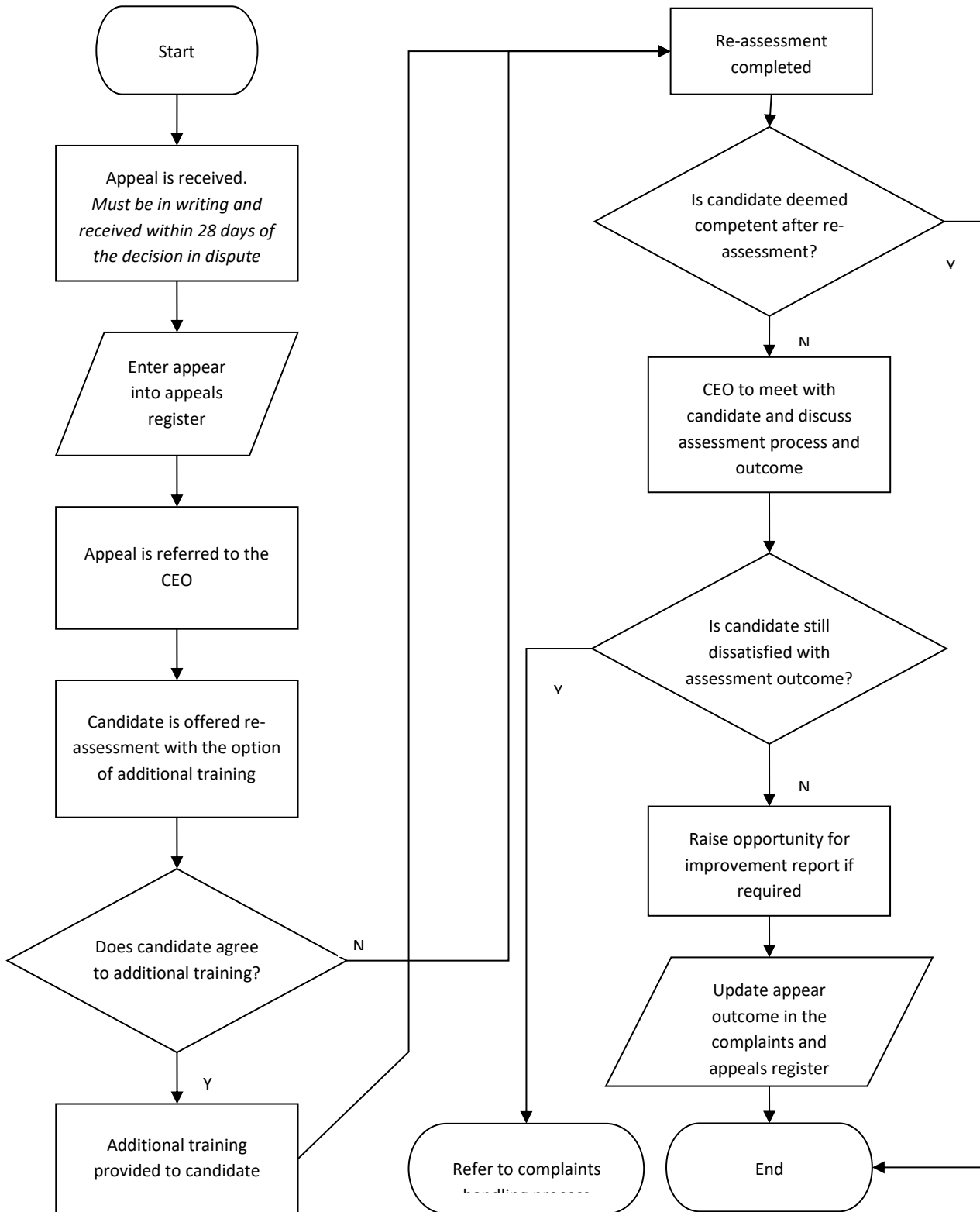
Forms

- Request for an Appeal of a Decision Form

Administrative Appeals Handling Process



Assessment Appeals Handling Process



Complaints

Purpose

The purpose of this policy is to provide for the appropriate handling of complaints. College Australia is committed to providing a fair and transparent complaint handling process.

Aim

College Australia is committed to ensuring all negative feedback is dealt with fairly and equitably.

This policy applies to and may involve issues concerning the conduct of:

- College Australia as an organisation, its trainers, assessors or other staff;
- Third party services provided on behalf of College Australia, its trainers, assessors, or other staff; or
- A learner of College Australia

Policy Principles

Definition

A complaint is generally negative feedback about services or people which has not been resolved locally.

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by learners. A complaint may be made by an employer about College Australia or by the trainer about the conduct of the learner. Throughout this policy we refer to the person making a complaint as simply the complainant.

Early Resolution of Complaints

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

Relationship to Continuous Improvement

Frequently, the complaints handling process will explore weakness in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints handling is very positive and should be actively applied by all persons involved. It is for this reason that complaints received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making a Complaint

A complaint may be received by College Australia in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person.

The complaints policy must be publicly available. This means that the complaints policy and procedure must be published on the College Australia website.

To make a complaint, the person is recommended to complete the College Australia – Complaint Form. This form is available via our website or can be obtained from the College Australia office.

The completed complaint form is to be submitted to the Business Manager either in hard copy or electronically via the following contact details:

Shop 4, 126 Scarborough Street

SOUTHPORT QLD 4215

info@collegeaustralia.edu.au

If a complainant has any difficulty assessing the required form or submitting the complaint to College Australia, they are advised to contact College Australia immediately at the following phone number:

07 3255 0506

Complaint Handling Timeframe

- Written acknowledgement by College Australia no later than 24 hours from the time the complaint is received. This acknowledgement is intended to provide the complainant assurance that College Australia has received the complaint and will review the relevant issues and provide a response as soon as practical. The acknowledgement must inform the person that they will receive a written response.
- The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- A written response must be provided to the complainant within fourteen (14) working days of the lodgement of the complaint.

Principles of Natural Justice and Procedural Fairness

A complainant is to be provided an opportunity to formally present his or her case at no cost. The principles of Natural Justice and Procedural Fairness must be incorporated into the complaint handling process to ensure that decision-making is fair and reasonable. Natural justice must be observed when it affects the rights, interests, or legitimate expectations of individuals.

College Australia also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant person's subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by College Australia.

Unresolved Complaints

Once the complaint handling process has concluded; where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency that may be relevant to their complaint.

The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their complaint to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au/NTCH>
- In relation to matters relating to privacy, the person may refer their complaint to the Office of the Australian Information Commissioner via the following details: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

College Australia Responsibilities

The College Australia Managing Director is responsible for ensuring compliance with this policy. Appropriate delegate of College Australia will process complaints according to the College Australia Complaints Procedure.

Monitoring and Improvement

All Complaints Handling processes monitored by the College Australia Managing Director and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Related Documents

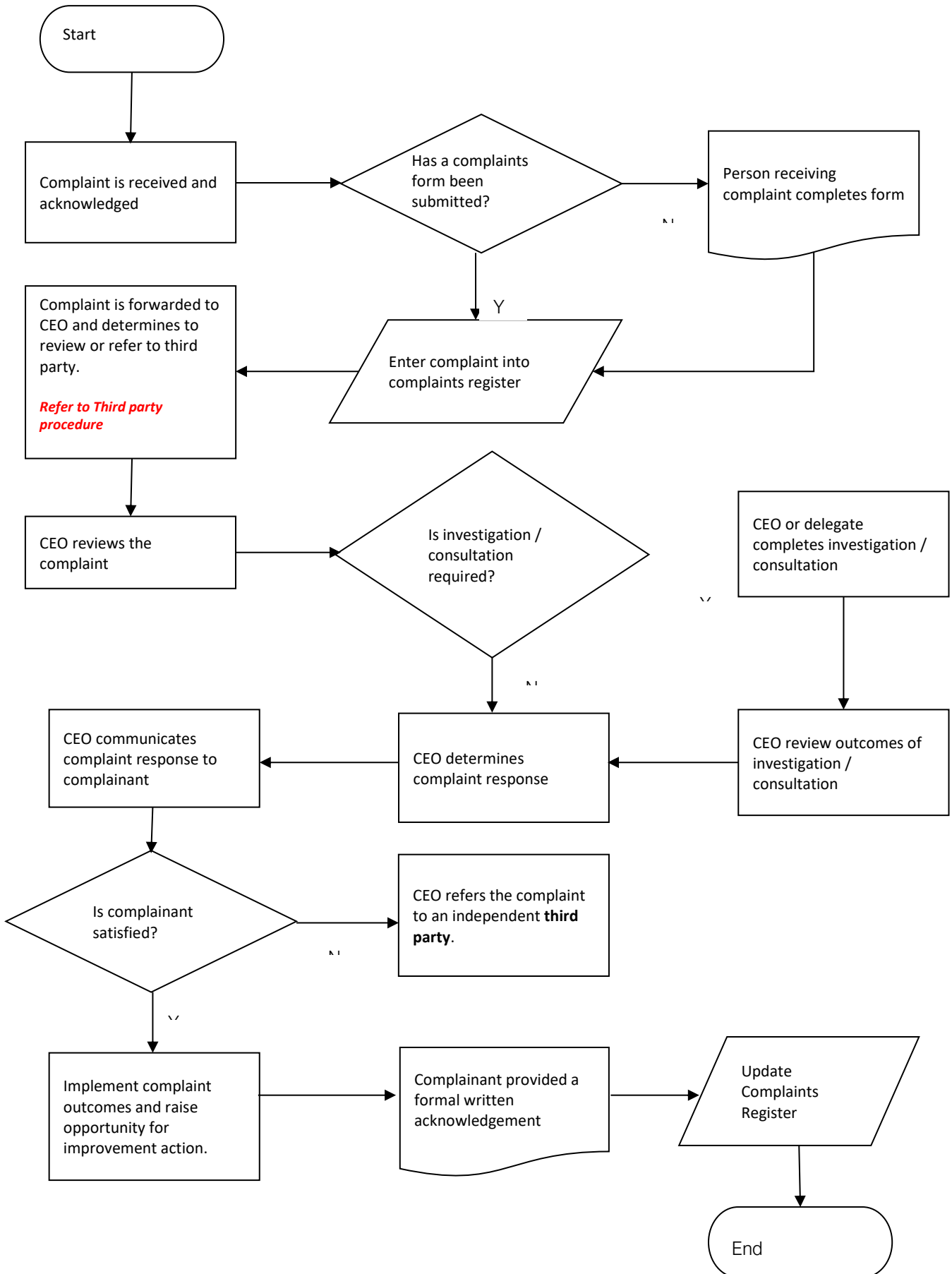
Policies

- Discrimination & Harassment Policy
- Continuous Improvement Policy
- Complaints Handling Process
- Third Party Review Process

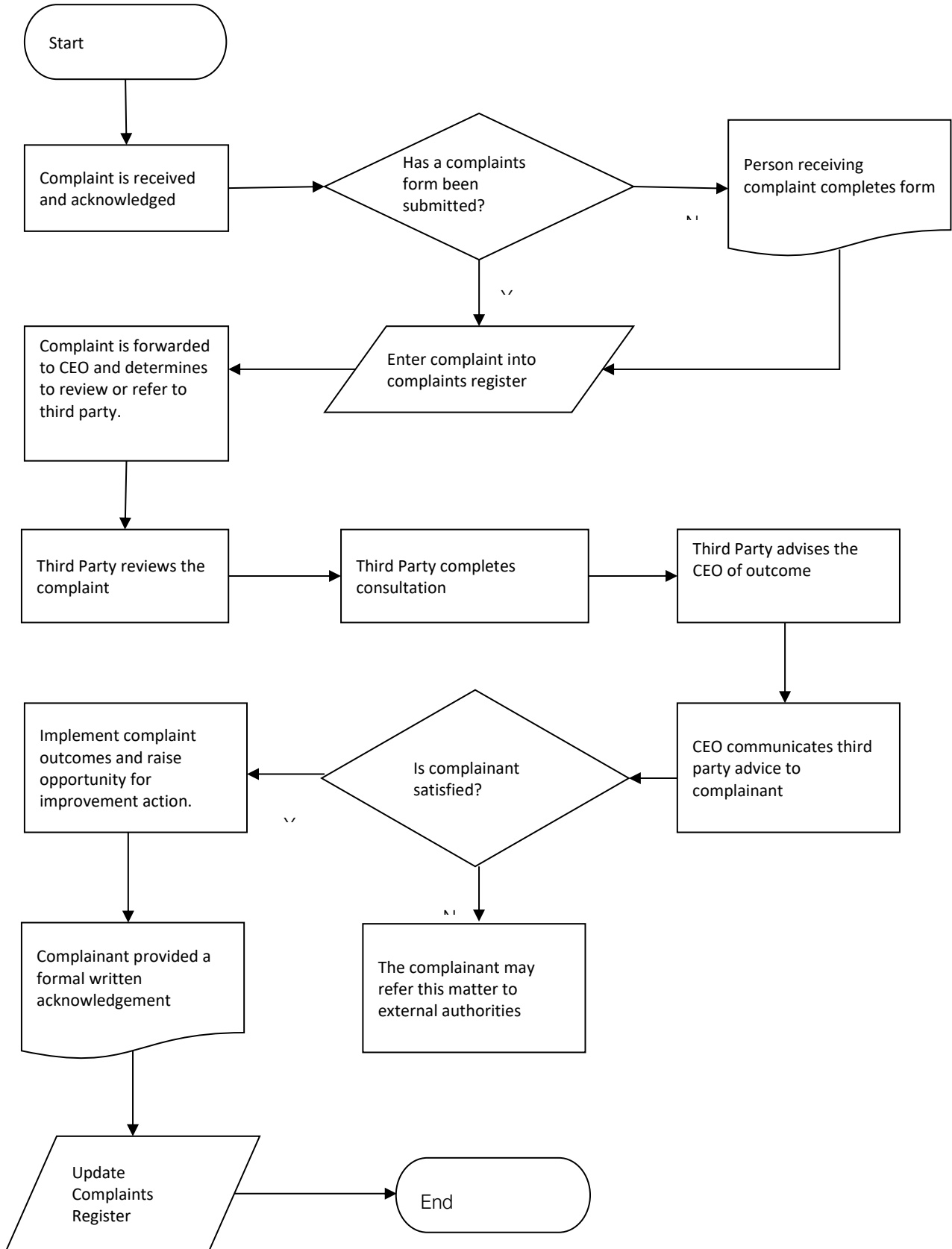
Forms

- Complaint Form

Complaints Handling Process



Third Party Review Process



Discrimination and Harassment

Purpose

At College Australia, we are committed to ensuring that the training and assessment environment and our workplace are free from discrimination and harassment. All employees, contractors and clients are made aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred, disciplinary action will be taken against any employee or contractor who breaches this policy.¹ Suspected criminal behaviour will be reported to police authorities immediately.

Aim

By implementing this policy, we strive to achieve the following objectives:

- Create a working environment which is free from discrimination and harassment and where all employees, contractors and clients are treated with dignity, courtesy and respect.
- Implement training and awareness raising strategies to ensure that all parties know their rights and responsibilities.
- Provide an effective procedure for complaints based on the principles of natural justice.
- Treat all complaints in a sensitive, fair, timely and confidential manner.
- Guarantee protection from any victimisation or reprisals.
- Promote a productive and cohesive workplace.
- Encourage the reporting of behaviour which breaches this Discrimination and Harassment Policy; and
- Always promote appropriate standards of conduct.

Policy Principles

What is discrimination and harassment?

Under federal and state legislation, unlawful discrimination occurs when someone, or a group of people, are treated less favourably than another person or group because of their race, colour, national or ethnic origin; sex, pregnancy or marital status; age; disability; religion; sexual preference; trade union activity; or some other characteristic specified under anti-discrimination or human rights legislation.

Harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under anti-discrimination or human rights legislation. It can also happen if someone is working in a 'hostile' or intimidating – environment. ¹F2

¹ Good practice, good business: Eliminating discrimination and harassment from your workplace: Writing an effective anti-discrimination and harassment policy, page 1, © Human Rights and Equal Opportunity Commission.

² Good practice, good business: Eliminating discrimination and harassment from your workplace: What is discrimination and harassment? Page 1, © Human Rights and Equal Opportunity Commission.

Harassment can include behaviour such as:

- Telling insulting jokes about particular racial groups.
- Sending explicit or sexually suggestive emails.
- Displaying offensive or pornographic posters or screen savers.
- Making derogatory comments or taunts about someone's race or religion; or
- Asking intrusive questions about someone's personal life, including their sex life.

Discrimination and harassment occur when a person is discriminated against or harassed in the workplace because of:

- their race, colour, descent or national or ethnic origin, as defined under the Racial Discrimination Act 1975.
- their sex, marital status or pregnancy as defined under the Sex Discrimination Act 1984.
- a disability as defined under the Disability Discrimination Act 1992.
- age as defined under the Age Discrimination Act 2004; or
- some grounds under the Human Rights and Equal Opportunity Act 1986.

The nature of discrimination and harassment

Harassing or discriminating behaviour can range from serious to less serious levels; however one-off incidents can still constitute discrimination or harassment. Also, where continued, such behaviour can undermine the standard of conduct within a work area, which may erode the wellbeing of the individual or group being targeted and lead to lower overall staff performance.

The absence of complaints is not necessarily an indication that no discrimination or harassment is occurring. The person subjected to harassing or discriminating behaviour does not always complain. This is not necessarily because the act is trivial, but because the person may lack the confidence to speak up on their own behalf or feel too intimidated or embarrassed to complain. 2F3

Hostile working environment

College Australia supervisors should also be aware of their responsibilities to ensure that the working environment or workplace culture is not sexually or racially 'hostile'. Examples of a potentially hostile working environment are where pornographic materials are displayed and where crude conversations, innuendo or offensive jokes are part of the accepted culture.

A person has the right to complain about the effects of a sexually or racially hostile working environment, even if the conduct in question was not specifically targeted at them.

What is not discrimination or harassment?

Workplace discrimination or harassment must not be confused with legitimate comment and advice (including relevant negative comment or feedback) from supervisors, trainers and assessors on the work performance or skills and knowledge development of an individual or group.

The process of providing feedback to staff during a formal performance appraisal, or counselling staff regarding their work performance, will not always be free of stress. Similarly, providing a learner with feedback following an assessment also

³ Ibid.

has the potential to be stressful. Supervisors, trainers, and assessors should manage these processes with sensitivity, but they should not avoid their responsibility to provide full and frank feedback.^{3F4}

What is workplace bullying?

One definition of workplace bullying is “the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice. It includes behaviour that intimidates, offends, degrades or humiliates a worker”.^{4F5}

Bullies usually utilise power attributed to their status, skills, or position in the workplace, and both men and women can be the targets and/or the perpetrators. Workplace bullying can occur between a worker and supervisor, or between trainers/assessors and learners.

Bullying behaviour can range from very obvious verbal or physical assault to very subtle psychological abuse. This behaviour may include: ^{5F6}

- Physical or verbal abuse.
- Yelling, screaming or offensive language.
- Excluding or isolating employees.
- Psychological harassment.
- Intimidation.
- Assigning meaningless tasks unrelated to the job.
- Giving employees impossible jobs.
- Deliberately changed work rosters to inconvenience particular employees; or
- Undermining work performance by deliberately withholding information vital for effective work performance.

College Australia will not tolerate bullying of any individual or group, be they a staff member, consultant, or learner.

⁴ Good practice, good business: Eliminating discrimination and harassment from your workplace: What is discrimination and harassment? page 2, © Human Rights and Equal Opportunity Commission.

⁵ Good practice, good business: Eliminating discrimination and harassment from your workplace: Workplace Bullying, page 1, © Human Rights and Equal Opportunity Commission.

⁶ Ibid.
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Who is responsible?

It is important to note that everybody is responsible for maintaining a workplace that is free from discrimination and harassment. The following outlines the responsibilities of the management and employees (including contractors) of College Australia:

The management team has a responsibility to:⁷

- Ensure the Discrimination and Harassment Policy and associated procedures are introduced to all new employees during their induction period.
- Ensure the Discrimination and Harassment Policy and associated procedures are made available to all employees and learners and is actively communicated within College Australia.
- Set expectations of supervisors, trainers and assessors to demonstrate appropriate conduct and to monitor the conduct of employees and learners within the operations of College Australia.
- Encourage and provide avenues for employees and learners who feel they have been harassed or discriminated against to come forward and report their experience in a non-judgemental and confidential environment.
- Monitor College Australia operating environment to ensure it is free from material (posters, notice board items, electronic media) that is sexually related, is racist or is likely to offend.
- Ensure training and assessment services are developed and delivered to learners to encourage their participation in an inclusive environment that is free from discrimination and harassment.
- Facilitate training and awareness sessions that educates College Australia employees about anti-discrimination and harassment measures.
- Ensure that selection criteria for supervisor, trainer and assessor positions includes the requirement that they have a demonstrated understanding of and ability to deal with discrimination and harassment issues as part of their overall responsibility.
- Facilitate the display of posters on notice boards in common work areas and the distribution of relevant brochures to promote an environment that is free from discrimination and harassment.
- Include accountability mechanisms in position descriptions for supervisors, trainers and assessors; and
- Periodically review the policy to ensure it is operating effectively and contains up to date information.
- Employees (including contractors) have a responsibility to:
 - Seek out and become familiar with the Discrimination and Harassment Policy and associated procedures during their induction period.
 - Remain informed of changes to the Discrimination and Harassment Policy and associated procedures that may occur from time to time.
 - Set the example of appropriate behaviour and conduct for other College Australia employees and monitor the conduct of employees and learners within the operations of College Australia.
 - Provide support to individuals that may confide in them about occurrences of discrimination or harassment in a non-judgemental and confidential manner.
 - Respect individual differences and encourage others to maintain an inclusive environment that is productive and supports learning.

⁷ Good practice, good business: Eliminating discrimination and harassment from your workplace: A guide to vicarious liability, page 2, © Human Rights and Equal Opportunity Commission.

- Monitor College Australia operating environment to ensure it is free from material (posters, notice board items, electronic media) that is sexually related, is racist or is likely to offend.
- Participate in training and awareness sessions that educates employees about anti-discrimination and harassment measures; and
- Respond immediately to claims of inappropriate behaviour and review own behaviour to identify opportunities for improvement.

What can happen if you discriminate or harass?

Incidents of discrimination or harassment that are identified will be handled by applying the principles of natural justice. Criminal or unlawful behaviour will be reported to police authorities immediately and will result in immediate dismissal.

Other behaviour which discriminates against or harasses another person will result in management actions which reflect the seriousness of the individual circumstances.

These may include one or a combination of the following:

- Retraining (likely to occur in all circumstances);
- Counselling.
- Apology.
- Conciliation / mediation.
- Demotion.
- Transfer.
- Suspension with pay.
- Suspension without pay.
- Warning for dismissal with a probationary period; or
- Dismissal.

In the case of contractors who discriminate against or harass another person, this will result in a withdrawal of the service contract immediately.

College Australia Responsibilities

The College Australia Managing Director is responsible for ensuring compliance with this policy.

Monitoring and Improvement

All Discrimination & Harassment practices are monitored by the College Australia Managing Director and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Related Documents

Policies

- Discrimination & Harassment Policy
- Continuous Improvement Policy
- Complaints Policy

Forms

- Complaints Form

Where to get more information or help

The following agencies can provide additional information and support services to College Australia in maintaining a working environment which is free from discrimination and harassment:

Human Rights and Equal Opportunity Commission

- General enquiries: (02) 9284 9600
- Complaints Info line: 1300 656 419
- General enquiries and publications: 1300 369 711
- Website: www.humanrights.gov.au

Queensland Anti-Discrimination Commission

- Telephone: (07) 3247 0900
- Toll free: 1300 130 670
- Website: www.adcq.qld.gov.au
- Email: adcq@justice.qld.gov.au

Privacy Protection

Purpose

College Australia is a Registered Training Organisation with responsibility for delivering vocational education and training.

College Australia collects and stores personal information on our learners and industry clients. College Australia complies with the Privacy Act 1988 (Commonwealth). This policy describes how College Australia collects, manages, uses, discloses, protects, and disposes of personal information in accordance with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Aim

This policy applies to and may involve issues concerning the conduct of:

- College Australia as an organisation, its trainers, assessors or other staff;
- Third party services provided on behalf of College Australia, its trainers, assessors, or other staff; or
- A learner of College Australia

Policy Principles

Definitions

Under the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012 (s6(1)), personal and sensitive information is defined as follows:

- Personal information: “information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.”
- Sensitive information: “(a) information or an opinion about an individual’s: (i) racial or ethnic origin, or (ii) political opinions, or (iii) membership of a political association, or (iv) religious beliefs or affiliations, or (v) philosophical beliefs, or (vi) membership of a professional or trade association, or (vii) membership of a trade union, or (viii) sexual preferences or practices, or (ix) criminal record, that is also personal information; or (b) health information about an individual; or (c) genetic information about an individual that is not otherwise health information; or (d) biometric information that is to be used for the purposes of automated biometric verification or biometric identification; or (e) biometric templates”.

Authority to collect and store information

College Australia is an approved Registered Training Organisation by the Australian Skills Quality Authority. This registration is issued under the authority of the National Vocational Education and Training Regulator Act 2011. This legislation requires College Australia to collect personal and sensitive information from its learners. This requirement is specified in the Data Provision Requirements 2012 which is one of five legislative instruments that College Australia must comply with as a condition of its registration.

The data provision requirements require College Australia to collect data from learners in accordance with the Australian Vocational Education and College Australia Information Statistical Standard (AVETMISS). This is a complex information standard that defines information about who the learner is, where the training is delivered and what they are studying. The Standards for Registered Training Organisations require College Australia to retain and store this information for up to 30 years and to report training activity to government agencies in accordance with mandatory reporting requirements.

Together these requirements form a statutory obligation to collect, store and report information of any learner participating in nationally accredited training. The publications referred to in this section can be accessed from the ASQA website.

Collection and use

College Australia collects personal information, either directly or indirectly, that is reasonably necessary for, or directly related to its delivery of the services it offers. Some of the information collected may be regarded as 'sensitive' as defined by the Privacy Act.

Solicited information

Contact information such as name, organisation, position, address, telephone, and email are collected for marketing, support services, mandatory reporting and for communicating with stakeholders as part of our day-to-day operation.

In addition to information collected training activity, College Australia will also collect, store and report information relating to satisfaction surveys, complaint handling and on our client employers.

Names, addresses, phone numbers, emergency contact details, bank account details and other employment related information is collected from employees for the purpose of managing human resources. The management of staff personal information complies with this policy.

Collection methods

Learner personal and sensitive information as well as training activity information is prescribed by the AVETMISS Standard. This information is collected directly from our learners using enrolment forms which may be paper based or electronic and other administrative forms including but not limited to complaint forms, recognition application, request for refund, transfer application, etc. Much of this information is entered into our student management system. Hard copy records are retained within our learner files.

Survey responses are collected using our Employer and Learner Satisfaction Surveys which are issued both in hard copy and electronic format. These survey results are returned to the main office and entered into our survey analysis software "Satisfaction Data". Survey forms once entered into Satisfaction Data are either destroyed if hard copy or permanently deleted if in electronic form.

Enquiry information from prospective learners including personal contact information is collected directly from individuals who make data requests either by telephone or email in person or via our website.

College Australia personal information is collected from individuals on employment commencement.

Sensitive information

Personal information collected by College Australia that may be regarded as 'sensitive' under the Privacy Act includes:

- 'Disability' and 'long-term impairment status' (health); and 'indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin). This information is specified in the AVETMISS data elements and is collected for the national VET data collections, national VET surveys, and may be collected for VET-related research.
- 'Dietary requirements' (health-related) are collected for event catering purposes only.
- Biographical information, which may contain information on 'affiliations' and 'membership of a professional or trade association' are obtained from keynote speakers for event marketing purposes.
- 'Memberships of professional associations' and 'health and work injury information' is collected from College Australia employees for HR management purposes.

Direct marketing

College Australia respects an individual's right not to receive marketing material and provides an option within communications and on its website for individuals to unsubscribe from receiving marketing material. College Australia conducts its marketing communications and dissemination of service information in accordance with Australian Privacy Principle 7 (Direct marketing), the Spam Act 2003 (in respect of electronic communications), and the Do Not Call Register Act 2006. It is not, however, College Australia practice to 'cold call' for the purpose of marketing its products and services.

Google Analytics and cookies

Google Analytics is a web service provided by Google Inc. Cookies are used to generate data on website activity and usage. The cookies, which include IP addresses, are transmitted to and stored in Google servers in the United States where they are used to compile web-use reports. Google may transfer this information to third parties, where required by law, or for information processing on its behalf. Google will not associate IP addresses with any other data held by Google. More information on Google's privacy policy can be found at: <https://www.google.com.au/intl/en/policies/privacy/>. It is possible to disable cookies by adjusting web-browser setting and to opt-out of Google Analytics (<https://tools.google.com/dlpage/gaoptout>). Doing so, however, may affect web-site functionality.

The College Australia web servers automatically log information such as server address, date and time of visit and web pages accessed. No personal information is recorded. These logs are used for website management and improvement.

Unsolicited personal information

If College Australia should receive unsolicited personal information, it will be treated and managed according to the Australian Privacy Principles.

Notification of collection

College Australia aims to notify individuals of the collection of their personal information before, or at the time of collection, or as quickly as possible thereafter. Notifications are usually in writing but may be verbal for telephone help-desk services, or research conducted by telephone interview.

- Marketing – notification is provided on our website course application page. Individuals are also notified at the time of collecting personal information for events. A privacy notice is provided in all College Australia marketing communications.
- Quality Indicator surveys – notification is provided in the letter of invitation to participate in the surveys and also at the time of collecting the information (online or by telephone).
- College Australia staff – Notification is provided on employment commencement.

Disclosure of personal information

College Australia does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming events), or if required by law.

College Australia may share personal information with the Commonwealth government in accordance with Commonwealth contractual obligations. In these circumstances, College Australia will take reasonable steps to inform and seek consent from the individuals concerned and take all reasonable steps to ensure that the recipient handles the personal information according to the APPs.

College Australia does not sell its mailing lists to third parties for marketing purposes.

College Australia does not disclose personal information to overseas recipients. While people around the world can access material published on our website, no statistical or research publications contain identifiable personal information.

Management of personal information

College Australia endeavours to ensure the personal information it collects and uses or discloses is accurate, up to date, complete and relevant. College Australia routinely updates the information held in its customer relationship management system. This includes confirming with learners who are returning for a new enrolment if their personal contact details have changed.

Access to and correction of personal information

Individuals may, subject to the exceptions prescribed by the Australian Privacy Principles, request access to and correction of their personal information where this is collected directly from individuals by College Australia.

College Australia does not charge for giving access to or for correcting personal information. Requests for access to or correction of personal information should be made in accordance with the learner access to records policy.

College Australia Responsibilities

The College Australia Managing Director is responsible for ensuring compliance with this policy.

Records Management

Information retention and disposal

Personal information is held in electronic and paper format:

- Information collected from learner enrolment applications and survey responses is held in databases.
- Names and contact details of stakeholders are held with their the student management system and email contact lists.
- Names and contact details collected during the delivery of services may be held either in electronic form in College Australia document management system or in paper documents which are locked in a locked storage room
- Personal staff information is held within the student management system, Employment Hero, OneDrive, and Xero Accounting Software.
- Backup copies of all electronic files held in College Australia systems are kept in the event of system failure/loss. All backup copies of system files are secured.

College Australia retains personal information for 30 years. When personal information is no longer necessary for College Australia business functions, and it is lawful to do so, College Australia destroy the information.

Information security

College Australia takes active steps to protect personal information from misuse, interference, and loss, and from unauthorised access, modification or disclosure.

- College Australia systems and internal network are protected from unauthorised access using appropriate technologies. Most system data transferred over the internet is protected by Secure Socket Level protocol (SSL). The inherent risks associated with data transmission over the internet are, however, commonly acknowledged. Individuals, who do not wish to provide their personal information via the online website forms have the option of mailing this information to College Australia.
- Access to the student management system is protected through user log-on and password, and assignment of user access rights.
- Third-party providers used by College Australia for the delivery of services are all located within Australia and are required to be compliant with the Australian Privacy Principles and offer appropriate safeguards to protect personal information.
- College Australia premises and data storage systems are fully secured. College Australia practices clean-desk policy and locking workstations when working with personal information. Paper documents containing names and addresses are required to be locked away and shredded when destroyed. All hardware is properly 'sanitised' before disposal.



Complaints and concerns

Complaints or concerns about College Australia management of personal information should be directed in writing to College Australia Chief Executive Officer. College Australia will respond in writing within 10 business days. Complaints received by College Australia will be managed in accordance with the Complaints and Appeals Policies.

Monitoring and Improvement

All Privacy practices are monitored by the College Australia Managing Director and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Domestic Refund Policy

Purpose

College Australia is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, College Australia is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

Aims

College Australia is committed to ensuring fair and reasonable refund practices.

College Australia will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

Policy Principles

The following principles underpin this policy.

- a) Details of College Australia Refund Policy are to be publicly available on webpage and in Student Handbook.
- b) Students must apply for refund using the Refund Request Form within 21 days of withdrawing (or cancelling) from the course. Receipt of the form must be received by COB of the 21st day after notification of withdrawal. This will be subject to the conditions of the refund policy.
- c) Payment of all refunds is made within 21 days (3 weeks) of receipt of application for refund.
- d) With regard to all withdrawals, College Australia will firstly encourage a client to enrol on another course date or defer their studies for a maximum period of 3 months, prior to processing refund applications.
- e) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email, or the completion of the refund form.
- f) There is no refund applicable where a client has commenced their course/unit.
- g) There is no refund to participants who do not obtain their qualification after assessment.
- h) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- i) College Australia does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- j) College Australia provides a full refund to all clients, should there be a need for College Australia to cancel a course. In the first instance College Australia will (where possible) provide an opportunity for the client to attend another scheduled course.
- k) If College Australia cancels a course, clients do not have to apply for a refund, College Australia will process the refunds automatically.
- l) The term “**course commencement**” is specified as:
Online / Blended delivery - the day the student received notification of online login details for College Australia’s e-learning system, unless otherwise stated in the tables below;
or

Workshops - first day or workshop for face-to-face delivery (this excludes blended delivery models); **or**
RPL - Initial Interview (Stage One) of RPL process.

- m) The term “**administration fee**” is considered to be the ‘per unit’ fee as outlined in the Pay by Unit fee for the relevant qualification for full fee students or the ‘total fee’ for Government Funded Qualifications. The administration fee is the equivalent of the payment for the initial unit of study.
- n) No cooling off period applies after course commencement.
- o) The term “**previewing unit**” refers to logging into the eLearning system (online and blended students) and opening the unit or postage of paper-based units.

Upfront Payment

Please see the above Policy Principles (section 3) for definitions. The following refunds only apply if the Refund Request Form is received with the specified time frames.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, prior to course commencement.	100% of the course fee less administration fee (\$150)
Client withdraws	In writing, after course commencement but prior to engaging with training and assessment activities in the first unit or previewing unit.	100% of the course fee less administration fee (\$150)
Client withdraws	In writing after course commencement and engagement with unit activities including previewing unit.	Nil Refund
Client withdrawn from the course by College Australia (All students)	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by College Australia (All students)		100% of the course fee (paid by the client)
Client withdraws from course after 6 months and has not met training plan requirements		Nil Refund

Pay by Unit Payment

Please see the above Policy Principles (section 3) for definitions. The following refunds only apply if the Refund Request Form is received with the specified time frames.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, prior to course commencement.	Full unit fee payable by client. Nil refund Administration Fee non-refundable
Client withdraws	In writing, after course commence but prior to engaging with training and assessment activities in the first unit.	Full unit fee payable by client. Nil refund Administration Fee non-refundable
Client withdraws	In writing after course commencement and engagement with any unit activities including previewing unit.	Full unit fee payable by client for each unit commenced, regardless of outcomes of unit. Nil refund Administration Fee non-refundable
Client withdrawn from the course by College Australia (All students)	After course commencement, due to inappropriate behaviour	Nil Refund Administration Fee non-refundable
Course cancelled by College Australia (All students)		100% of the course fee (paid by the client)
Client withdraws from course after 6 months and has not met training plan requirements		Nil Refund

Recognition of Prior Learning

Please see the above Principles for definitions. The following refunds only apply if the Refund Request Form is received with the specified time frames.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, prior to Initial Interview (refer to RPL Process Stage One)	100% of the course fee less administration fee (\$150)
Client withdraws	In writing, after Initial Interview (refer to RPL Process Stage One) prior to Supervisor Conversation (Stage Two)	100% of the course fee less administration fee (\$150)
Client withdraws	In writing RPL Stages Two - Four	Nil refund
Client withdrawn from the course by College Australia (All students)	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by College Australia (All students)		100% of the course fee (paid by the client)

Reason for Refund	Notification requirements	Refund
Client withdraws from course after 6 months and has not met training plan requirements		Nil Refund

Government Funded Courses

This includes Certificate 3 Guarantee, Higher Level Skills, User Choice, or other funding as current at the time of enrolment.

Please see the above Policy Principles (section 3) for definitions. The following refunds only apply if the Refund Request Form is received with the specified time frames.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, prior to course commencement.	Nil refund
Client withdraws	In writing, after course commence but prior to engaging with training and assessment activities in the first unit.	Nil refund
Client withdraws	In writing after course commencement and engagement with any unit activities including previewing unit.	Nil refund
Client withdrawn from the course by College Australia (All students)	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by College Australia (All students)		100% of the course fee (paid by the client)
Client withdrawn from the course by College Australia (All students)	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by College Australia (All students)		100% of the course fee (paid by the client)

Other Charges

This includes fees applicable to deferrals and re-commencement of enrolments.

Reason for Charges	Notification requirements	Amounts
Client wishes to defer enrolment for a period over 3 months	Deferral commences from the date application has been received	\$300
Client has dis-engaged and wishes to recommence	Student has made no contact for a period of 3 months or more. This is commenced from the last day of contact.	\$300

College Australia Responsibilities

The College Australia Director is responsible for ensuring compliance with this policy. Appropriate delegate of College Australia will process refund requests within 21 days from the day of receipt of request.

Records Management

All documentation from Refund processes is maintained in accordance with Records Management Policy. (See Records Management Policy)

Monitoring and Improvement

All Refund practices are monitored by the College Australia Managing Director and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Related Documents

Policies

- Discrimination & Harassment Policy
- Continuous Improvement Policy

Forms

- Refund Request Form
- Withdraw, Defer or Transfer Form

International Refund Policy

Purpose

This Policy and Procedure outlines College Australia's procedure for assessing and approving a Refund for an International Student in accordance with the requirements of the National Code 2018 -Standard 3 and ESOS Act 2000. This Policy and Procedure will ensure that all clients of College Australia are made aware of the Refund Policy and Procedure for International Students. Students are advised to access this Policy and Procedure before an International Student accepts and signs their Written Agreement and again at the mandatory orientation session. All CA Staff and Education Agents are provided with a copy of the Refund Policy and Procedure as part of their induction.

Aims

College Australia is committed to ensuring fair and reasonable refund practices. College Australia undertakes to provide the following fee information to each student prior to enrolment:

- a) the total amount of all fees including tuition fees, application fees, materials fees, and any other charges.
- b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/application fee.
- c) the nature of the guarantee given by College Australia to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.
- d) the fees and charges for additional services, including such items as issuance of a replacement qualification test amur and the options available to students who are deemed 'not competent' on completion of training and assessment.
- e) the amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)

Policy Principles

The following principles underpin this policy.

- a) Details of College Australia Refund Policy are to be publicly available on webpage and in Student Handbook.
- b) Students must apply for refund using the Refund Request Form within 21 days of withdrawing (or cancelling) from the course. Receipt of the form must be received by COB of the 21st day after notification of withdrawal. This will be subject to the conditions of the refund policy.
- c) Payment of all refunds is made within 21 days (3 weeks) of receipt of application for refund.
- d) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email, or the completion of the refund form.
- e) There is no refund to participants who do not obtain their qualification after assessment.
- f) College Australia does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.

Refunds – Misconduct

- a) No refund will be granted to a student whose enrolment is terminated for failure to comply with College Australia's policies and procedures and the requirements of their visa by Dept. of Home Affairs (DHA)
- b) Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. Please refer to the Behaviour Misconduct Policy for further guidance.

- c) Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to the request. The Chief Executive Officer may also authorise a refund of tuition fees if the circumstances warrant it.
- d) Where refunds are approved, eligible refunds will be made within 4 weeks after receipt of the claim. Monies refunded will be made in Australia Dollars (AUD). Refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Refunds - Cancellation of a course by College Australia (Provider default)

If College Australia defaults, that is, if the course does not start on the agreed starting date or the course ceases to be provided before it is completed, College Australia will make every effort to transfer the students' enrolment to another college.

If this is unsuitable the college will pay a refund of the unused portion of the course money received from the student.

This refund will be paid to students within 21 days of the default day with a statement explaining how the refund amount has been calculated.

The Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- a) complete their studies in another course or with another education provider or
- b) receive a refund of their unspent tuition fees.

Provider default

In the unlikely event College Australia is unable to deliver a course where fees have been paid in advance and it does not meet its obligations to either offer the student an alternative course that is accepted or pay the student a refund of the unspent prepaid tuition fees, the TPS will assist the student in finding an alternative course or offer a refund if a suitable alternative is not found.

In the case of provider default there is no requirement for a student to lodge a Refund Request Form.

Fees being paid in advance

College Australia acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet its responsibilities under the ESOS Act, College Australia requests payment of no more than 50% of the total tuition fees for the course before the student commences the course.

College Australia maintains a separate bank account in order to keep pre-paid tuition fees separate from day-to-day operating expense accounts. If a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the Tuition Protection Service.

Student complaints about fees or refunds

Students who are unhappy with the College Australia arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint or appeal the decision taken by the Chief Executive Officer. This should occur in accordance with the College Australia Complaints and Appeals Policy and procedure.

This refund policy, and the availability of our complaints and appeals processes, does not remove student rights to take further action under the Australian Consumer Protection laws.

Reason for Refund	Notification requirements	Refund
Visa refused	Prior to course commencement	100% of the course fee less administration fee (\$250)
Client withdraws	At least 10 weeks prior to the agreed starting date.	100% of the course fee less administration fee (\$250)
Client withdraws	At least 4 weeks prior to the agreed starting date.	75% refund less administration fee (\$250)
Client withdraws	Less than 4 weeks prior to the agreed starting date.	60% refund less administration fee (\$250)
Client withdraws	After the agreed starting date.	Nil Refund
Visa cancelled	Due to actions of the student.	Nil Refund
Course cancelled by CA	As applicable.	Full refund
Student is unable to start based on serious medical grounds.	Evidence provided from a registered doctor at least 2 weeks prior to the agreed start date.	Partial/full refund handled on case-by-case basis