

TRAINING AND SKILLS COMMISSION

CODE OF PRACTICE – OVERSEAS STUDENTS

FOR EDUCATION AND TRAINING ORGANISATIONS REGISTERED TO PROVIDE TRAINING SERVICES AND ASSESSMENT SERVICES AND ISSUANCE OF RECOGNISED QUALIFICATIONS TO OVERSEAS STUDENTS

1 INTRODUCTION

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services to overseas students by the SA College of Natural Medicine (also trading as the SA College of Natural & Traditional Medicine and the SA College of Beauty) a Training Organisation registered in South Australia by the Training and Skills Commission.

This Code of Practice complements the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students established under Commonwealth law (the ESOS Act, 2000 and ESOS Regulations 2001).

For the purpose of this Code “student” refers to any person, participating in education or training delivered by this organisation. A “client” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services. “National Code” refers to the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

2 PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1 Our organisation has policies and management practices that maintain high professional standards in the delivery of education, training and assessment services, and which safeguards the interests and welfare of students
- 2.2 Our organisation maintains a learning environment that is conducive to the success of students
- 2.3 Our organisation has the capacity to deliver and assess the courses/ qualifications for which it has been registered, including: human and physical resources that meets the requirements of paragraphs 15 – 18 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- 2.4 Our organisation monitors and assesses the performance and progress of its students
- 2.5 Our organisation ensures that assessments are conducted in a manner that meets the endorsed components of the relevant Training Package(s) and/or recognised courses
- 2.6 Our organisation is committed to the principles of access and equity in the delivery of its services.

3 ISSUANCE OF QUALIFICATIONS

Our organisation issues Qualifications and Statements of Attainment to students who meet the required outcomes of a Qualification or Unit of Competence, in accordance with all relevant National Guidelines, acknowledging where applicable.

4 MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 4.1 Our organisation accepts responsibility under this Code of Practice for the actions of its appointed agents or those responsible for the provision of a course under an arrangement with our organisation in relation to information on the recruitment and placement of overseas students, including prescriptions specified at para 49 of the National Code of Practice
- 4.2 In marketing our services to overseas students, our organisation aims to enhance the reputation of South Australia and Australia as a source of quality education and training
- 4.3 Our organisation markets its services consistently with the educational, cultural and regulatory systems of countries in which it seeks to market and accurately represents education and training products and services to prospective students and clients
- 4.4 Our organisation accurately represents recognised education and training products and services to prospective students and clients and does not:
 - 4.4.1 make any inaccurate claims of association with any other provider or organisation, or give inaccurate advice as to acceptance into another course
 - 4.4.2 draw false or misleading comparisons with any other provider or qualification
- 4.5 Our organisation gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials
- 4.6 Our organisation ensures students and clients are provided with full details of conditions in any contract arrangement with the organisation and will not enrol an overseas student unless we have provided the student with accurate and current information consistent with Attachment A to this Code.

5 RECRUITMENT AND PLACEMENT

- 5.1 Our organisation ensures that offers of course placement are based on assessments by qualified persons of the extent to which the student's qualifications and proficiencies are appropriate to the course of education /training
- 5.2 Our organisation obtains evidence that assessment of an intending overseas student's proficiency in English has been carried out (unless this is clearly not relevant). Evidence of assessment meets the requirements of the Migration Regulations
- 5.3 Our organisation ensures that the educational background and English language proficiency of intending students is assessed by suitably qualified persons, and provides for the training of such staff and agents, as appropriate
- 5.4 Our organisation includes, in any offer of course placement, information on requirements for English language skills (unless this is clearly not relevant), or bridging courses where these are considered necessary
- 5.5 Our organisation provides accurate information to overseas students of the requirements of courses, enrolls overseas students only in full-time courses as defined at paras 13.1 and 13.2 of the National Code of Practice under the ESOS Act, 2000.
- 5.6 Our organisation notifies and has a documented process for the notification of the relevant Commonwealth authority, for matters relating to overseas student attendance.
- 5.7 Our organisation ensures that the recruitment and placement of overseas students complies with equal opportunity legislation and is consistent with immigration requirements.

6 RECOGNITION OF PRIOR LEARNING/RECOGNITION OF CURRENT COMPETENCE

In instances when our organisation grants RPL/RCC, it does so in accordance with a documented process, maintains records of RPL/RCC assessments and in compliance with the requirements specified in para's 32-33 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

7 FINANCIAL STANDARDS

- 7.1 Our organisation provides on an annual basis a statement from an appropriately qualified accountant attesting to our financial viability
- 7.2 Our organisation has appropriate measures in place to ensure students are not financially disadvantaged in the event of the financial failure of the organisation
- 7.3 Our organisation makes available to students our fair and equitable refund policy which is consistent with para 43 of the National Code of Practice under the ESOS Act, 2000
- 7.4 Our organisation ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented, and that copies of the documentation at Attachment A, are made available to the student. Our organisation will not accept payment of any fees for a course from an overseas student unless our organisation has rendered unto the student:
 - 7.4.1 A copy of the agreement, if the provider and the student have a written agreement in accordance with ss 28(1) of the ESOS Act 2000; or
 - 7.4.2 A statement in writing to that effect, if there is no such agreement
 - 7.4.3 Advice in relation to refunds specified at para 44 of the National Code of Practice and covered by the provisions of the ESOS Act, 2000 and the ESOS Regulations 2001.

8 INFORMATION

- 8.1 Our organisation has a documented process for ensuring the information provided in Attachment A, is current and relevant
- 8.2 Our organisation has a process for ensuring students are aware that, under the ESOS Act, 2000, any personal information may be made available to the state recognition authority, the Commonwealth and the Manager of the ESOS Assurance Fund
- 8.3 Our organisation advises and has a process for advising students of:
 - 8.3.1 changes to student visa conditions as advised by the Department of Immigration and Multicultural Affairs (DIMA) or its equivalent
 - 8.3.2 changes to the student's enrolment;
 - 8.3.3 breaches by students of student visa conditions relating to attendance or satisfactory academic performance
- 8.4 Our organisation will ensure that staff are informed of their responsibilities under this Code of Practice, the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, the ESOS Act, 2000 and the ESOS Regulations, 2001.

9 STUDENT SUPPORT SERVICES

- 9.1 Our organisation has documented processes that ensure the protection for the health, safety and welfare of students together with adequate and appropriate support services in relation to student accommodation, orientation, academic and personal counselling
- 9.2 Our organisation has documented processes that enable the discharge of our responsibilities under DIMA requirements to approve accommodation/welfare arrangements for overseas students under 18 years of age
- 9.3 Our organisation has documented processes to ensure adequate orientation, information and advice on accommodation, concurrent assistance, bridging courses and welfare facilities
- 9.4 Our organisation has documented processes consistent with para 48 of the National Code or the appointment and direction of a suitably qualified person as a contact officer for overseas students.

10 GRIEVANCE MECHANISM

- 10.1 Our organisation ensures that students and clients have access to a fair, equitable and inexpensive process for expeditiously dealing with grievances and provides an avenue for students to appeal against decisions that affect their progress. Every effort is made by our organisation to resolve students' grievances
- 10.2 For this purpose, our organisation has a grievance policy and a member of staff is identified as the reference person for such matters. The grievance mechanism as a whole is made known to students at the time of enrolment
- 10.3 Where a grievance cannot be resolved internally, our organisation advises students and clients of the appropriate body where they can seek further assistance.

11 RECORD KEEPING

Our organisation keeps complete and accurate records of the attendance and progress of students. We also keep financial records that reflect all payments and charges, the balance due, and provide copies of these records to trainees on request.

12 QUALITY CONTROL

Our organisation seeks feedback from students and clients on their satisfaction with services received and seeks, through our fully documented quality assurance mechanisms, to improve our service.

13 NATIONAL REQUIREMENTS

Our organisation complies with the ESOS Act, 2000, ESOS Regulations, 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.



Signed:

Principal Officer of: the SA College of Natural Medicine (also trading as the SA College of Natural & Traditional Medicine and the SA College of Beauty)

Dated: Monday, 23 May 2005


TRAINING AND SKILLS COMMISSION

CODE OF PRACTICE – OVERSEAS STUDENTS

ATTACHMENT A

This attachment is designed to give you the information that you need to make an informed decision about studying at our college. You will need adobe reader which can be downloaded from [this internet site](#).

If you have any questions, please feel free to phone (+618 8371 3055) or email us (college@chariot.net.au).

Click on the coloured underlined words and this will take you to the relevant information. If you are having difficulty getting back to this page from the linked document, adobe reader has a green back key  at the bottom of the page and clicking on this link will bring you back to this document.

This Information	Can be found...
1. Copy of the signed South Australian Training and Skills Commission's Code of Practice	SA Training and Skills Commission's Code of Practice
2. Copy of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
3. Course information	Prospectus No. 01/05 pages 15 - 62
Course content	Prospectus No. 01/05 pages 18 - 62
Vocational outcomes	Prospectus No. 01/05 page 15
4. The accreditation status of the course	Accreditation Status
5. Student selection	Prospectus No. 01/05 pages 16
Entry requirements	Prospectus No. 01/05 page 16
Enrolment	Prospectus No. 01/05 page 16 Overseas Students Application Form
Induction/orientation procedures	Prospectus No. 01/05 page 8 & 9
6. Term commencement dates	Term Dates
Duration of courses	Overseas Students Application Form page 2 Prospectus No. 01/05 pages 18 - 42
7. The time commitment involved in undertaking the training offered	Overseas Students Enrolment Contract Prospectus No. 01/05 pages 10 - 11
8. Requirements to achieve the qualification	Prospectus No. 01/05 pages 15 - 62 Overseas Students Satisfactory Progress Policy
9. The qualification/certification to be issued on completion or partial completion of the course of study	Overseas Students Satisfactory Progress Policy

This Information	Can be found...
10. Australian recognition given to qualifications Overseas recognition given to qualifications	Prospectus No. 01/05 page 1 Prospectus No. 01/05 page 12
11. Teaching methods used (including field trips or work experience requirements)	Prospectus No. 01/05 page 16
12. Policies on assessment, including methods, grading, resubmission of work etc	Assessment Policy – Clinic Assessment Policy – Clinic Exemption Assessment Policy – General Assessment Policy – Grading Assessment Policy – Academic Misconduct Assessment Policy – Appeal Assessment Policy – Submission of Work
13. Recognition of Prior Learning (RPL) arrangements	Prospectus No. 01/05 page 17 Overseas Students Application Form pages 3 - 4 Skills Recognition Policy
14. Itemised list of fees payable	Overseas Students Application Form page 2 Fees & Refund Policy Overseas Students Health Cover (http://www.studyinaustralia.gov.au/Sia/en/Study Costs/OSHC.htm)
15. The conditions under which trainees will be eligible to receive a refund of fees	Overseas Students Enrolment Contract Fees & Refund Policy Termination of Enrolment Policy
16. Arrangements for the protection of students' funds	Protection of Student Fees Policy
17. Internal and external grievance/appeal processes	Problem Resolution Procedure
18. Students' rights and responsibilities including withdrawal arrangements	Close Personal Relationships Policy Racism Policy Rights & Responsibility Policy Sexual Harassment Policy Smoking on Campus Policy Termination of Enrolment Policy Overseas Students Current Address Policy Overseas Students Changes to Enrolment Policy
19. RTO's rights and responsibilities	Rights & Responsibility Policy Overseas Students Management Procedure
20. Conditions under which tuition may be terminated	Termination of Enrolment Policy
21. Welfare and guidance services relevant to overseas students	Prospectus No. 01/05 Pages 8 - 9

This Information

Can be found...

22.	General description of: <ul style="list-style-type: none">▪ the facilities (for example classrooms, furniture, fittings)▪ the equipment (for example audio-visual teaching aids)▪ the learning resources (for example reference texts and software) available to students undertaking the course	Prospectus No. 01/05 page 8 - 10
23.	Work rights	Prospectus No. 01/05 Page 12 http://www.immi.gov.au/study/working/index.htm
24.	Course requirements (including the need to be enrolled in a full time course of study, and requirements relating to attendance and academic progress)	Prospectus No. 01/05 Pages 10 - 12 Overseas Students Satisfactory Progress Policy National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
25.	The requirement to maintain current overseas student health cover adequate arrangements for the education of dependants	Prospectus No. 01/05 Page 11 - 12 Prospectus No. 01/05 Page 12
26.	The requirement to seek the prior approval of DIMA or its equivalent for certain course changes, or before commencing a new course, or changing courses	Prospectus No. 01/05 Page 10 Overseas Students Change to Enrolment Policy
27.	The minimum level of English language proficiency The minimum level of educational qualifications required for the student to be accepted for the course (unless this is clearly not relevant), including bridging courses and details of pre- and in-session English language programs	Overseas Students English Proficiency Requirements Prospectus No. 01/05 Page 16
28.	An accurate representation of the local environment in which our organisation is operating, including location of campuses and indicative costs of living	Prospectus No. 01/05 Prospectus No. 01/05 Page 68 Overseas Students Living Costs 2005
29.	Advice that any school-aged dependants accompanying an international student to Australia will be required to pay full fees if they are enrolled in either a government or non-government school	Prospectus No. 01/05 Page 12
30.	Provisions of the Migration Act and Regulations governing overseas student entry and stay in Australia	Prospectus No. 01/05 Pages 10 - 15 http://www.immi.gov.au/legislation/ http://www.immi.gov.au/study/index.htm
