

THE MASTERS  
INSTITUTE  
OF CREATIVE  
EDUCATION

**FASHIONMASTERS**

**INFORMATION FOR  
INTENDING  
STUDENTS**

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Holmes Commercial Colleges (Melbourne) Ltd trading as FashionMasters RTO 0173

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WELCOME.....	4
STUDYING THROUGH THE RTO.....	4
OUR OBLIGATION AS YOUR RTO.....	4
Courses Offered by FashionMasters.....	4
COURSE LOCATIONS .....	5
Resources .....	6
SELECTION AND ENROLMENT.....	7
Enrolment Information Sessions .....	7
Government Subsidised Training (Local Students).....	9
CREDIT TRANSFER.....	9
RECOGNITION OF PRIOR LEARNING .....	9
COURSE INDUCTION .....	10
STUDENT CODE OF CONDUCT.....	11
COURSE EXPECTATIONS AND REQUIREMENTS .....	13
COURSE PROGRESS.....	13
ATTENDANCE AND HOMEWORK REQUIREMENTS .....	13
STUDENT PROPERTY.....	14
ASSESSMENT ARRANGEMENTS .....	14
STUDENT PLAGIARISM AND CHEATING .....	15
EDUCATIONAL AND SUPPORT SERVICES .....	15
EXTERNAL SUPPORT SERVICES.....	16
YOUR FEEDBACK.....	18
ACCESS TO YOUR RECORDS .....	18
NOTIFYING YOU IF THINGS CHANGE.....	18
LEGISLATION AND YOU .....	19
FEES, CHARGES AND REFUNDS .....	21
COMPLAINTS AND APPEALS .....	22
ISSUING OF CERTIFICATION DOCUMENTS.....	22
WORKPLACE HEALTH & SAFETY.....	23
STUDENT DISCIPLINARY POLICY AND PROCEDURES.....	23
DEFERMENT, SUSPENSION OR WITHDRAWAL .....	24
STUDENT FORMS.....	25
Apprenticeship.....	25
APPENDIX A – VET STUDENT LOANS.....	28
APPENDIX B – Policies and Procedures .....	30
Complaints and Appeals Policy and Procedures.....	30
Monitoring Course Progress Policy and Procedures .....	33
Related Policy documents.....	35
Refund Policy and Procedures.....	36
Student Deferral, Suspension and Cancellation Policy and Procedures .....	37
Transfer Between Providers (International Student).....	40
APPENDIX C – Information for International Students .....	41
Appendix D - List of Helpful Websites.....	44

## WELCOME

Welcome to both prospective and enrolling students.

This Student Handbook contains important information regarding the training offered by Holmes Commercial Colleges (Melbourne) Ltd trading as FashionMasters, the role and responsibilities of students, including their expected behaviour and conduct. Also included is information regarding a range of procedures and processes that a student may need to access or use during their course of training.

Take your time to read and understand the information provided and ask any questions you may have. This is a very important document; keep it safe for future reference.

## STUDYING THROUGH THE RTO

Initially established as Melbourne School of Fashion in 1991, and in 2016 the Holmes Education Group took over ownership and management of the company.

FashionMasters is a Registered Training Organisation, (RTO) with the Australian Quality Authority (ASQA) accredited to deliver nationally recognised training and offers a variety of courses covering all aspects of the fashion industry including design, production, marketing and retail. Our CRICOS registration number is 00898G and our provider number is 0173.

We have put together this handbook to guide student's through the application process and to provide you with more information on how our courses are conducted, what we are about and how we can guide you towards achieving your goals.

## OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the Vocational Education & Training (VET) Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well.

As the RTO we have the responsibility to issue your Australian Qualifications Framework (AQF) certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

## Courses Offered by FashionMasters

Programs		International	Delivery Modes	Pre-requisites	Funding Options	
Code	Name	CRICOS Course Code	Total Contact F/Time		Skills First Funding Available	VSL Available
MST40519	Certificate IV in Applied Fashion Design and Merchandising	0100785	36 Weeks 21hr/week	✗	✗	✗
MST50119	Diploma of Applied Fashion Design and Merchandising	0100776	72 Weeks 21r/week	✗	✓	✓
MST60119	Advanced Diploma in Applied Fashion Design and Merchandising	0100766	36 Weeks 21r/week	✓	✓	✓

## **COURSE LOCATIONS**

### **Head Office Location**

185 Spring Street Melbourne VIC 3000

### **Office Hours**

Monday to Friday, 08:30am to 05:30pm.

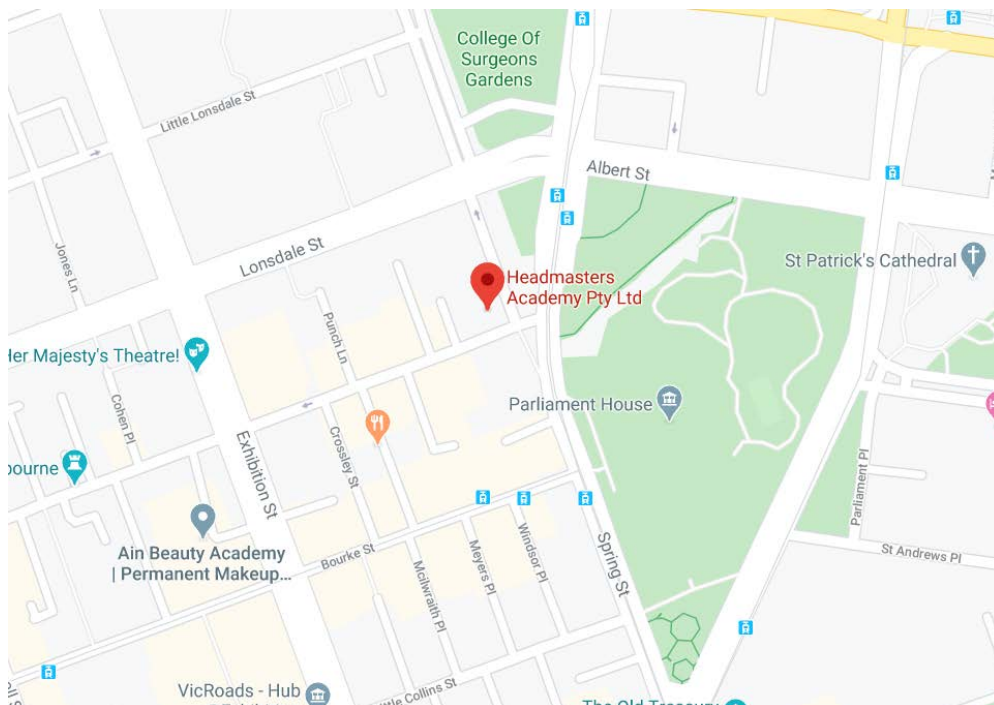
### **Contact Details**

**Phone:** (03) 9662 2055

**Email:** [info@fashionmasters.com.au](mailto:info@fashionmasters.com.au) **Web:** [www.Fashionmasters.com.au](http://www.Fashionmasters.com.au)

### **Delivery Site**

185 Spring Street Melbourne VIC 3000



### **Facilities**

FashionMasters is located in the central business district. All classrooms are air-conditioned and modern, with up to date facilities and resources available to students. Dedicated areas for practical classes in hair, beauty, fashion and makeup are provided for students throughout their training.

### **Resource Centre**

Equipped with excellent selections of textbooks, tapes and videos, magazines and periodicals, newspapers and student photocopy facilities. Computer facilities are open to students from 8:00 am until 6:00 pm Monday to Friday.

### **Computer Networks**

The campus has industrial-strength wireless networks available to staff and students. A secure 802.1A RADIUS authenticated wireless network is available.

Internet access is available via a 20MB DSL Content Filtered Link

### **Student Access**

Printing facilities are available to students via a Centralised Print Quote System.

FashionMasters has increasingly shifted to a wireless environment in recent years and whilst fixed line computers are available, it is expected that students will have a portable device e.g. laptop or iPad, with them at all times. A senior IT specialist oversees the ICT environment and dedicated IT support specialists are available on campus. Wireless connectivity is of paramount importance to the Institute's ICT environment and special care is dedicated to its maintenance.

### **Audio-visual Equipment**

Campuses are equipped with DVD, Data Projectors and wireless internet access.

### **Student Lounges**

Comfortable areas within the building for students to relax, meet others, and converse in English. Also a place to find information on social activities, rooms available to rent or share, etc.

### **Resources**

FashionMasters has dedicated library facilities on campus. The Institute strives to provide library services according to the following policy:

- Provide students and staff with a diversity of quality information resources and a high standard of customer service;
- Ensure library services and resources are relevant to the needs of all students and staff;
- Support the information literacy of all students;
- Provide training in the use of library and information services and resources where necessary;
- Ensure library resources are clearly labelled and organized so that they are easy to find and use;
- Fully catalogue library resources using the Bookmark library automation system, Dewey decimal classification (DDC) and Library of Congress Subject Headings.
- Fashionmasters has handicapped access and user friendly IT facilities.

## **SELECTION AND ENROLMENT**

### **All Students (Local and International)**

FashionMasters accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date. To apply to enrol in a course, you must complete an Enrolment Form/Application.

Before you make a decision to enrol in a course, you are encouraged to fully understand:

- the course purpose and structure
- the course entry requirements
- scheduled delivery/course dates
- associated personal commitment in terms of time and outside study requirements
- course costs shown in the Student Statement of Fees and Student Fee Agreement, especially those for consumable and equipment not covered by the course fees
- the learning outcomes including any pathway opportunities.

### **Enrolment Information Sessions**

Your next step will be to attend one of our Enrolment Information Session which includes the following:

- Welcome to FashionMasters;
- Introduction to Administration and Academic staff;
- Completion of relevant personal forms;
- Outline of course;
- Pre-Training Assessment;
- Subsidy and fee assistance eligibility
- Tour of the campus;
- Interactive activities.

If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV or other evidence, prior to the course commencing.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts, so we can assess your application for Credit. See the section on Credits in this Handbook below.

As part of the entry requirements you may be required to attend a Pre-Training Review (PTR) and Enrolment Form to confirm your suitability for the course. You will also be required to complete a task participation together with a language, literacy and numeracy (LLN) evaluation, prior to enrolment. The outcomes of these will be used to determine suitability of the course and will also be reviewed by a qualified assessor to identify students in need of support. Course Advisors and administrative staff collate the results and assessor comments from the Pre-Training Review and Enrolment Form.

Details of a student who the assessor has identified as being in need of support, for example in relation to language, literacy, numeracy and/or disabilities are passed on to the relevant Training Manager. The Training Manager will review the information provided, assess the learning needs and determine whether the student's training and assessment program is to be adjusted. The Program Manager will also liaise with the student to develop a strategy to support the student. The information collected as part of this process and the outcomes are entered into the Student Management System. A report containing information regarding students who require additional support or adjustment to their training because of their learning needs, is generated and provided to the trainer. The report advises a student's learning support requirements and the strategy and/or support processes put into place for a student.

## **International Students Only**

### **Decide the length of your study**

Some of our courses vary in length. Therefore, you need to decide for how long you would like to study. You need a student visa if you wish to study in Australia for over 3 months. For periods of study greater than 3 months a Student (Temporary) Visa is required by non-Australian residents and is granted only if they enrol in a registered, full-time course in Australia. All courses for international students, and the Australian education and training institutions that offer them must be registered with the Australian Government.

<http://www.studyinaustralia.gov.au>

<http://www.immi.gov.au>

### **Letter of Offer**

Obtain your "Confirmation of Enrolment for Overseas Students"

You will need to accept the offer by signing and returning the Acceptance of Offer and pay your deposit in order to obtain your Electronic Confirmation of Enrolment (eCoE) – student visa applications only.

<http://www.immi.gov.au/contacts/overseas.htm>

### **Apply for Your Visa**

Now you can begin the visa application process. You will need to contact the Australian Embassy or Mission in your country. Some countries allow you to apply for your visa on-line using the e-Visa function.

The Australian Education Centre, Australian Diplomatic Mission or recognised education agent will give you advice and assistance in preparing your application. You will be asked to have a medical examination as part of the visa process. Special forms will be provided for the doctor to complete.

### **When You Get Your Visa**

When your visa is granted, you can finalise your travel arrangement to Australia. If you have requested Airport Reception and Homestay, you will need to advise us of your arrival details so that we can confirm your reception service and advise your homestay family when you will be arriving. You will receive a fax or email with the confirmation details and an airport map so that you know where to meet us when you clear customs.

#### **Overseas Student Health Cover**

As an International Student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out-of-hospital and in-hospital medical services to help maintain your health and to provide treatment in the event of an accident.

### **Complete Application Form**

Complete all of the details on the application form and be sure to include any supporting documentation with your enrolment (transcripts and certificates from previous study, English test results (IELTS, TOEFL).



## **Government Subsidised Training (Local Students)**

FashionMasters is contracted to deliver training and assessment for nationally recognised qualifications, with the Department of Education, Training and Employment (DET) in Victoria. Government funding for training places, eligibility and levels change from time to time, therefore all students should be aware if their enrolment in a qualification is being subsidised.

### **Skills First program**

This agreement allows FashionMasters to offer government subsidised training places to eligible students. This training is delivered by the Victorian and Commonwealth Governments under the Skills First program and may affect future training options and eligibility for further government subsidised training under other Victorian and /or other Government Funded training programs.

Further information is available at: <http://www.education.vic.gov.au/skillsfirst/Pages/about.aspx>

### **The VET Student Loans**

The VET Student Loans is an Australian Government loan scheme that helps students to cover fees for vocational education and training (VET) courses.

VET Student Loans is a payment option available for eligible students to pay their tuition fees for the following Programs at BeautyMasters and MakeUpMasters:

- MST50119 Diploma of Applied Fashion Design & Merchandising
- MST60119 Advanced Diploma in Applied Fashion Design and Merchandising

Further eligibility criteria apply. See the section on VET Student Loans in this Handbook below.

## **CREDIT TRANSFER**

A Credit Transfer (CT) is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

The RTO can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the *Credit Application Form* and submit it as part of your enrolment/application. You can apply for Credit at any time, however it is best you do this as part of your enrolment, so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. You will be advised in writing of the outcome of your Credit Application.

## **RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

The RTO has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and

have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence. A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process. From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees in the Course Outline or upon contacting us.

For more information about submitting an application for RPL, contact the head office.

If RPL is granted to an overseas student offshore the net course duration is indicated in the eCOE issued for that student for that course. Should RPL be granted to a student onshore the change in course duration is reported via the PRISMS system. RPL does not under any circumstances lead to a student carrying any less than a full-time load of study.

## ***UNIQUE STUDENT IDENTIFIER (USI)***

### **Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means unless you have an exemption issued by the USI registrar that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

## ***COURSE INDUCTION***

At the start of your course you will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting, as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. \_\_\_\_\_

During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

## **STUDENT CODE OF CONDUCT**

All students are expected to abide by this Code of Conduct during their participation in their course with the RTO. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

### **1. Students' rights**

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information the RTO holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to the RTO on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

### **2. Students' responsibilities**

All students, throughout their training and involvement with the RTO, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Students must provide their own stationery e.g. pens, paper and equipment
- Students who do not have the relevant equipment and course resources cannot participate in class.
- Smoking is not permitted in the building at any time
- Eating and drinking is only permitted in the designated area
- No alcohol, drugs (prescription drugs must be notified to the Training Coordinator) are permitted on the premises. Instant expulsion will occur if violation of this rule takes place
- All rooms and equipment must be left in the condition required by FashionMasters and occupational health and safety standards
- Students must be clean, neat and dressed in FashionMaster's uniform in class and salon. FashionMasters uniform consists of t-shirt provided in your kit and black trousers or skirts. Footwear must be comfortable and presentable. Closed-in shoes must be worn at all times
- Mobile phones must be switched off during class times. Any student found using their phone will have it confiscated for the remainder of the day
- Students cannot leave the classroom to take phone calls. Messages will only be passed on if urgent.
- MP3 players, smart phones, PDA's and other such electronic devices are not to be used during class times. Any student found using these during class times will have them confiscated for the remainder of the day

- During class times students must not leave the classroom without the educator's permission
- Students will always attend to clients without question at the request of their Facilitator or their Salon Manager
- To achieve success students should have 100% attendance. Attendance should never fall below 80%.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to the RTO in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work as required.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify the RTO if any difficulties arise as part of their involvement in the program.
- Notify the RTO if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

### **3. Legislation**

This Student Code of Conduct is informed by the following pieces of legislation, with which all students must comply.

#### **Commonwealth**

- Age Discrimination Act 2004
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Disability Discrimination Act 1992 – Education Standards 2005
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986

#### **Victoria**

- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Occupational Health and Safety Act 2004
- Working with Children Act 2005
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

## **COURSE EXPECTATIONS AND REQUIREMENTS**

The training and assessment offered by the RTO focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Many of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time. Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, a workplace component, and homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

## **COURSE PROGRESS**

All students are required to maintain satisfactory course progress. Students are required to have satisfactorily completed 50% of the scheduled assessment tasks in the units delivered in the first half of their training program schedule (e.g. if a course is scheduled to run for a total of 10 weeks, the student must have successfully completed 50% of the assessment tasks undertaken in the first five weeks of the training program).

Where a student’s course progress is unsatisfactory FashionMasters may decide to initiate the withdrawal of the student from the training program. Refer to the Monitoring Course Progress Policy. The student has the right to appeal the decision and can refer to the *Complaints and Appeals Policy and Procedure and Form*.

Note that course progress may also be referred to as academic progress.

## **ATTENDANCE AND HOMEWORK REQUIREMENTS**

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

All students are required to be punctual in their attendance to class out of courtesy and respect to the trainer/assessor and fellow students. Trainer Assessors reserve the right to restrict students from entering the class until an appropriate break in the session e.g. morning tea and lunch.

All students are required to maintain satisfactory course attendance. The RTO may initiate the withdrawal of a student from a training program when a student is:

- absent for five consecutive scheduled class days; or
- their absence exceeds 15% of the scheduled course duration.

The RTO expects that students will attend a minimum of 85% of class time to enable the required learning to be delivered.

Students are asked to call the Administration office to advise of absence. Absences due to illness require a medical certificate to be provided (certificate courses only).

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline and Student Workbook.

## **STUDENT PROPERTY**

FashionMasters accepts no responsibility for the damage or loss of any tools, instruments, personal protective equipment or any other property belonging to students. Students must at all times accept responsibility for safeguarding their own property.

## **Personal / Social**

Each campus has a Student Services/Administration Office where students can come on any weekday the Institute is open should they need help or information. On weekends, if students need emergency assistance, they can call the 24-hour emergency number 0413 750 066.

## **ASSESSMENT ARRANGEMENTS**

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you may have.

### **Submitting your assessments**

You must complete all assessment tasks as required for each unit of competency/cluster/module. Written assessment tasks will be submitted directly to the trainer/assessor unless otherwise advised. The cover sheet asks you to make a declaration that the work is your own.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Your assessor will provide you with feedback as you progress through the training and assessment as well as confirm the outcome of the final assessment result.

### **Assessment outcomes**

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have two further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your reassessment/resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

In some cases, due to regulatory requirements, no additional attempts are provided, such as, in the case of industry specific regulatory and/or licencing units.

### **Reasonable adjustment in assessment**

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

### **Appealing assessment decisions**

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

### **Work placement arrangements (where/if applicable)**

If you are required to participate in any work-based training and assessment this information will be included in the applicable Course Outline. In these cases, you may be required to complete a Student agreement that specifically outlines your responsibilities and requirements while undertaking any work placement or work-based activities. The employer will also be required to sign an agreement with the RTO to ensure all parties are aware of their roles and responsibilities as part of the course delivery and student participation.

### **Practical Training Off site arrangements (where/if applicable)**

The safety of our staff and participants in course is our first priority. Where training is undertaken within an employer worksite, the responsibility for safe work systems is with the employer. Our Trainer Assessor reserves the right, without recourse to cease training at any point where there are unsafe work practices and or risk to the safety of themselves as well as their participants is identified.

## ***STUDENT PLAGIARISM AND CHEATING***

The RTO has a no tolerance policy for plagiarism and cheating. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparation of the work.

When you undertake and/or submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or cheated in any way.

If you are found to have plagiarised, or cheated, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised or cheated, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Refer to the *Plagiarism and Cheating Policy*

## ***EDUCATIONAL AND SUPPORT SERVICES***

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths. The enrolment forms you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs. We provide students with a broad range of educational and support services including qualified trainers and assessors,

learning resources, training facilities and equipment, and student support services. Support is offered to students throughout the entire training and assessment process commencing from the time of enrolment through to completion.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Personal counselling.

Contact us if you need to discuss your support needs.

## **Staff**

### **Course Advisors**

Our Course Advisors are responsible for ensuring potential students are provided with accurate and sufficient information to make an informed choice about their enrolment. The Course Advisors will conduct your pre-training review including Literacy, Language and Numeracy assessment and will manage the enrolment process to ensure you are enrolling into an appropriate course. As part of the enrolment process the Course Advisors will review this book's contents with you and answer any questions you may have about the course and/or the enrolment agreement.

### **Qualified Trainers/Assessors**

All of our RTO Trainer Assessors meet the requirements of the Standards for Registered Training Organisations (RTOs) 2015 which means they hold qualifications, possess extensive industry experience and have current skills and knowledge in both the subject matter being delivered and in training and assessment practices.

### **Administration/Course coordinator**

In cases where you need to advise that you are unable to attend or require information about your course including the timetable and your course progress, or if you need to discuss your support needs, you can contact the administration team and/or course coordinator.

### ***Training and Assessment Resources***

Every student will receive a Student Learner Guide, Student Workbook and Student Assessment appropriate to the course they are enrolled in. These resources have been developed to assist you to get the most out of your training and may include additional information, classroom activities, quizzes, technical diagrams and the Assessment plan and student instructions. Your trainer and/or assessor will explain these resources at the commencement of your course. Equipment and training facilities required for on-the-job and/or simulated workplace training are reviewed by our Trainer Assessor prior to the commencement of any training and assessment to ensure that the required resources are provided.

## ***EXTERNAL SUPPORT SERVICES***

For students requiring additional support with their studies, work or life, the RTO provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you. In the first instance you are encouraged to contact our office on Phone: 1300 366 015 Head Office for advice and /or referral to appropriate support services.

### ***Reading and Writing Hotline***

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>



For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### ***Centrelink***

Telephone: 131021                      Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

If you are completing a full-time course you may be eligible for benefits through Centrelink.

### ***Australian Apprenticeship Centres (AASN)***

Telephone: 1800 639 629              Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

### ***The Victorian Equal Opportunity & Human Rights Commission***

Telephone: (03) 9281 7100          Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

### ***Legal Aid Victoria***

Telephone: 1800 677 402              Website: <http://www.legalaid.vic.gov.au>

Legal Aid Victoria helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas of criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

### ***Disability Rights Victoria***

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

### ***Lifeline***

Telephone: 13 11 14

Anyone can call Lifeline and the service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### ***Kids Help Line***

Telephone: 1800 55 1800              Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

If you're under 18 years of age you may consider contacting the Kids Help Line, who provide access to telephone, web and email counselling.

### ***Fair Work Australia***

Telephone: 1300 799 675              Website: [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

### ***Reach Out***

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

## ***YOUR FEEDBACK***

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better. Feedback and input from students and other stakeholders will be sought, analysed and acted upon, where necessary, on a regular basis. Information gained will form part of any review of materials and in the validation and moderation processes. Most important, is the collection of data from learners and employers relating to their expectation and experience of our services. Data sources have been selected to provide a balance of qualitative and quantitative information.

Course evaluation forms are provided to learners' mid-way through their course and also upon completion. All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete.

Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

## ***ACCESS TO YOUR RECORDS***

You may access or obtain a copy of the records that the RTO holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the *Access to Records Request Form* outlining which records you wish to access.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

### ***Amendment to records***

If a student considers the information that the RTO holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## ***NOTIFYING YOU IF THINGS CHANGE***

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our

RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, the RTO will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the *Change of Details Form*.

## **LEGISLATION AND YOU**

As a student, you have both rights and responsibilities under applicable legislation.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, the RTO must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. The RTO has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others.

Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on site.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with the RTO emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

### **Harassment, victimisation or bullying**

The RTO is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. The RTO will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the *RTO Complaints and Appeals Procedure* and detailed in this Handbook.

### **Equal opportunity**

The principles and practices adopted by the RTO aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with the RTO.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

The RTO provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

### **National VET Regulator Act 2011**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

### **Student Identifiers Act 2014**

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

## **PRIVACY POLICY**

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In collecting your personal information, the RTO will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our *Privacy Policy* is available at <https://www.arbortrim.com.au/>

## ***FEES, CHARGES AND REFUNDS***

The RTO sets and collects fees and charges for its services and facilities, including facilitating access to subsidies and financial support for eligible students, in accordance with relevant regulatory, contractual and business requirements. This policy and procedures applies to fees, charges, refunds and fee protection applicable to the provision of training including clients undertaking training under a Government Funded Training Contract or fee-for-service arrangements.

This policy and related procedures applies to those:

- Customers booking courses; and
- Individuals enrolling and participating in courses.

It outlines referral requirements regarding short and structured courses booked by customers where a minimum number requirement is a condition of the course booking.

All refund applications are to be submitted to Management or the Administration Team who will assess the refund application.

All refund information is to be made available to clients prior to enrolment through:

- Information for Intending Students Handbook
- The RTO's website
- Policies & Procedures

The Course Outline includes information about Course Fees and payment terms. Course fees are calculated for each student independently based on a number of factors including course and unit selection, eligibility for government subsidised training, applications for RPL or credit transfer, previous fees paid and eligibility for concessions. You will be provided a Student Statement of Fees and Student Fee Agreement when you complete the Enrolment Form.

Course fees are subject to change given individual circumstances of the student and the timing of the training program. For detailed information regarding fees and/or a quotation please refer to the Fee Schedule on the website at: <https://www.fashionmasters.com.au/> or contact us on Phone: (03) 9662 2055.

Students who do not pay their course fees in full will have their certificate or statement of attainment withheld until all outstanding monies have been paid.

All tuition fees for accredited training are GST free.

Refer to our *Fees and Refunds Policy and Procedures*.

## **COMPLAINTS AND APPEALS**

The purpose of this policy and procedure is to outline the RTO's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be acknowledged, addressed, and recorded in a fair, efficient and confidential manner. The RTO acknowledges and agrees that it will respond to and co-operate in good faith with any complaints handling mechanism or process required by regulatory bodies, for the purpose of resolving student complaints or other issues in relation to the RTOs Training Services.

This policy and related procedures ensures compliance with Standard 6 of the RTO 2015 Standards, and any applicable RTO Government Funding Contracts.

A full copy of our *Complaints and Appeals Policy* is available in this handbook and at <https://www.fashionmasters.com.au/>

## **ISSUING OF CERTIFICATION DOCUMENTS**

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

The RTO reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where the RTO is not permitted to do so by law.

The RTO must have a valid USI on file prior to the commencement of training for the student, for a qualification or Statement to be issued.

### **Re-Issuing Statements and Qualifications**

Records of qualifications and unit achievement are kept on record for a period of at least thirty years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our *Fees and Charges* section for the current fee.

## **WORKPLACE HEALTH & SAFETY**

The Workplace Health & Safety Act 2011 applies to all staff, students and visitors to the RTO.

FashionMasters is very serious about its commitment and responsibility for workplace health & safety and asks that students assist in ensuring the safety of its sites by:

- immediately reporting any identified risks/hazards to an RTO staff member
- following the RTO policies and procedures
- cooperating and following all instructions provided by RTO staff
- cooperating with management and Trainer Assessors, and adhere to instructions on safe work practices
- taking care to ensure their personal health and safety and the health and safety of others.

The wearing of Personal Protective Equipment and clothing (PPE) is mandatory in many of the courses delivered by FashionMasters.

Students are welcome to bring their own PPE to courses, but these will be checked by the trainer/assessor for suitability. FashionMasters will provide all task specific PPE required for specific courses.

Trainer Assessors will not allow students to participate in training and assessment if the correct PPE is not worn and students may be requested to leave the session and, in some cases, face disciplinary processes.

FashionMasters will:

- provide and maintain equipment and systems of work that are safe
- provide sufficient information and training to ensure that students and staff are safe from injury and risks to health.

## **STUDENT DISCIPLINARY POLICY AND PROCEDURES**

This policy and related procedures describe the processes by which the RTO manages student discipline and applies to all student and clients.

### **1. Academic and General Misconduct**

The RTO will be vigilant in the management of student misconduct. For the purposes of this policy, a breach of conduct is defined as either academic or general misconduct.

**Academic Misconduct** includes, but is not limited to:

- Cheating
- Plagiarism
- Any other conduct by which a student seeks to gain for themselves, or any other person, any academic advantage or advancement to which they, or that other person, is not entitled.

Academic Misconduct is dealt with under the *Plagiarism and Cheating Policy and Procedure*. Please refer to this document for further information.

**General Misconduct** includes, but is not limited to:

- persistent disruptive behaviour
- behaviour which is lewd or obscene taking photographs or filming other participants or staff without their permission (including posting on Facebook and other social media without permission)
- use of mobile telephones and iPods during classroom or workshop activities
- behaviour that constitutes discrimination, victimisation or harassment
- attending the RTO premises under the influence of alcohol and/or non-prescription drugs

- consuming alcohol or non-prescription drugs at the RTO premises
- smoking on the RTO premises outside designated smoking areas
- verbal abuse
- physical assault on a member of RTO staff, fellow students or members of the public
- any behaviour that causes a person on or in the immediate vicinity of the RTO premises to feel intimidated, threatened or to hold reasonable fear for their safety or physical or psychological well-being
- abuse and misuse of tools and equipment
- wilful or malicious damage or destruction of facilities, equipment, materials or property on the RTO premises, regardless whether it is RTO property or private property
- theft of property on the RTO premises, regardless whether it is RTO property or private property
- carrying, using or being in possession of a prescribed or regulated weapon or dangerous article
- engaging in behaviour, or failing to follow instructions, which results in themselves or other persons being put at risk of harm
- failing to follow the reasonable direction or instruction of RTO staff or other person in supervision
- failing to follow road traffic laws when on, or leaving RTO premises
- encouraging, persuading or inciting another person to engage in improper or inappropriate conduct
- failing to comply with the RTO policies and procedures

Students witnessing breaches of conduct are encouraged to report these to a RTO representative.

## 2. Student Discipline

The RTO will treat all breaches of conduct seriously. The RTO will conduct a fair and equitable investigation, which will give the student the right to be heard. The relevant Training Manager and/or Senior Managers will determine whether the allegation has been substantiated and apply an appropriate level of action or penalty.

## 3. Appeal

The student has the right to appeal the outcome of an academic or general misconduct decision.

Refer to the RTOs Student Disciplinary Policy and Procedures and *Complaints and Appeals policy and procedures*.

## ***DEFERMENT, SUSPENSION OR WITHDRAWAL***

The RTO reserves the right to suspend or withdraw a student from a training program. This process, referred to as RTO initiated suspension or withdrawal, may be implemented on the grounds of:

- unsatisfactory attendance
- misbehaviour
- a serious breach of policies and procedures
- unsatisfactory course progress
- medical concerns.

A student may apply to defer or withdraw from their training program (student-initiated deferment or withdrawal). To do so they are required to complete an Application to Defer, Suspend or Withdraw/Cancel from Training Form and submit the completed application to Administration or their trainer.

Refund of fees will be made in accordance with the RTO *Fees and Refund Policy and Procedures*.



A copy of the RTO *Deferral, Suspension and Withdrawal Policy and Procedure and Form* can be requested from Administration or accessed through the website [www.Fashionmasters.com.au](http://www.Fashionmasters.com.au)

## **STUDENT FORMS**

A copy of all the RTO Policies, Procedures and Forms can be requested from Administration or accessed through the website [www.fashionmasters.com.au](http://www.fashionmasters.com.au)

### **Apprenticeship**

Apprenticeships and traineeships are terms offer used interchangeably however they are distinctly different in terms of the employment contract that you work under.

Under an apprenticeship:

- an employer agrees to employ you for the term of the apprenticeship and to support you in your training for that period of time, and you agree to follow instruction and attend off-the-job and/or workplace-based training;
- if your employer sells the business during your apprenticeship, the new employer must continue with the training contract;
- once the probationary period of the training contract has passed, all parties must agree in order for the contract to be cancelled.

An Apprenticeship (also referred to as an Australian Apprenticeship) is a Nationally Recognised qualification training program delivered in the workplace. A Traineeship generally combines on-the-job training delivered by the employer and off-the-job training delivered by the RTO, which can be on the employers premises or the RTOs. Traineeships benefit businesses in many ways including:

- motivated employees as they are learning whilst earning;
- flexible training approaches minimising employee down-time;
- incentive payments for eligible employers and employees offset the cost of training; and
- skilled employees are more productive than un-skills employees.

Apprenticeship are delivered under a contract of training, agreed and entered into by; the employer, employee, the Registered Training Organisation (RTO) and the Australian Apprenticeship Support Network (Apprenticeship Network). The contract formalises roles and responsibilities and is required for the AASN to manage incentive payments for eligible Employers and Employees.

The Training Plan for a Apprenticeship (detailing what, when, how and who is involved in training and assessment) is negotiated by the RTO with the employer and employee before the Apprenticeship commences. The training plan is flexible and can be amended at any time with the agreement of the Employer, Employee and the RTO; it can be accelerated or slowed down to meet the needs and learning requirements of Employee.

Employers have a very important role to play in their employees' on-the-job training, they must also ensure the Trainee is given time during normal working hours to complete self-directed learning, practice learnt skills and to complete off-the-job training and assessment components delivered by the RTO as per the agreed training plan. Employers agree in the signing of the contract to release full-time Employees to participate in training related activities for a minimum of 12 hours per month, and part-time Employees to be released for a minimum of 7½ hours per month.

### **Roles and Responsibilities**

#### **Australian Apprenticeship Support Network (Apprenticeship Network)**

AASN's are contracted by the Commonwealth Government to provide information, advice, and assistance to employers and Trainees throughout the training contract. They are responsible for the signing of the Apprenticeship contract, registering the contract with the relevant state government department, and administering the Commonwealth Government incentive and subsidy program. They offer assistance and advice in relation to obligations and responsibilities in all aspects of the agreement, and will monitor Trainees and RTOs to ensure the Apprenticeship contract has been appropriately implemented.

## Registered Training Organisation (RTO)

FashionMasters, as your RTO is responsible for:

- developing an appropriate Training Plan to suit the trainee and employer's needs;
- assess support needs of Apprentice and modify the training and assessment strategy as appropriate;
- provide training and assessment tools including Student Guides or other training resources;
- assign a Trainer and Assessor who is appropriately qualified and skilled;
- contact the Apprentice as a minimum monthly to confirm progress employer support;
- train and assess the Apprentice according to the Training Plan;
- support the Trainee throughout their contract;
- maintain records of both on and off-the-job training, assessments and structured withdrawal;
- issue the appropriate qualification upon completion.

## Employer

Employers are required to provide for their Apprentice:

- a safe working environment;
- supervision and support;
- facilities and equipment required to perform their work;
- on-the job training and relevant work experience;
- release the Trainee from routine work duties to complete training and assessment activities;
- engagement and pay the employee as per the requirements of the Fair Work Act 2009 and the Amendment Act 2012.

## Supervisor / Mentor

Employers are required to provide supervision of the Apprentice by a designated and qualified member of staff (a workplace supervisor). Apprentices need varying levels of supervision as they acquire skills and gain confidence. This supervision falls into two categories; Direct and General. Apprentices begin learning a particular skill under Direct Supervision. When they achieve competence in the skill they move to General Supervision while they are undertaking work where that skill is required.

Some employers also nominate a Mentor for the Apprentices who can be anyone in the business who can provide support and assistance not only to support the Training Plan but also any need or assistance the Trainee may require.

Supervisors are often the designated point of contact for the RTO to assist in scheduling off-the-job training.

## Apprenticeship Paperwork

The compliance requirements associated to qualifications that attract Government funding either directly or indirectly to the Employer or the RTO requires a considerable amount of documented evidence to ensure Government funds are being used appropriately and under the terms and conditions of the Traineeship training contract. What this means is there is quite a lot of paperwork to complete for the duration of the training contract.

## **Traineeship Support**

The AASN also manages the claim documents for Apprentice and Employers who are eligible for incentives. These documents require a declaration to be signed that all conditions of the Training contract have been met and that the Employee is still employed – this document is signed by both the Employer and the RTO.

FashionMasters will support the Employer and the Apprentice for the duration of the Apprenticeships, however there are several other third party organisations who can provide assistance, advice and

support.

Key organisations responsible for supporting and providing information and assistance for Apprenticeships include:

The Australian Government	<a href="http://www.australianapprenticeships.gov.au/">http://www.australianapprenticeships.gov.au/</a>
The Australian Apprenticeship Centres in Victoria	
Apprenticeship Support Australia	1300 363 831
Apprenticeship Employment Network	(03) 9639 3955
MEGT	13 63 48
Sarina Russo Apprenticeship Services	1300 178 776
Victorian Employers Chamber of Commerce & Industry	1300 365 336
The Victorian Registration and Qualification Authority	<a href="http://www.vrqa.vic.gov.au/">http://www.vrqa.vic.gov.au/</a>

## APPENDIX A – VET STUDENT LOANS

### VET STUDENT LOANS

From 1 January 2017, VET Student Loans replaces VET FEE HELP Loans. FashionMasters is an approved provider for VET Student Loans.

#### What is the VET Student Loans program?

The VET Student Loans is an Australian Government loan scheme that helps students to cover fees for vocational education and training (VET) courses. VET Student Loans is a payment option available for eligible students to pay their tuition fees for the following Programs at FashionMasters:

- MST50119 Diploma of Applied Fashion Design & Merchandising
- MST60119 Advanced Diploma in Applied Fashion Design and Merchandising

The government will pay the loan amount directly to FashionMasters and you will repay the government the loan amount (plus loan fee and any indexation).

Once you take out the loan, you will owe a debt to the Australian Government for the loan, which will be managed by the Australian Taxation Office (ATO).

You repay the Australian Government Loan when your income is higher than the minimum repayment threshold.

*This payment option is only available for the above programs*

#### How does the loan work?

The loan amount for FashionMasters programs is capped by the Federal Government at \$15,790. You will be required to pay the difference between the cost of the course and the loan amount directly to FashionMasters. This is known as the gap amount. *(Please refer to our Skills First funding information to see if you are eligible for Government assistance for all or some of the gap amount)*

There is a loan fee equal to 20% of the amount that you borrow for non Skills First subsidy students. FashionMasters does not receive the loan fee. Loans do not attract interest, but are indexed annually. It's important that you understand your obligation when taking out a VET Student Loan. Further details are available on the Study Assist website and in the VET Student Loans information booklet. You may wish to seek independent financial advice before applying for a loan.

FashionMasters has divided your course into equal periods known as the 'Fee Periods' and each Fee Period has a set fee. FashionMasters' Fee Periods are equal to Units of Study.

Course	Course Length	Fee Periods
MST50119 Diploma of Applied Fashion Design & Merchandising	2 Years	4
MST60119 Advanced Diploma in Applied Fashion Design and Merchandising	3 Years	6

Each Unit of Study has a date known as the 'census day'. This is the day after which you will incur the debt for that Unit of Study. If you change your mind, you can withdraw on or before a census day and you will not incur any payment liability for that Unit of Study or any subsequent Units of Study.

Any gap payment must be paid by you prior to each census day.

The Gap fee is the difference between the VET student loan amount and course cost.

FashionMasters will confirm your census days in writing and the amount you will be required to pay for each Unit of Study.

You will also be issued with an invoice notice prior to each census day. In addition, within 28 days after the census day, you will be issued a Commonwealth Assistance Notice (CAN) to confirm the loan amount that you have incurred.

For details on the census dates and fees please see our Schedule of Fees and Academic Calendar

#### Am I eligible to take out the loan?

To be eligible to pay for your Program via VET Student Loan, you must meet the eligibility criteria set out in the VET Student Loans information booklet. The following is a summary of the requirements and you should read the booklet for full details. You must:

1. Be an Australian citizen, Australian permanent humanitarian visa holder, or New Zealand Special Visa holder who meets the long-term residency requirements, and
2. Be a resident in Australia for the duration of your study, and
3. Not have already exceeded your FEE-HELP Limit (if you have previously accessed government student loans), and
4. Have a valid Unique Student Identifier (USI), and
5. Hold or have applied for a Tax File Number (TFN), and
6. Submitted an electronic loan application form (eCAF) prior to your first census day, and
7. Be assessed as being suitable to undertake this course. To meet this requirement, you must do **one** of the following:
  - a) Provide a copy of your Senior Secondary Certificate of Education (Year 12 certificate) as awarded by an Australian State or Territory, or
  - b) Provide a copy of a Certificate IV qualification or higher (providing that this qualification was delivered in English), or
  - c) Complete the VSL approved LLN Robot Online Language, Literacy and Numeracy (LLN) evaluation and attain a minimum score of exit level three across all categories

And FashionMasters believes that the program is suitable and appropriate for your future needs

### **Important Information**

- VET Student Loans information booklet
- Course Fees Schedule
- Complaints Appeals and Disputes
- Student Privacy Policy
- VSL re-crediting a FEE-HELP balance policy and review of decision procedure
- VSL Statement of tuition assurance
- Deferral Suspension Cancellation Policy
- Refund policy
- [Information for Intending Students](#) (This Document)
- Parental Consent Form

Please contact one of our consultants should you need any further information and they will be more than happy to assist

## APPENDIX B – Policies and Procedures

### Complaints and Appeals Policy and Procedures

Holmes Commercial Colleges (Melbourne) Ltd (FashionMasters) has established a fair, objective and accessible dispute resolution procedure that attempts to resolve complaints effectively, locally and with a spirit of conciliation.

#### Principles

- The complaints procedure is based on the principles of Natural Justice. Consequently, anonymous complaints will not be accepted.
- Complaints and appeals will be resolved as swiftly as possible at no cost to the student.
  - If more than 60 days are required to finalise a complaint or appeal, the complainant/appellant will be notified in writing including reasons why more than 60 calendar days are required.
- Students are entitled to have a support person with them during the complaints and appeals process.
- FashionMasters will respond to any complaints or appeal the overseas student makes regarding dealing with FashionMasters, FashionMasters' education agents or any related parties that FashionMasters has an arrangement with to deliver the overseas student's course or related services.
- The aim of the FashionMasters complaints process is to prevent unnecessary delay, whilst ensuring a full and fair assessment of the circumstances of any individual complaint.
- Complaints provide an important source of feedback on FashionMasters' performance. As such, FashionMasters will monitor the registration of complaints and the progress made towards resolution. Complaints and Appeals are also reviewed annually to identify any trends or issues that can be resolved at institutional level.
- If a decision is made in favour of the student, FashionMasters will immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision.
- All complaints are treated confidentially and privacy will be maintained as required by the law.
- Students have a right to complain to relevant external bodies at any point during FashionMasters' complaints and appeals process, however students are encouraged to exhaust internal processes before seeking external recourse.

#### Lodging a complaint

- Any student who feels they have been treated unfairly or unhappy with a FashionMasters service can lodge a complaint.
- The following steps should be taken:
  - In the first instance, the student should have an informal discussion with the party involved, where possible. If the student is uncomfortable or unable to do so, they are encouraged to informally raise the matter with the head of the particular department or the Campus Director. Where the matter is of an academic nature, students are encouraged to speak to the relevant Program Manager.
  - Prior to initiating the formal complaint and appeal process, the student and staff involved are encouraged to informally find solutions to issues raised. It is expected that many concerns will be resolved in the first instance.
  - A meeting with the student is organised and the FPC (First Point of Contact) will discuss the student's query and document the meeting if required. Details of the meeting will be entered in the student's efile and relevant notes added to the student management system.
  - The table below provides some guidance as to where queries should be addressed in the first instance.

Informal Resolution Process	
Type of enquiry/complaint	FPC (first point of contact)
Query about results	Teacher

Fee refund request	Administration Manager
Complaints against academic staff	Program Manager
Complaints against administration staff	Program Manager
Complaint about another student	Program Manager

- The first point of contact will make every effort to resolve the student's query and will communicate the outcome to the student by email or verbally depending on the nature of the outcome.

### ***When a complaint becomes a Formal Complaint***

- If the issue raised by the student cannot be resolved informally, the student is invited to put in a written complaint using FashionMasters' complaints form.
- In the complaints form, the complaint should be comprehensively documented including the following details:
  - the learner's name and contact details,
  - any relevant documentation, and dates, locations, and witnesses as appropriate,
  - any previous efforts to resolve the matter.
- A written complaint is deemed to be a formal complaint and must be submitted to FashionMasters for consideration and processing.
- Once FashionMasters receives a formal complaint, it will acknowledge the complaint in writing. The Complaint will then be reviewed by the Campus Director within seven days of receipt. The Campus Director must also record details of the Complaint in FashionMasters' Complaints and Appeals Register.
- The student may be invited to provide further information or discuss the matter with the reviewer.
- Generally, a decision will be made and conveyed to the student within 10 days of the formal complaint being acknowledged. Where resolution takes longer than the 10 days the student will be informed of the complaint's progress in the complaints process.
- Once the matter is resolved all parties will be notified of the resolution and outcomes of the complaint in writing. The correspondence will also outline avenues of appeal in the event the student is dissatisfied with the outcome.
- The complaint and outcome will be added into FashionMasters' Complaints and Appeals Register and documentation filed in the student's file.

### ***What is an appeal?***

An appeal is a process where a student disputes a decision made/ intending to be made by FashionMasters. This includes a decision made in regards to a complaint or where a penalty is to be imposed e.g. for failure to make satisfactory academic progress, failure to pay fees or for an act of misconduct.

### ***Lodging an appeal***

- If a student disagrees with a decision made by FashionMasters (or intending to be made based on a FashionMasters communication), they can submit a notice of appeal for a review of the decision.

### ***Grounds of appeal***

An appeal of a decision may be made on one or more of the following grounds:

- that new evidence of a relevant nature is available
- that the decision was made without due consideration of relevant facts, evidence or circumstances
- that there was bias, prejudice or a conflict of interest by the investigative or hearing body, or
- that some significant policy/procedural irregularity occurred in the investigative or hearing process.

To lodge a valid appeal, the student must have a valid enrolment. Where a student does not have a valid enrolment or where fees remain outstanding following a breach letter being sent to the student, FashionMasters reserves the right to summarily dismiss any other appeal from such a student, i.e. other than the first appeal against

a cancellation. This clause prevents vexatious appeals made by students intending to maintain their enrolment where fees remains unpaid.

*Students may not Appeal against Academic Results based on:*

- the course structure and assessment methods;
- student workload or the amount of work the student has done;
- financial implications of not passing the course;
- grades received by the student in other courses;
- the need for additional marks to enable a pass/better grade.

Where an appeal does not meet the abovementioned grounds, this may lead to the appeal being summarily dismissed.

- All notices of appeal must be submitted in writing to the Directors, 185 Spring Street, Melbourne and must be made within 20 working days of the initial decision being made.
- The appeal must set out the grounds of appeal and provide evidence supporting the grounds of appeal or any new information not previously provided in support of the complaint. It should also specify the outcome sought. There is no cost incurred for the appellant during the appeals process and parties will not be discriminated or victimised during the complaint/appeal process.
- Upon receiving a notice of appeal FashionMasters will acknowledge the student's appeal in writing and record details of the Appeal in the Complaints and Appeals Register.
- Every attempt will be made to resolve the dispute within 10 working days of the date of the notice of appeal. Where there are delays to this timeframe, the student will be kept informed as to the progress of the matter.
- All appeals are reviewed by the Board of Directors or their delegate.
- No member of the appeal process will have been previously associated with the complaint.
- Once a decision is made on the appeal, the student will be provided with a written statement outlining the outcome of the appeal and giving reasons for the decision. The student will also be advised that they can access external complaints and appeals processes for review of the decision should they see it fit.
- If the student is not satisfied with the outcome of the appeal s/he may lodge an external appeal or complaint with a relevant third-party organisation. Refer to Appendix A for a list of useful contacts.

## **Record Management**

- Any determination made in relation to a formal complaint or an appeal will be documented in the Complaints and Appeals Register.
- Complaints and Appeals records will be maintained for five years for audit purposes.

## **Appendix A: External contacts**

Provided below is a list of contacts that students may approach for external resolution of complaints and/or appeals regarding their study at FashionMasters. The list is not exhaustive. Before contacting these groups, students should ensure they have exhausted internal avenues within FashionMasters.

- Overseas Students Ombudsman (international students) - <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.
- Domestic students may request mediation through Resolution Institute <https://www.resolution.institute/> (Fees Apply. Please refer to website. Fees are split 50/50 between both parties. FashionMasters will reimburse any fees paid by student if resolution is found to be in favour of the student)



## **Monitoring Course Progress Policy and Procedures**

### **Scope**

This policy is applicable to Holmes Commercial Colleges (Melbourne) Ltd (hereafter referred to as FashionMasters) courses.

### **Purpose**

FashionMasters is committed to providing all students maximum opportunity to develop and demonstrate the competence required to achieve their educational aspirations. The purpose of this Policy is to provide information on the:

- rules for meeting course progress requirements under the ESOS Act 2000 and National Code 2018.
- identification of students who are, or are 'at risk' of, failing to meet course progress requirements
- intervention strategies to ensure that students have access to appropriate support mechanisms
- processes relating to the exclusion of students who fail to meet satisfactory course progress requirements.

### **Policy Statements**

- FashionMasters students are advised of their responsibilities to meet their visa requirements prior to enrolment, at Orientation and in the Student Handbooks.
- All students are encouraged to make use of FashionMasters support services to enhance the outcomes of their studies.
- FashionMasters systematically records all enrolled students' attendance and course progress in order to:
  - o assist students to meet their study goals,
  - o ensure the course is suitable for the student by monitoring their engagement early in all study periods
  - o assist international students to satisfy relevant conditions in their student visas, such as maintaining satisfactory course progress, and completing their studies within the expected duration set out in their Confirmation of Enrolment (CoE).
- FashionMasters will maintain accurate and systematic records of attendance and course progress results.
- FashionMasters will initiate an intervention process for students identified as making unsatisfactory course attendance and/ or unsatisfactory course progress.
- The intervention process is undertaken to support students to better engage with their studies so as to improve their academic progress.
- An Intervention strategy will be implemented if a student o
  - o Fails to attend less than 85% of scheduled sessions
  - o Fails to submit progressive assessments during a delivery period of 18 weeks depending on the course
  - o Fails to attend scheduled classes on 5 consecutive days without valid reason – to be determined by the Campus Director
  - o Fails more than 50% of completed units in a given study period of 18 weeks
- Students who have been placed on an intervention strategy will be considered to be on Academic Probation
- Students who do not fulfil the requirements of the Intervention Strategy may be provided with an Intention to Report warning, inviting them to provide reasons for them not to be reported via PRISMS for not meeting course requirements.

### **Reporting via PRISMS in accordance with Standard 8 of the National Code of Practice 2018.**

- In implementing this Policy, the monitoring interval for the purpose of meeting visa requirements will be a study period. The length of a study period in a FashionMasters course is 18 weeks.
- Students who fail to complete more than 50% of the units studied in a study period will be issued with an Academic Probation letter outlining that the student is at risk of not completing the course within expected duration and for that reason is being placed on Academic Probation.
- FashionMasters may cancel a student's Confirmation of Enrolment (CoE) and report a student for not

meeting course progress requirements to the Australian Government via PRISMS if:

- o the student fails to engage with the Intervention process or to follow FashionMasters' Intervention Strategy, **and** /or
  - o continues to fail to maintain satisfactory course progress in a subsequent study period.
- FashionMasters will only cancel a student's CoE and report a student for unsatisfactory course progress in PRISMS if:
    - o the student has been provided with an Intention to Report (ITR) warning and at least 20 working days have elapsed;
    - o the internal and external complaints processes have been completed and the decision or recommendation supports FashionMasters; or
    - o the student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
    - o the student has chosen not to access the external complaints and appeals process, or
    - o the student withdraws from the internal or external appeals processes by notifying FashionMasters in writing.

## **Procedural Statements**

### **Monitoring Course progress requirements**

- At the end of each study period, students who have failed to meet course requirements, by failing more than 50% of the units they were enrolled in will be identified for intervention.
- The intervention process will be initiated by:
  - o Written notification to each student identified as 'at risk', inviting them to meet with the Program/ Academic Manager or relevant designated staff to develop a formal strategy and/ or referral to support services provided by FashionMasters. This Intervention Strategy aims to ensure the student's future academic success.
  - o In the case of student under the age of 18, the Intervention Strategy letter is also sent to the student's parent and care provider.
- An Intervention Strategy may include:
  - o Access to academic support
  - o Discussion of the student's suitability in studying a particular course
  - o Agreement on revised study plan
  - o Referral to personal guidance counsellors (internal or external)
  - o Ongoing monitoring of the student, e.g. compulsory meetings with staff member/s
  - o A recommendation that a period of deferment or temporary suspension of studies be taken
  - o Any other support mechanisms that FashionMasters and the student reasonably determine.
- The Intervention Strategy will outline information regarding implications of ongoing unsatisfactory attendance and/ or course progress, and FashionMasters' complaints and appeals process – in case the student wishes to appeal the necessity for intervention.
- All discussions and activities with students relating to the intervention process must be recorded in the student management system and the individual student's records. This includes referrals to internal and external support services and any formal letters or copies of Intervention Strategies.

### **Ongoing unsatisfactory course progress**

- Where a student fails to maintain satisfactory course progress after an Intervention Strategy is implemented or where a student fails to participate in the Intervention process, or where they do not successfully complete at least 50% of units studied in the subsequent study period then an Intention to Report Notification (ITR) will be sent to the student (and to their welfare provider in the case of a student under 18) notifying them that they are to be reported to the relevant Government Department via PRISMS.
  - o The student will be advised they have 20 working days to access FashionMasters' complaints and appeal process.
- Possible outcomes of appeals process include:
  - o Appeal upheld, because:
    - a) there was an administrative error made in calculation and the student has made satisfactory progress. In this case, no further action will be taken.
    - b) there are compassionate or compelling reasons for lack of progress. Intervention strategy to be implemented to support student.

- o Appeal dismissed, in this case the student is reported for failing to meet course progress via PRISMS.
- All documentation relating to appeals must be filed in the student's records.

### **Monitoring Completion within expected duration**

FashionMasters implements the following in order to ensure that students are in a position to complete the course within the expected duration as specified on the student's CoE:

- **VET courses:** students participate in the complete program which includes a minimum of 20 scheduled hours of course delivery per week. VET students also have their attendance monitored to ensure they are sufficiently engaged with their program to promote academic success.

### **Extending CoE Duration**

When it is evident that a student will not complete their course in the expected duration specified in their CoE, FashionMasters may take steps to issue a new CoE where it is clear the student will not complete the course as a result of:

- Evidenced compassionate and compelling circumstances. These are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
  - o Serious Illness or injury;
  - o Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
  - o Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
  - o Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student.
- Having FashionMasters' intervention strategy implemented.
- Taken an approved deferment or suspension of study.
- Having failed occasional units but not sufficient to be identified by FashionMasters' intervention process.
- FashionMasters being unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- Where FashionMasters decides to extend the duration of the student's study, FashionMasters will report via PRISMS within 14 days and/or issue a new COE if required.

Note: If FashionMasters extends the duration of the student's enrolment, affected students are encouraged to contact the Department of Home Affairs (DHA) to seek advice on any potential impact on their visa. More information about the Student visa (subclass 500) is available on the Department of Home Affairs website (<https://www.homeaffairs.gov.au/Trav/Visa-1/500->).

### **Refusal to Extend Duration**

- When it is evident that a student will not complete their course in the expected duration and the above conditions are not met, FashionMasters may issue an Intention to Report Notice (ITR).
- If the student does not appeal the ITR in 20 working days from the date of the notice or where the student's appeal is unsuccessful, the student's COE will be cancelled.

### **Course Duration Administration**

- Where a student is applying for an extension to the duration of the course, relevant documentation must be presented to the Campus Director for approval and placed on the student's e-file.

### **Miscellaneous: Online courses**

- FashionMasters' does not provide distance education or online learning. If at any time FashionMasters' provides online education opportunities, this will be supplementary to the normal program study expectations and will not exceed 33.3% of the normal program.

### **Related Policy documents**

- Student Support Policy
- Complaints and Appeals Policy and Procedures
- Management of U18 International Students Policy and Procedures
- Deferral, Suspension and Cancellation Policy and Procedures

## **Refund Policy and Procedures**

### **Scope**

This policy is applicable to Holmes Commercial Colleges (Melbourne) Ltd (hereafter referred to as FashionMasters) courses. For VET Student Loans (VSL) Course Fees please refer to VET Student Loan Re-credit Policy and Procedures

### **Policy and procedural statements**

Student refund requests must be in writing, addressed to the Admissions Office and include evidence supporting the request. All requests will be responded to within 28 days of receipt of request. If a refund is approved all refunds will be paid within 14 days of the approval. If FashionMasters is unable to commence, continue or complete the delivery of a course tuition fees will be refunded within 14 days. All refunds will be paid to the person with whom FashionMasters has a contract unless written authority is received by FashionMasters to pay another party. In the case of students who have paid fees via a recruitment agent, refunds will be paid to the agent's account unless student authorises otherwise.

### **Accommodation**

Accommodation fees will be refunded provided two weeks' notice is given before the commencement date of the homestay. If students cancel accommodation within two weeks before homestay commences, two weeks homestay fees will be deducted from the refund. Once in homestay, students must give two weeks' notice; otherwise, two weeks homestay fee will be deducted from the refund.

### **Visa Rejection**

Tuition fees are refunded if a visa application is rejected. Enrolment and accommodation support fees are not refundable. Where a student's visa is refused in Australia making them ineligible to study for a course they are currently studying, a refund of unused tuition will be granted on a pro rata basis.

### **Withdrawal**

If an enrolment is cancelled more than 28 days prior to commencement of the course there will be a cancellation fee equivalent to 25% of tuition fees paid. If an enrolment is cancelled within 28 days of commencement of the course, or the student does not commence on the agreed date, or withdraws from the course once it has commenced there will be no refund.

### **Deferral**

Where a student has been granted a deferral prior to commencement of a course or semester, tuition paid will be transferred to the subsequent study period. Where the student does not take up his/her place in the subsequent study period, a refund will only be payable if the student visa is not granted.

### **Suspension**

If a course suspension is approved before the census day for that semester, all fees paid for that semester will be held in credit. If the student has enrolled in subjects and the course suspension is approved after census date the unused portion of tuition fees paid will be held in credit. Where the student does not take up their place in the subsequent study period, a refund will only be payable if the student visa is not granted.

### **Misconduct**

Where a student's enrolment is cancelled because of misbehaviour or breaching of visa conditions there will be no refund.

### **Provider default**

Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. In the unlikely event that FashionMasters is unable to deliver your course in full, you will be offered a refund of any unused course money you have paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a full refund of unused course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If FashionMasters is unable to provide a refund or place you in an alternative course the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you, or, if this is not possible, you will be eligible for a refund as calculated by the Fund \_\_\_\_\_

Manager.

## ***Student Deferral, Suspension and Cancellation Policy and Procedures***

### **Scope**

This Student Deferral, Suspension and Cancellation Policy and Procedures applies to all Holmes Commercial Colleges (Melbourne) Ltd (hereafter referred to as FashionMasters) students.

### **Purpose**

This Policy provides information on:

- How and when students enrolment patterns can be varied, and
- The processes that need to be followed in varying a student's enrolment.

### **Definitions**

In this policy the following terms have the outlined meanings:

- Deferral, that is a postponement of commencement of a course
- Suspension, that is the temporary postponement of enrolment during a course
- Cancellation, referring to a cessation of enrolment in a course.

### **Policy Statements**

The following must occur for a student's enrolment to be deferred, suspended or cancelled:

- 1) Students wishing to defer, suspend or cancel their enrolment must apply in writing on the "Student request to defer suspend or cancel a course form" which must be supported by supporting evidence.
- 2) The student must also meet one of the following conditions:
  - Unavailability of a course/ pre-requisite subject
  - Visa delay
  - Evidenced compassionate and compelling circumstances. Compassionate or compelling circumstances are situations generally beyond the control of the student which have an impact on the student's course progress or wellbeing. These could include but are not limited to:
    - o Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
    - o Bereavement of close family members such as parents or grandparents (where possible, death certificates should be provided);
    - o Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
    - o Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

NB - Supporting documents verifying the compassionate and compelling circumstances must be provided together with the application e.g. Medical Certificates or police reports and be kept on the student's file.

Once an application is received, FashionMasters will:

- Acknowledge the application, and
- Assess the application and make a decision within seven (7) business days.
  - o Where an application is successful FashionMasters will notify the student of the outcome in writing and update enrolment information in the Providers Registration and International Student Management System (PRISMS) database. The overseas student will also be advised to seek advice from the Department of Home Affairs (DHA) of the potential impact on their visa.
  - o Where an application is unsuccessful, FashionMasters will notify the student of the outcome in writing and inform them of the reason for the decision as well as their right to access FashionMasters' complaints and appeals process within 20 days of the decision.
- All decisions to defer, suspend or cancel an overseas student's enrolment will be recorded in PRISMS and the student's file.

### **Procedural Statements**

#### **A. Student initiated deferral, suspension or cancellation Deferral prior to commencement**

- New students may defer their enrolment only once, subject to FashionMasters' prior approval.
- FashionMasters will generally allow new students to defer the start of their course to the following intake.
- Students should note that tuition fees and administrative fees may change when and if a new offer of enrolment is provided.
- When the deferral is processed the student will receive a revised Letter of Offer and Confirmation of Enrolment (CoE).

### **Suspending an enrolment**

While it is not advised, in some situations students may need to, or may request to, take leave of absence during a study period. Students should contact FashionMasters if they:

- wish to take leave of absence from class for 5 or more consecutive days; or
- expect to miss the start of a course of study.

If a student needs to be absent for an extended period and is unable to maintain their academic progress, they may need to discuss suspending their studies with a FashionMasters representative.

- All applications to suspend study should be submitted at least 14 days prior to the proposed suspension date.
- The maximum suspension period is six (6) months. Extensions beyond this time will only be granted in exceptional circumstances and on FashionMasters' complete discretion.

### **Cancelling an enrolment**

- A student can cancel their enrolment with FashionMasters in writing. NB – financial consequences may apply in accordance with the student's written agreement (signed Offer Acceptance) and FashionMasters' Refund Policy.
- Generally, a student will be granted a release if the student has completed the first six months of their principal course or where they meet other conditions outlined in Standard 7 of the National Code. See Student Transfer and Release Policy.

### **VET Student Loans Withdrawals**

Students who have accessed VET Student Loans, can withdraw from the course or part of the course. Once the student's intention is determined, FashionMasters will inform the student in writing of the debt they have incurred for any units of study which census dates have passed.

The date the student contacts FashionMasters requesting withdrawal, will be considered as the "date for withdrawal" for the determination of the student's debt.

If a student withdraws after enrolling into a VET Student Loan enabled qualification on or before the census date the student will:

- receive a refund of 100% of tuition and resource fees paid for the study period, and
- not incur a Commonwealth VET Student Loan debt, if they have taken a VET Student Loan.

If the reason for withdrawal stated by the student could be considered as special circumstances, the student will be provided with the recrediting procedure for their consideration. Please refer to [FashionMasters VET Student Loans Re Credit Policy](#)

### **U18 Students variation of enrolment**

- All students under 18 years of age wishing to defer, suspend or cancel their course must in addition to the above requirements supply a written request from their parent or legal guardian at the time of application.
- Adequate welfare and accommodation arrangements must be in place before any modification of their enrolment will occur.

Deferring, suspending or cancelling an enrolment may affect a student's visa where applicable. All international students should contact their nearest DHA office or refer to <https://www.homeaffairs.gov.au/> for further information.

## **B. Situations when FashionMasters may defer, suspend or cancel a student's enrolment**

- FashionMasters may defer the commencement of a course when a course is not offered.
- FashionMasters may cancel or suspend your enrolment for:
  - o Misconduct – where behaviour of a student:

- Has been in serious breach of a college rule
- Is in breach of enrolment conditions
- Is considered to provide a threat to the wellbeing of other students or staff
- o Failing to meet the requirements of the Course Progress and Monitoring Policy (and Standard 8 of the National Code).
- o Non-payment of tuition fees
- o Non-commencement or non re-enrolment in a compulsory study period.

### **Fashionmasters' obligations when varying an U18 student's enrolment**

When FashionMasters seeks to vary an U18 student's enrolment, a copy of the notice of Intent to Defer, Suspend or Cancel Enrolment will be forwarded to the parents or legal guardian. FashionMasters will liaise with the parents or legal guardian to achieve the best possible outcome.

FashionMasters will continue to check the suitability of accommodation and welfare arrangements until:

- The student has been accepted by another registered provider and that the registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
- The student leaves Australia; or
- Other suitable arrangements are made that satisfy migration regulations; or
- FashionMasters reports to DHA via PRISMS that it can no longer approve the arrangements of the student.

### **Cancelling enrolment**

Where a suspension or cancellation is initiated by FashionMasters, affected students will receive a notice of Intention to Report. This notice will clearly identify that a student has 20 working days to access FashionMasters' internal complaints and appeals process. When the appeals process is initiated, FashionMasters will maintain the student's enrolment until the internal appeals process is complete.

The suspension or cancellation of a student's enrolment initiated by FashionMasters will be entered into PRISMS on completion of the 20 working days or at the end of the appeals process if the appeal is not upheld. If a student does not commence a course or does not reenrol in a compulsory study period (without prior approval) the student will be deemed to have notified cessation of studies and the relevant COE/s will be cancelled without further notice.

Students should note that a suspension or cancellation of a CoE may impact the student's visa. Students should thus seek advice from the Department of Home Affairs on the potential impact to their visa as a result of this change in course.

### **VET Student Loans Withdrawals**

Students who have accessed VET Student Loans, can withdraw from the course or part of the course. Once the student's intention is determined, FashionMasters will inform the student in writing of the debt they have incurred for any units of study which census dates have passed.

The date the student contacts FashionMasters requesting withdrawal, will be considered as the "date for withdrawal" for the determination of the student's debt.

If the reason for withdrawal stated by the student could be considered as special circumstances, the student will be provided with the recrediting procedure for their consideration. Please refer to FashionMasters VET Student Loans Re Credit Policy

## ***Transfer Between Providers (International Student)***

Registered providers are restricted from enrolling transferring students prior to the student completing six months of his or her principal course of study except for the circumstances outlined below. Registered providers, from whom the student is seeking to transfer, are responsible for assessing the student's request to transfer within this restricted period. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student.

### **Policy**

FashionMasters is committed to abide by and implement a transfer policy in accordance with the National Code 2018. The National Code restricts the movement of students to an alternative provider up to and including the first six months of the student's principal course. The request for transfer or release from a course will not incur a cost to the student.

### **Procedure**

All current students requesting information regarding transfer must be referred to the Campus Director or, in their absence a senior member of staff.

- Student must have a valid enrolment offer from another provider
- Request must be in writing
- Under 18 students must have a letter in writing from their parent requesting the transfer and written confirmation that the registered provider will accept the responsibility for approving the student's accommodation, support and general welfare arrangements.

FashionMasters will consider each request and provide a written response to the student.

Request for transfer may be refused for the following reasons:

- Basis of application is not deemed to be exceptional circumstances relating to the welfare of the student.
- The transfer may jeopardize the student's progression through a package of courses
- Student has not utilized support services and academic resources.
- The student is intending to avoid being reported to DIBP for failing to meet attendance or academic progress requirements.
- Valid offer letter has not been received
- Transfer perceived as detrimental to student
- Under 18 requirements have not been met according to the National code

Request for release may be approved in exceptional circumstances where it is considered in the best interests of the student, academically or personally.

The Campus Director will assess the request and respond in writing within 10 working days. If the request is refused the student has 20 days to appeal via the Appeals, Complaints and Disputes process.

Result of the request for release will be recorded on PRISMS.

### **Student wishing to apply to FashionMasters**

FashionMasters staff must not actively recruit any student who is not eligible to transfer providers as a result of their being in the first 6 months of their principal course.

A Letter of Offer may be provided to a student who is requesting a place at FashionMasters. In discussion with the student, staff should ascertain if the student has a valid visa and the commencement date of the principal course in order to determine if the student is subject to a no transfer clause. If applicable staff must inform student of the requirement to obtain a letter of release from the current provider before a valid enrolment can commence. Exceptions to this requirement are where

- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course.
- Any government sponsor of the student considers the change to be in the best interest and has provided written support for the change.



## **APPENDIX C – Information for International Students**

### General Entrance Requirements for International Students

In addition to the specific requirements for each course as determined above international students must also meet the following requirements.

The student is bona fide or genuine student who:

- Seeks temporary entry to Australia and will abide by visa conditions;
- Is a genuine applicant for entry and stay in Australia as a student;
- Is of good character;
- Is of sound health;
- Has sufficient funds to support themselves and members of their family unit in Australia, for the duration of their course;
- Is willing to pay overseas student health cover.

Students from some countries may need to undergo a Pre-Visa assessment before they forward tuition fees. FashionMasters is unable to confirm an offer to such students without a PVA.

At the time of enrolment it is imperative that the student provides documentation to prove that the student meets Institute's Entry Requirements and the General Conditions as stated above.

#### **Students will be asked for documentation to prove or verify**

- English level relevant to their proposed program of study;
- Academic entry requirement;
- If the student has studied in Australia previously they must have:
- Proof that they have met the previous course requirements;
- A satisfactory attendance certificate for the duration of their study;
- Evidence that all fees were paid for that course.
- If the student has not completed the previous course studied in Australia a release letter must be obtained from the previous provider;
- The student falls within DIBP (The Department of Immigration and Border Protection) guidelines for onshore students and the appropriate visa conditions;
- The student has read and understands Institute's terms and conditions of enrolment.

### **Living in Australia**

FashionMasters has been a leader in the provision of Australian education for many years. During this time the company has had an impressive record as a private provider of high quality training to both Australian and international students. 100% Australian owned, is proud to be one of the largest and most well regarded private educational institutions in Australia.

### **Melbourne**

Melbourne – elegant, European, wealthy, conservative – is internationally recognised as the world's most liveable city. Melbourne can boast the best restaurant and cafe society in the Southern Hemisphere, the home of major cultural events and considered the sporting capital of Australia.

A four season climate, the greatest concentration of research and technology universities in Australasia and the business centre of the nation, all make Melbourne the most wonderful of experiences.

<http://visitvictoria.com/>

### **Accommodation**

#### **Homestay**

Our most popular type of accommodation is **homestay**. Can arrange Homestay accommodation. Highly recommends that students visiting Australia for the first time stay in an Australian home. It is an excellent way to settle into the country and improve your English. Homestay is a wonderful opportunity for the student to live with, and become part of an Australian family.

Most Australian families live in suburbs surrounding the city and so students usually can expect to travel at least 20 to 45 minutes to school each way.

While in a homestay, the student is a member of the family. They will be expected to spend some time with the family and possibly complete some small tasks around the house. It is not a hotel! In the same way, the host

family will include the student in its daily and weekend activities, and treat them like a son or daughter.

#### Hostels & Guest Houses – Temporary Accommodation

Available from A\$25 per day to A\$400 per week. Prices depend on if meals are served or if there are kitchen facilities, and on whether the students share a room. This can be arranged by the Institute before your arrival with the payment of the Accommodation Placement Fee.

#### Lease and Shared Accommodation

It is important to consider the full range of costs and responsibilities with leased accommodation. The demand is usually high and ranges generally from AUD80 – AUD 550 per week unfurnished or AUD100 – AUD600 per week furnished depending on the size, condition and location of the house/apartment. Shared accommodation also varies greatly in price. FashionMasters will provide assistance in helping you find this accommodation once you have arrived.

#### Reception Services

If you would like us to meet you when you arrive in Australia, please let us know when you enrol. There is a cost involved with this. A representative will then meet you at the airport and transfer you to your pre-arranged accommodation.

#### Cost of Living

Students relocating to Australia should keep in mind the following costs when they undertake studies. When calculating the cost of living in Australia, students must also budget for food, health care, transport, books, clothing and entertainment.

The following should only be used as a guide as spending may differ depending on the student's lifestyle. Cheaper no frills brands can reduce food costs for students, as can shopping at markets.

Approximate Living Costs	Melbourne
Student Studio Apartment (weekly)	A\$150-250
Share House rental (weekly)	A\$80-150
Overseas Student Health Cover*	A\$342
Public Transport (weekly)	A\$28
Films/Movies	A\$15-20
Music Concerts	A\$60-130
Food - bread 700g	A\$3.20
Food - milk 1lt	A\$1.80
Food - cheese 500g	A\$3.50
Food - rice 1kg	A\$2.60
Food - Big Mac	A\$4.50

Prices include goods and services tax. \* Overseas Student Health Cover OSHC

Australian Government Requirement - cost varies depending on duration of cover. Prices are subject to change. It is recommended that students allow a minimum of A\$15,000 per year to cover their cost of living. Students are advised to have access to A\$2,000 to cover settling in costs such as food, transport and personal items if not already prepaid on enrolment.

Students will be required to purchase books and equipment relevant to their course of study. These costs are not included in course fees.

Medical and Health

#### Overseas Student Health Cover - (OSHC)

The Australian Government requires all holders of a student visa to have approved health cover for the duration of their visa. Overseas Student Health Cover (OSHC) is invoiced to all students initially and when you commence studies, you will be issued with your Membership card. Exemptions to the OSHC requirement are Norwegian Students and Swedish students whose insurance is provided by CSN International.

FashionMasters chooses to use Allianz Global Assistance as its insurer. Allianz Global Overseas Student Health Cover is approved by the Australian Commonwealth Department of Health and Aged Care.

<https://www.oshcallianzassistance.com.au/default.aspx>

Overseas students who are not on a student visa are advised to arrange travel/medical insurance prior to departure for Australia.

### **School-Aged Dependents**

If you are an international student to be accompanied by school-aged dependants it is your responsibility to ensure that they are enrolled in a school. If they are enrolled in either a government or a non-government school you will be required to pay full fees.

### **Driving in Australia**

If you have a driver's licence from another country, in English or with an official translation, you are allowed to drive for your first three months as a resident in Australia. After the three months, if you want to drive, you will need to have the appropriate driver's licence. To get one you will usually need to pass a knowledge test, a practical driving test, and an eyesight test. In Australia, drivers' licences are issued by state and territory governments.

Driving in Australia is on the left-hand side. All drivers in Australia are expected to obey traffic and drink driving laws.

The penalties for breaking traffic laws can be severe. These may include expensive fines, losing your driver's licence or imprisonment. The laws are very strict about driving over the speed limit (speeding) and driving after drinking alcohol (drink driving).

<http://www.vicroads.vic.gov.au>

### **Australian Laws**

In Australia, there are many laws to help maintain order and a civil society. If you are unsure what the law is, it is best to ask someone. Knowing some common laws will help you to adapt to your new life in Australia.

<http://www.immi.gov.au/settle/states/laws.htm>

<http://www.alcoholguidelines.gov.au/>

### **Weather**

Nearly a third of Australia is in the tropics and the rest is in the Temperate Zone. Summer is from December to February; autumn from March to May; winter from June to August; and spring from September to November.

*General Climatic conditions:*

Melbourne – warm summer, cool winter with an average summer temperature of 25 degrees - occasionally up to 40 and an average winter temperature 14 degrees;

<http://www.bom.gov.au>

### **World Times**

Australian Eastern Standard Time is GMT plus 10 hours. From October until April, Victoria changes to Daylight Saving time, which is when we move the clocks forward 1 hour making it GMT plus 11 hours.

<http://www.timeanddate.com/worldclock/>

### **Policies and Procedures for International Students**

International students are required to adhere to a number of policies and procedures determined by the Australian government. Providers of courses to international students and the international students studying those courses are bound by the Education Services to Overseas Students (ESOS) Act and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

### **The ESOS Framework**

Please refer to the Australian Government explanation of how the Education Services to Overseas Students Act 2000 works.

[http://www.aei.gov.au/AEI/ESOS/QuickInfo/ESOS\\_Framework\\_pdf.pdf](http://www.aei.gov.au/AEI/ESOS/QuickInfo/ESOS_Framework_pdf.pdf)

### **Attendance monitoring for all students**

Policy

We expect you to attend all classes and excursions. Please notify your educator of any absence. If there is a medical reason for absence, please present a medical certificate to Student Services in order to substantiate such a claim.

International students are required to attend 20 hours of scheduled classes per week.

If personal circumstances prevent you from attending classes, contact Student Services as soon as you are aware of the problem.

## Appendix D - List of Helpful Websites

### Government Departments

Skills First	<a href="http://www.skillsfirst.vic.gov.au">http://www.skillsfirst.vic.gov.au</a>
VET Student Loans	<a href="http://www.studyassist.gov.au">http://www.studyassist.gov.au</a>
Department of Immigration, and Border Protection (DIBP)	<a href="http://www.immi.gov.au">http://www.immi.gov.au</a>
Study in Australia	<a href="http://www.studyinaustralia.gov.au">http://www.studyinaustralia.gov.au</a>
Australia and Overseas Embassies and Missions	<a href="http://www.immi.gov.au/contacts/overseas.htm">http://www.immi.gov.au/contacts/overseas.htm</a>
The Department of Education	<a href="http://www.education.vic.gov.au">http://www.education.vic.gov.au</a>
Department of Foreign Affairs and Trade	<a href="http://www.dfat.gov.au">http://www.dfat.gov.au</a>

### Tourist Information Services

Australian City Search	<a href="http://www.citysearch.com.au/">http://www.citysearch.com.au/</a>
Australian Street Maps	<a href="http://www.whereis.com.au/whereis/home.jsp">http://www.whereis.com.au/whereis/home.jsp</a>
Australian Tourist Commission	<a href="http://www.australia.com/">http://www.australia.com/</a>
Victoria	<a href="http://www.visitvictoria.com/">http://www.visitvictoria.com/</a>
New South Wales	<a href="http://www.visitnsw.com.au/">http://www.visitnsw.com.au/</a>
Brisbane	<a href="http://www.ourbrisbane.com/">http://www.ourbrisbane.com/</a>
Gold Coast	<a href="http://www.goldcoasttourism.com.au/">http://www.goldcoasttourism.com.au/</a>
Cairns	<a href="http://www.cairns.qld.gov.au/tourism/">http://www.cairns.qld.gov.au/tourism/</a>
Australian Weather	<a href="http://www.bom.gov.au">http://www.bom.gov.au</a>
World Times	<a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a>
Currency Conversions	<a href="http://www.xe.com/">http://www.xe.com/</a>

### Airport/Airlines Information

Melbourne	<a href="http://www.melbourneairport.com.au/">http://www.melbourneairport.com.au/</a>
Sydney	<a href="http://www.sydneyairport.com.au/">http://www.sydneyairport.com.au/</a>
Brisbane	<a href="http://www.bne.com.au/content/home.asp">http://www.bne.com.au/content/home.asp</a>
Gold Coast	<a href="http://www.goldcoastairport.com.au/">http://www.goldcoastairport.com.au/</a>
Cairns	<a href="http://www.cairnsport.com.au/airport/">http://www.cairnsport.com.au/airport/</a>
Qantas Airlines	<a href="http://www.qantas.com.au/">http://www.qantas.com.au/</a>
Virgin Australia	<a href="http://www.virginaustralia.com.au">http://www.virginaustralia.com.au</a>
Jetstar	<a href="http://www.jetstar.com/">http://www.jetstar.com/</a>

### General Services

Allianz Global Overseas	<a href="https://www.oshcallianzassistance.com.au/default.aspx">https://www.oshcallianzassistance.com.au/default.aspx</a>
Student Health Cover	<a href="http://www.whitepages.com.au">http://www.whitepages.com.au</a>
Sensis (White and Yellow Pages)	<a href="http://www.whitepages.com.au">http://www.whitepages.com.au</a>
Public Holidays	<a href="http://www.australiatravelsearch.com.au/trc/hols.html">http://www.australiatravelsearch.com.au/trc/hols.html</a>
Driving in Australia	<a href="http://www.vicroads.vic.gov.au">http://www.vicroads.vic.gov.au</a>
Laws in Australia	<a href="http://www.immi.gov.au/settle/states/laws.htm">http://www.immi.gov.au/settle/states/laws.htm</a>
	<a href="http://www.alcoholguidelines.gov.au/">http://www.alcoholguidelines.gov.au/</a>