

International Student Handbook

EdFlex™ Campus

Version 2 – June 11 2020

Ella Bache College Pty Ltd

Trading as

Ella Bache College Of Beauty Therapy

Ella Bache College Of Skin And Beauty Therapy

Stellar Learning

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International Student 24 Hour Emergency

Emergency 24 hr contact number for Ella Bache College is Pippa Hallas
0425368040

Emergency Telephone Numbers

Police, Fire, Ambulance – **000**

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Introduction

Welcome to the Ella Baché College of Skin and Beauty Therapy! We hope your time with us is enjoyable as well as being very rewarding. As a student at Ella Baché College of Beauty Therapy, you will have the very best tuition in theory and practical classes as well as the professionalism of a dedicated and caring team of educators.

Ella Bache College Pty Ltd (referred to as “Ella Bache College”) is a Registered Training Organisation (RTO) (RTO ID: 6704), which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA) which monitors & subjects Ella Bache College to regular external audit to verify adherence to these standards.

Ella Bache College is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol, and teach overseas students. (CRICOS Number 01474B). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Ella Bache College is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

About This Student Handbook

This information booklet is designed to provide you with information about the services provided by Ella Bache College and its approach to providing you a safe, fair, and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by Ella Bache College. This information is contained in the Course Brochure supplied separately

Ella Bache College offers one course to international students:

SHB50115 *Diploma of Beauty Therapy (CRICOS ID: 089073C) 52 weeks*



Company History and Overview

An Inspirational Brand

The Hallas Trading group of companies and the Ella Baché salon network have contributed to Ella Baché success. Ella Baché has become one of Australia's most respected skincare brands for several reasons:

- It was the first skincare franchise in Australia and remains the largest
- It is one of the oldest family owned skincare companies in the world
- It was the first to introduce a cold epil wax product to Australia
- It was the first renowned skin care range to use fruit-acid (tomatoes), lanolin, cod liver oil and grenoble walnut in its formulas
- It developed the first renowned locally produced suncare range promoting the Australian sporting lifestyle and trialled on Sydney's northern beaches
- It has a strong, loyal salon network where Ella Baché products and treatments are recommended and sold by superior beauty therapists.
- Ella Bache College of Skin & Beauty Therapy trains quality therapists for the Ella Bache network (Salons & David Jones stores) as well as the wider industry

Synonymous with integrity and results, Ella Baché products and treatments are recognised the world over for their quality and effectiveness. Created in France in 1936 by Madame Ella Baché, the brand has grown from a small shop on 8 Rue de la Paix, Paris, which still exists today, to an international skincare brand available in fifty-three countries.

At Ella Baché, we are strong believers in the philosophy that 'no two skins are alike' and are dedicated to finding non-invasive long term solutions for improving the condition and health of the skin. We prescribe skincare solutions for individual skin conditions, not just skin types. Our different solutions target various skin conditions such as dehydration, wrinkles, and acne prone skins. Each solution combines a series of products prescribed to achieve a desired result within the skin.

Madame Ella Baché

In Paris 1936, Madame Ella Baché, trained in pharmacy, was a cosmetic chemist and a determined businesswoman. She believed in improving the 'canvas of the skin,' rather than just creating a marketable product. Her philosophy of 'no two skins are alike' epitomises the Ella Baché approach to skincare and product development even today.

Her interest lay in the quality of the ingredients, the strength of the formula, and knowing the right skin to apply it to. Madame Baché firstly created a range of 'Classic' moisturisers, each one perfect for the range of different skin conditions regardless of ethnicity, or gender.

Edith Hallas

Edith Hallas, who was married to Madame Ella Baché's cousin George Hallas, loved Ella Baché's formulas. She also possessed a special passion for beauty therapy and believed that Australia needed educating in skincare and Ella Baché products for it to be truly understood. She brought Ella Baché products from Paris to Sydney in 1954 and walked straight into David Jones with the first cold epil wax in the world. She also remained committed to her ideal of beauty education throughout her lifetime and as a foundation pillar of the business she established in Australia opening the first Ella Baché College of Beauty Therapy in Sydney in 1963.

Education

“...to educate beauty therapists on the importance of understanding the skin before recommending skincare products know your product but first know your skin.”

Edith M. Hallas

Education has always been at the very heart of Ella Baché. Edith Hallas established the first Ella Baché College of Skin and Beauty Therapy in 1963 to teach aspiring beauty therapists her techniques and to provide career opportunities in the beauty therapy industry. The College not only built the foundation for Ella Baché's excellent reputation for training beauty therapists, but it raised the standards of the entire beauty industry within Australia and continues to do so today.

The Ella Baché College of Skin and Beauty Therapy is recognised nationally and internationally for providing unsurpassed vocational qualifications in beauty therapy. The College offers flexible study options, including full-time study on campus and the Stellar learning program which allows students to study in a blended mode. Ella Baché also offers regular postgraduate courses and seminars on beauty therapy and skincare techniques. We also provide management and marketing strategy information to keep salon owners and their staff up to date with the latest trends in product, treatments and the skills required to develop the business.

In every state, we also provide continuing professional education for the therapists in our Ella Bache salons and David Jones stores. Our energetic and expert team of Field Trainers are responsible for coaching and training salon teams so they deliver superior service and treatments. We offer an annual Post Graduate training calendar including product schools, specialised workshops and product launches in addition to on-going In Salon training.

Together the college trainers and assessors and the Field Trainers constitute Ella Bache's Education and Training Team across both the Undergraduate and Postgraduate programs. This synergy allows for college trainers to engage and interact with salons through regular visits with Field Trainers and for the Field Trainers to feedback salon expectations, market demands and other information vital to ensuring that the college graduates highly employable students with real time currency qualifications and capability which enables them to add value to a salons business from day one.

Recognising Excellence

Hallas Trading has a long history of recognising the excellence of graduating students. A number of awards are generously sponsored on an annual basis. Of note, the Edith Hallas award is the most coveted award within the college and within the whole Ella Baché network. This award is given to the student who displays a real passion for skin care, is a demonstrated team player, puts others before self, is a self starter/motivator and is well groomed and courteous at all times. The Edith Hallas Award commends the student who adds value to Ella Baché network and for their potential to be an outstanding therapist. This awards commemorates the tremendous respect that Edith Hallas had amongst beauty therapists, and still does to this day.

In additional Hallas Trading sponsors the Small Business award. This award recognises an excellent Ella Bache franchise based business plan, which is submitted as the assessment for the small business suite of subjects. Students need to demonstrate, innovative and intelligent ideas, that show realistic potential to blossom into a successful Ella Bache Salon.

The small Business Award recipient receives a \$10,000 grant which remains in a trust account. When the recipient is ready, it may be accessed for use in any capacity towards opening their own Ella Baché franchise. Ella Bache has a strong culture if successful women in Business and this award commemorates the entrepreneurial nature of Ella Bache and Edith Hallas, the founders of the company.

Community Engagement

Hallas Trading generously sponsors the college to be able to host an annual pamper day in support of the Northern Sydney Breast Cancer Network. Statistically 1 in 3 Australian men and 1 in 4 Australian women will be directly affected by cancer before the age of 75 (Australian Cancer Research Foundation), and the diagnosis of cancer is life-changing for a person. Ella Bache College students are provided with an opportunity to extend their skills and understanding of this specialisation. This empowers them with the confidence to play a vital role in the circle of care that is needed by people who are living with cancer: using techniques to help a person cope with cancer, its treatment, side effects and to feel better.

The Ella Bache Point of Difference

Ella Bache is the only College in Australia that is fully integrated with a global skincare brand

- Our students gain access to over 150 Ella Bache Salons and selected Ella Bache David Jones counters nationally offering work experience opportunities
- Our team of highly qualified and experienced educators are dedicated to sharing their passion for skincare, and ensuring that our students are inspired to the best they can be

Career outcomes - our course provides many career pathways and opportunities for our graduates. Many of our graduates are currently working as beauty therapists, salon managers and trainers. All students will find that an Ella Bache qualification is widely respected in many countries

Career pathways - Ella Bache College qualifications offer a huge range of career options in the skincare and beauty related industries including beauty salons (including Ella Bache salons), day spas, medical spas, and wellness centres

Career Pathways International - Ella Bache college qualifications, along with completing the optional ITEC qualification. The College offers a range of opportunities including On-campus recruitment sessions with **Steiner** who run spas on worldwide cruise ships or working with world leading skincare brands.

Academic pathways - Ella Bache College has had an articulation pathway agreement with Victoria University since 2009. Graduates gain credits from their Diploma of Beauty Therapy into the Bachelor of Dermal Sciences.

Organisational Arrangements

Administration Team	
Head of Education	TBA
Education Managers	Meredith Schaerf
Dermal Studies Coordinator	Meredith Schaerf
Course and Careers Advisor	Camilla Galagher
Student Services Manager	Kitty Li
Reception/Student Support	Amanda Jarvie
Education Team	
Trainer and Assessor (NSW)	Iwona Lehmann
Trainer and Assessor (NSW)	Jodi Keys-Jones
Trainer and Assessor (NSW)	Louisa Milton
Trainer and Assessor (VIC)	Deane Spark
Trainer and Assessor (QLD)	Emma Wilson

The **Chief Executive Officer (CEO)** of Ella Bache College acts as the administrative Head of Ella Bache College.

The **Education Manager** co-ordinates training to students and supervises the training team. She is responsible for ensuring the quality of the learning experience for students and maintaining compliance with the Standards for Registered Training Organisations, 2015 and the National Code.

The **Chief Financial Officer** is responsible for financial management of the college.

The **Student Services Manager** undertakes administrative duties, including data entry of student results and deals with student enquiries. She is responsible for ensuring the smooth functioning of reception, telephone and email enquiries and registrar duties. Student Services Manager also provides student support and welfare assistance to students as required.

Student Relations: Student Service Charter

Ella Bache College's Student Service Charter commits us to:

- being friendly, helpful, and respectful
- identifying ourselves when we speak to students
- listening carefully to what the students say to us
- providing efficient and prompt service
- providing accurate and consistent information in a way that is easily understood by students
- explaining step by step what students need to know and do to enable them to pursue their career pathways
- provide information or referrals to students on other services appropriate to their needs
- make it easier for students to access services
- maintaining appropriate confidentiality
- assistance to fix mistakes, where possible.

Ella Bache College Student Policies, Procedures and forms

This Student Handbook contains information and a summary of Ella Bache College policies and procedures for International students who are seeking enrolment into the College. International students may request access to any or all of the College policies and procedures and forms related to International Students at any time by contacting the Student Services at studentservices@ellabachecollege.edu.au.

The following Forms, Policies and Procedures are available on the College website here <https://www.ellabache.com.au/pages/resources> and in the Learning Management System at www.my.ellabachecollege.edu.au

– [Click Here](#).

Summary of Policies and Procedures:

Ella Bache College General Policies and Procedures:

- *Critical Incident Policy and Procedure*
- *Fees Policy*
- *Privacy Policy*
- *Complaints, Grievances and Appeals Policy and Procedure*
- *EEO and Discrimination Policy and Procedure*
- *Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy and Procedure*
- *Student Conduct Policy*

Ella Bache College International Student Policies and Procedures:

- *Deferring, suspending or cancelling of Overseas Student Enrolment Policy & Procedure*
- *International Student Monitoring Course Progress and Attendance Policy and Procedure*
- *International Student Transfer Policy and Procedure*
- *International Student Refunds Policy and Procedure*

Ella Bache College International Student Forms

- *Application for Credit Transfer Form*
- *Application for Deferment, Suspension/ Leave, Cancellation of studies*
- *Application for Refund Form*
- *Application for Remission of Fees Under Special Circumstances Form*
- *Complaints, Grievances and Appeals Form*
- *International Students Application to Transfer Between providers*

Forms, Policies and Procedures available on request

Students may request access to any or all of the RTO policies and procedures and forms at any time by contacting the Student Services at studentservices@ellabachecollege.edu.au

Key College and Course Information

Course Information for SHB50115 Diploma of Beauty Therapy

This qualification is for those who wish to be or are employed as beauty therapists in beauty salons, cosmetic clinics, medi-spas, and day spas, to provide consultation with clients to provide beauty advice, recommend beauty treatments and services, and sell retail skin-care and cosmetic products.

In this qualification you will learn how to provide a broad range of beauty therapy treatments and services including:

- Facial treatments
- Body massage and treatments
- Hair removal
- Lash and brow treatments
- Nail and make-up services
- Electrolysis and Diathermy
- Aromatherapy

Graduates of this qualification will acquire the skills to work autonomously, to be accountable for personal outputs and to apply sound judgement when planning and selecting appropriate equipment, services, and techniques.

EdFlex™ Campus Course Entry Requirements

Age

International students must be 18 years of age or above.

Students must provide evidence of the following published entry requirements as stated below:

Academic Entry Requirements:

- Year 12 or equivalent and above

English Language Entry Requirements:

- IELTS score 5.5 minimum (no lower than 5.0 in each band); **or**
- Cambridge First Certificate of English – Grade C (162-168); **or**
- TOEFL Paper based (PBT) score of 525; **or**
- TOEFL Internet based (iBT) score 70; **or**
- TOEIC (list/Read-620; Speak/Writ-260)

A prospective student does not need to provide evidence of an English test score with his/her application if one of the following applies:

- Prospective student is a citizen and holds a passport from UK, USA, Canada, NZ, or Republic of Ireland.

- Prospective student has completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland.
- in the 2 years before applying for the student visa, the prospective student completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while the prospective student held a student visa.

Language and Literacy Entry Requirements:

All prospective international students are also required to complete an ACER LLN assessment to assess their suitability & capacity to undertake the course to ensure they have an ACSF level at or above 'Exit level 3'. This will ensure that the student has the language and literacy skills to successfully achieve the Australian qualification and is an additional requirement to the above listed English Language entry requirements.

Physical capabilities:

- Physical capability to perform the role of a beauty therapist, this includes the ability to stand for lengthy periods of time.
- It is important to note that prior to practicing on clients, students are expected to perform treatments on each other during practical training sessions throughout the course.

Technology/Technology Literacy:

Students are required to provide their own laptop computer or device that is loaded with Microsoft Office 365 software or Open Office 365 (open source). Microsoft Office 2007 or above, and Microsoft Windows 2000 or Mac OS X, Adobe Acrobat Reader and Macro Flash Media.

Intermediate level computer skills are required that include using intermediate level Word features. Ability to produce and present word-processed documents/ reports and undertake internet research.

Attendance requirements:

This is a full time course consisting of:

- Face to face: 2 ½ days per week (20 hours) of face to face classes at the RTO campus over three x 15 week trimesters
- Self-study: 7 hours per week self-study including learning and assessment tasks x 45 weeks
- Work-placement: one day (6 hours per week) x 25 weeks – this commences in Trimester 2 and must be completed by Trimester 3.

Entry and Enrolment Process

These entry requirements will be confirmed and collected during the enrolment process.

All prospective students are required to participate in an interview with one of the Student Support Officers. The interview may be in person or via the phone/skype. The outcome of this interview together with the outcome of the ACER LLN test report with the completed interview will be forwarded to the Education Manager to assess their suitability & capacity to undertake the course.

Course Breaks.

Course breaks are scheduled at the end of each Unit of Study and vary according to Intake Dates. To verify your course break times please check the Census Dates Calendar on the college website

Qualification requirements and Delivery Schedule

Successful completion of the SHB50115 Diploma of Beauty Therapy, will provide graduates with 25 units of competency - 13 core units and 12 electives (comprised of 9 mandatory electives and 3 set elective units from one of two specialisation streams).

Unit Code and Title		Unit Type
TRIMESTER 1		
SHBBFAS001 Provide lash and brow services		Core
SHBBMUP002 Design and apply make-up		Core
SHBXWHS001 Apply safe hygiene, health, and work practices		Core
SHBBHRS001 Provide waxing services		Core
SHBBNLS001 Provide manicure and pedicure services		Core
SHBBFAS002 Provide facial treatments and skin care recommendations		Core
SHBXCCS001 Conduct salon financial transactions		Core
TRIMESTER 2		
SHBBHRS002 Provide female intimate waxing services		Elective
SHBBINF001 Maintain infection control standards		Elective
SHBBBOS002 Provide body massage		Core
SHBBBOS006 Provide superficial lymph massage treatments		Elective
SHBBBOS003 Provide body treatments		Core
SHBBFAS003 Provide specialised facial treatments		Core
SHBBSKS005 Provide micro-dermabrasion treatments		Elective
SHBXCCS002 Provide salon services to clients		Core
TRIMESTER 3		
Business Management	Electrolysis/Diathermy	Type
BSBSMB404 Undertake small business planning	SHBBHRS004 Provide hair reduction treatments using electrical currents	Elective
BSBSMB406 Manage small business finances.	SHBBSKS002 Provide diathermy treatments	Elective
BSBSMB403 Market the small business	BSBSMB404 Undertake small business planning	Elective
SHBXIND001 Comply with organisational requirement within a personal services environment.	SHBXIND001 Comply with organisational requirement within a personal services environment.	Core

SHBBRES001 Research and apply beauty industry information	SHBBRES001 Research and apply beauty industry information	Core
SHBBBOS004 Provide aromatherapy massages		Elective
SHBBCCS002 Prepare personalised aromatic plant oil blends for beauty treatments		Elective
SHBBSPA003 Provide stone therapy massage		Elective
SHBBSPA004 Provide Indian head massage for relaxation		Elective
SHBBBOS005 Use reflexology relaxation techniques in beauty treatments		Elective

Mode of Delivery: EdFlex™ Campus Course

The training program is delivered using face to face classes work-placement and self-study to provide a rich and engaging learning experience to provide a rich and engaging learning experience.

Duration:

The program consists of three x 15 week trimesters, conducted over a 52 week period.

How the program works:

This full-time training program is delivered as follows:

Full-time campus students are required to complete the following:

- **Classes:** Attend the Ella Bache College campus for 2 ½ days per week (20 hours per week) of face to face classes for three (3) x 15 week trimesters over a one year period.
- **Self-study:** Complete approximately 7 hours per week self-study including learning and assessment tasks over 45 weeks
- **Work-placement:** Complete 150 hours of work placement, one day per week (6 hours) over 25 weeks during the course.

Student Course Requirements:

All students participate in the following:

Practical beauty salon sessions

Practical beauty salon sessions are integrated with theory sessions, providing an environment for students to work on practical learning for each unit. Demonstrations, scenarios, and role plays are provided in these small group settings and students are encouraged to learn with each other in pairs and small groups to integrate working with diverse groups and people on all units of competency.

Student Salon

- Student Salon commences week 4 with the general public and students have the opportunities to practice their skills and underpinning knowledge on clients
- Participants in the On-Campus program attend at least 126 hours of Practical Training each 15-week Trimester, a total of 378 hours over the one year program. This is in addition to the 150 hours of work placement.
- Access to paying members of the public is a requirement for the most of the practical assessment components of the units of competency in the SHB50115 Diploma of Beauty Therapy qualification.
- The College Student Salon is a fully-operational franchised salon of the Ella Baché network, servicing paying members of the public at discounted rates at the campus training facility.

- Students receive feedback on their practical skills from the trainer
- Students who are engaged in the Salon are treated as normal employed staff but without payment of wages. As such, all Students working in the College salon are required to abide by the systems, procedures and policies set out in company policies and procedures manuals. Students must present themselves during working hours in a manner appropriate to their position. This means a high standard of personal grooming which is appropriate for the work they perform and the Ella Baché brand image.

Additional Practical training and assessment LABS and Student Salon

International students may also opt to participate in the Practical Training and Assessment sessions afforded to the EdFlex (online) participants if they require additional training or assessment. These are conducted as 1-day LABS, provided on designated days every week in Sydney, Melbourne and Brisbane are primarily for practical skills training, not assessment. Alternatively, the 5-day intensive LABS are provided periodically throughout the year and are for both practical training and assessment purposes. EdFlex participants are responsible for booking themselves into the 1-day and 5-day LABS. A LAB bookings application is available to students in the Learning Portal to allow them to pre-book all sessions in advance.

Self-paced Study

Self study forms an integral part of this course. To ensure successful completion of this course the student is required to engage in 7 hours self-study time per week. This is undertaken in the student's own time, outside scheduled class hours.

Students are provided with a Self Study Guide for each unit of competency that guides them through the self study time. The Guide contains weekly learning activities including such things as quizzes, case studies and written exercises. In addition it provides a guide to reading the text by giving the page numbers for a set amount of reading for each week. In this way the Learner's Guide is structured to assist the student to:

- review and reinforce the learning content covered in class
- deepen understanding through the completion of learning activities
- undertake research in preparation for assessment completion

The students' completion of the Learner's Guide's activities is monitored by the trainer. This is done in class, at the beginning of the session, with the completed activities used as the basis for group discussion to engage in critical dialogue in comparing student activity responses.

The amount of time students need to spend varies upon the individual but generally 7 hours per week during term time is appropriate. This includes 5 hours for learning and 2 hours per week for the completion of assessment tasks.

Course Work Placement Requirements

- All students are required to complete 150 hours of external work experience in a beauty salon.
- This will enable students to gain invaluable practical experience.
- Work experience can be undertaken at any salon; it is not a requirement that work experience be completed at an Ella Bache salon, this is generally done within the Ella Bache salon network. Please note: Ella Bache salons are independently owned and operated.
- Work experience hours are in addition to the course hours.
- Work experience does not count towards the assessment of the course.
- Work experience will be done concurrently with study and may commence during Trimester 2 or later in the course. Incomplete work experience hours can be completed at the end of the course as required .
- Our Trainers assists students to prepare for work experience and where possible to find a work experience placement.
- All students placed through Ella Bache's Work Placement Program are insured by the Voluntary Workers Insurance policy.

Work Placement Process

Workplace arrangements commence in Trimester 2 and must be completed before the end of Trimester 3. The following workplace nomination process commences in Trimester 1.

Step 1: The Ella Bache trainer or the student nominates a suitable workplace

Step 2: Ella Bache Trainer verifies the workplace arrangements and resources

Step 3: Ella Bache Trainer conducts suitability Check

Step 4: Ella Bache Trainer approves student workplace

Step 5: Student commences work placement

Step 6: Ella Bache Trainer monitors the student's work placement

Step 7: Student completes work placement

Academic pathways

Ella Baché College has had an articulation pathway agreement with Victoria University since 2009. This academic pathway opportunity provides graduates of the SHB50115 Diploma of Beauty Therapy who complete the Electrolysis/Diathermy elective stream will receive 8 subjects of credit, which is equivalent to the first year of the 4-year Bachelor of Health Science (Dermal Therapies) degree.

International student graduates of the Diploma who meet the University entry requirements may be eligible to apply and may be offered a place and can enter the program at the start of the second year. The Dermal Therapies degree at Victoria University can be attempted and completed online from the second year onwards.

International students should note that this requires a separate visa application through Victoria University and Ella Bache College is not able to assist with this process. The application does not affect the students obligations regarding course duration and CoE conditions of the student's visa with Ella Bache. Advice should be sought from Department of Home affairs (DHA).

For more information on the Bachelor of Dermal Sciences please visit the Victoria University Website – click [here](#).

Registration and Orientation

Registration and orientation is the essential first step for Ella Bache College's students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

On the first day at Ella Bache College students attend a registration and orientation session that runs for a full day and covers the following topics:

- *Registration to complete the required forms*
- *Welcome session including meeting key staff*
- *Overview of life in Australia and where to find assistance*
- *Student Handbooks*
- *Grooming Guidelines*
- *Uniforms*
- *Information on support services*
- *WHS*
- *Timetable and Assessment Schedule for the trimester*
- *Academic and general administrative matters*
- *Students rights and responsibilities*
- *Ella Bache College policies & requirements for satisfactory progress*
- *Unique Student Identifier (USI)*
- *Student visa conditions overview*
- *Critical incidents*
- *Working in Australia*
- *Course attendance and course progress requirements*

- *Grievance procedures*
- *Maintaining current contact information*
- *Issuing student cards*
- *Campus tour*
- *General tour of the area for newly arrived students from overseas*

Students are introduced to the college academic and administration team at morning tea, and also meet our Education Manager to talk about work experience.

Students are shown how to access the following information on My Ella Bache learning portal:

- Introduction and orientation videos on how to navigate the learning portal to access to the learning materials, activities, demonstration videos, student assessment guide, and assessment submission.
- Trimester 1 Delivery and Assessment Schedule

Students are required to complete the Post Orientation Survey at the end of Day 1 to enable students to provide feedback to the College. Students commence their learning for this trimester the next day.

Students who do not commence on the published start date and commence by the default date will be registered and undergo individual orientation.

ITEC: International Therapy Examination Council

ITEC is the United Kingdom's leading awarding body for professional qualifications in Beauty therapy, Complementary therapy and Sports therapy.

ITEC qualifications are considered to be the highest available world-wide and provide diploma and certificate holders with the best possible opportunities for employment in their fields both in Australia and around the world. Their qualifications are recognised internationally and programs are delivered by registered colleges in 25 countries worldwide.

Refer to Schedule of Fees and Charges; – [Click Here](#).

Graduation

The Ella Baché Graduation ceremony is held in February each year in Sydney. Graduation is a highly anticipated event for our students and students are encouraged to bring family and friends to help celebrate their successful journey. Graduation tickets cost varies each year.

Refer to Schedule of Fees and Charges; – [Click Here](#).

Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National recognition

The qualifications and Statements of Attainment issued by Ella Bache College must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Ella Bache College recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

What is competency based training?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

Delivery of training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

Results and certificates

On completing the training program with Ella Bache College, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents

and will be instantly recognised throughout Australia. A qualification issued by Ella Bache College will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

The Unique Student Identifier

If you are studying nationally recognised training in Australia, 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. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet, or smart phone anytime. It is free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively. Further details can be accessed at www.usi.gov.au.

Education Services for Overseas Students Framework

Australia provides rigorous protection for international students through the [Education Services for Overseas Students \(ESOS\) legislation](#), which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously, and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

<https://internationaleducation.gov.au/>

Refer to the plain English explanations of the ESOS Act

[Click Here](#)

[Click Here](#)

Australia Country Education Profile

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:

- Country Education Profiles—an online recognition tool providing guidance on the comparability of overseas qualifications to qualifications on the AQF,
- lists of recognised institutions and information about education systems for 126 countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments

- assessments of overseas post secondary qualifications for individuals for general purposes.

For more information visit <https://www.studyinaustralia.gov.au/>

Tuition Fee Protection

Ella Bache College is required to apply the Student Tuition Protection Service (TPS) through the Commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home affairs (DHA) through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify Department of Home Affairs of students who may have breached the terms of their student visa.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

International Student rights

The ESOS framework protects student rights, including:

The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent

The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO

The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.

The right to know:

- How to use the provider's student support services.
- Who the contact officer is for overseas students.
- How to apply for course credit.
- How to apply for enrolment deferment, enrolment suspension or cancellation.
- The provider's requirements for satisfactory progress in the courses of study.
- How attendance will be monitored.
- How to use the provider's Complaints, Grievances and Appeals process.

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with the provider.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.
- Follow the Ella Bache College attendance policy.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website:

<http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>



Conditions of your visa

In addition to Ella Bache's entry requirements, all international students applying to enter a training program being offered by Ella Bache College must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements – [Click Here](#):
 - Remain enrolled in your course of study – [Click Here](#)
 - Be a genuine temporary entrant – [Click Here](#)

- Meet English language test score requirements – [Click Here](#)
- Meet work restriction requirements – [Click Here](#)
- Demonstrate financial capacity – [Click Here](#)
- Hold Overseas Student Health Cover (OSHC) – [Click Here](#)
- Meet the health requirements – [Click Here](#)
- Be of good character – [Click Here](#)
- Have read, or had explained to you, the Life in Australia booklet – [Click Here](#)
- Sign an Australian Values Statement that confirms you will respect the Australian way of life and obey Australian laws – [Click Here](#)

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Ella Bache College as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa 500 requirements page.

<https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

Permission to work arrangements

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#About>

Fair Work Ombudsman

The Fair Work Ombudsman (FWO), is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman operates the Fair Work Infoli queries on 13 13 94. [Click Here](#)

They have a dedicated website for international students; [Click Here](#)



Complaints

Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights & discrimination in the workplace.

The Office of the Fair Work Ombudsman will make a decision about the best course of action to resolve the complaint. FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there has not been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues
- to conduct a formal investigation
- to conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with Commonwealth workplace laws.

Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of the RTO closing down, Ella Bache College will advise the learner as soon as practicable. This includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.

Overseas Student Health Cover

Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. Health cover cards and membership numbers are sent to Ella Bache College from the OSHC providers and students can collect them from Reception.

Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of payment to the nearest Health care provider office.

Students must make an appointment with the Student Support Officer if there are any problems with OSHC.

College Policy Guidelines

Course Fees and Refunds

Agents

- If the student has nominated an authorised agent, Ella Bache College will honour that agent until the completion of the enrolled course

Course Payments

- On accepting the offer students must pay the first payment instalment as listed in the Course Fees Breakdown in the Letter of Offer that includes:
 - Enrolment fee (non-refundable)
 - First instalment - tuition fees
- First payment instalment must be paid in order to obtain an eCoE and to secure a place prior to course commencement date.
- The remaining tuition fees are paid in instalments and must be paid by the due date as listed in the Course Fees Breakdown in the Letter of Offer.
- A late fee of 10% will be applied for all payments received after the scheduled due date on the Letter of Offer
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid

Refer to Schedule of Fees and Charges; www.ellabache.com.au/pages/college-resources

Terms and Conditions

After the applicant is offered a place in a course and signs Ella Bache College Letter of Offer & International Student Acceptance Agreement a binding contract is made between the student and Ella Bache College. The contract is governed by the laws of the Commonwealth of Australia and the State of New South Wales

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two weeks before course commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Form to Ella Bache College. International students have the option to pay all fees upfront.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. All course fees are deposited into Ella Bache College's Student Fees Account. When the student commences their course, Ella Bache College will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in a Ella Bache College course, evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise Ella Bache College reserves the right to defer the students start date until the next available course intake.

Refund and Cancellation

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from Ella Bache College Reception or from www.ellabache.com.au/pages/college-resources. The form must be signed by the student and the cancellation fee will be calculated as shown in the table below.

Refer to the *International Student Refunds Policy and Procedure*, and the *Schedule of Fees and Charges*; www.ellabache.com.au/pages/college-resources

Cancellation and Refund Conditions – Student Default
<p>Student Default applies in the case where the course starts on the agreed start date but the student does not start on the agreed start date and has not previously withdrawn from the course or advised of visa cancellations in writing within an agreed time period prior to the course start date or the student cancels or withdraws from the course either before or after the agreed starting date.</p> <p>The following refund conditions apply.</p> <ul style="list-style-type: none"> – 100% refund of tuition fees paid if the student visa was refused by Department of Home Affairs (DHA) LESS the non-refundable deposit of \$1,000. – 100% refund of paid tuition fees applies if the student cancels 28 or more days before the course starts LESS the non-refundable deposit of \$1,000. – 75% refund of paid tuition fees applies if the student cancels within 28 days prior to semester commencement and before the commencement date and Ella Bache College Pty Ltd is notified of the withdrawal notified in writing and received by Ella Bache College Pty Ltd within 28 days prior to course commencement date. The refund will be LESS the non-refundable deposit of \$1,000. – No refund of tuition fees applies if the student cancels after course commencement date will apply.

Note: In the case of compassionate or compelling circumstances the College may waive the above conditions and fees. The Student must notify the College as soon as possible and submit a request in writing within 28 days of the date of their withdrawal / deferral.

The agreed starting date is the date the course was scheduled to start or a later date agreed between Ella Bache and the student. This does not apply to approved deferment and leave of absence when the student applies for refund after the application was approved.

Ella Bache College will make a refund only in Australian Dollars within 4 weeks of receiving a written claim by the student in accordance with the Terms and Conditions as outlined in the International Student Written Agreement Form.

The enrolment application fee is not refundable under any circumstances including visa refusal /rejection.

Refer to the *International Student Refunds Policy and Procedure, and the Schedule of Fees and Charges*; www.ellabache.com.au/pages/college-resources

In the case where a student enrolls through a registered Ella Bache College agent a refund will be paid to this agent.

Cancellation and Refund Conditions – Provider Default

If Ella Bache College defaults, that is, if the course does not start on the agreed starting date or the course ceases to be provided before it is completed, Ella Bache College will make every effort to transfer the students' enrolment to another college or pay a refund of the unused portion of the course money received from the student.

Refunds in situations of Provider Default are covered by the provisions of The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012 and apply if:

- Ella Bache College does not offer a course on the advertised start date or
- terminates a course after the course start date or before the course completion date or
- does not provide a course as advertised due to sanctions by any authority or
- does not provide a course in full

In such a case Ella Bache College will pay the student a refund which equals the amount of the total tuition fees paid for the remainder of the course not completed at the time of default, if an alternative placement with another provider cannot be found to the student's satisfaction. Such refunds will be made within 2 weeks following the default date with a statement explaining how the refund amount has been calculated.

Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist

international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

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

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

Ella Bache College reserves the right to deny a student access to Ella Bache College's premises and to withdraw its other services if their conduct disrupts the normal operation of Ella Bache College. Ella Bache College's grievance resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by Ella Bache College will be made within four weeks of receiving Ella Bache College Student Request for a Refund Form.

This agreement, and availability of Complaints, Grievances and Appeals processes, does not remove the students right to take action under the Australian Consumer Protection laws.

Overseas Students Ombudsman:

GPO Box 442, Canberra ACT 2601, Australia

Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia) Email: ombudsman@ombudsman.gov.au Web: www.oso.gov.au

Recognition of Prior Learning (RPL)

Ella Bache College has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Ella Bache College ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon

as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

Ella Bache College provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students file.

National recognition (Credit Transfer)

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

Evidence requirements for national recognition

An applicant will be required to present his or her statement of attainment or qualification for examination by Ella Bache College. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the Statement of Attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of Attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in Ella Bache College's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

Ella Bache College provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of applications and a copy is to be kept on the students file.

Applying for RPL and Credit Transfer

Students should complete either the 'RPL Application form' or the 'Credit Transfer Application form'. The application forms are available:

- From the 'My Course Information' subject in the <https://my.ellabachecollege.edu.au> learning portal, or
- From the Appendix in this Student Handbook, or
- By contacting Student Support on studentservices@ellabachecollege.edu.au

RPL Application:

1. Students should complete the 'RPL Application Form' and email it to studentservices@ellabachecollege.edu.au
2. The Form should be accompanied with the following supporting documentation:
 - a. C.V or Resume detailing relevant work history
 - b. Any references from relevant workplaces which support the CV/Resume
 - c. Academic transcripts and / or Statement of Attainments relevant to the units of competency

Credit Transfer Application:

1. Students should complete the 'Credit Transfer Application Form' and email it to studentservices@ellabachecollege.edu.au
2. The Form must be accompanied with the following supporting documentation:
 - a. Academic transcripts and / or Statement of Attainments relevant to the units of competency
 - b. Qualification Testamurs/Certificates

Assessment Policy and Procedure

Assessment Outcomes

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory.

A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement & asked to resubmit their material and/or redo their assessment.

If the student does not agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal. Full details of the Appeals process are contained in in the Policy and Procedure.

Refer to Complaints Grievances and Appeals Policy and Procedure – [Click Here](#).

Re-assessment

Participants will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. An additional fees applies to the third attempt,.

Refer to Schedule of Fees and Charges; – [Click Here](#).

Participants who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring session if required. After that they may be charged a re-sit fee for the relevant unit of competency.

To successfully complete a unit of competency i.e. achieve a Competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. For each assessment task, you will be provided with 3 opportunities to achieve a Satisfactory Result. Should you be unable to achieve a Satisfactory Result by your 3rd. attempt, you will be required to undertake a Re-assessment. Reassessments are organized by Student Services – there is no cost for this service. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with Ella Bache College’s Student Assessment, Reassessment and Repeating Units of Competency Guidelines policy.

There is a cost for repeating a unit of competency and is subject to timetable availability.

Refer to Schedule of Fees and Charges; – [Click Here](#).

Assessment Requirements

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

Written Exercises

Written exercises may be open or closed book activities which may involve multiple choice questions, short answer questions, case studies and reports.

Case Study/Written Report

Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described and which demonstrates appropriate levels of research and understanding.

Presentations /Role Plays

Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

Demonstration – Skills Observation in Practical Labs and Salon

Student Salon commences week 4 with the general public and students have the opportunities to practice their skills and underpinning knowledge on clients and be assessed on practical skills.

Workplace Demonstration – Third Party Report

During the work placement the student's demonstration of skills is observed by the workplace supervisor. Although this is not formal assessment, the third party report forms part of the portfolio of assessment evidence for the student.

Assessment Submission

Students will receive an assessment summary at the beginning of each module. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students **MUST** submit all assessments by the due date. Any assessment **NOT** submitted by the due date will be deemed 'not competent' and recorded as a missed assessment.

Missed Assessment

In cases where a student has not submitted an assessment, the Education Manager and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The Education Manager will consider the:

- The student's history in submitting assessments
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access Ella Bache College grievance and appeals process if they are not satisfied with the outcome.

Student Assessment Obligations:

- Students are to ensure they are aware of when their practical and theory assessments will occur
- There are set submission dates for any Assessment Task – Students are to take responsibility for ensuring that the assessment task requirements for each subject are submitted for grading. Students can view the status of their submissions and any outstanding assessment tasks by viewing the 'Grade' Report from their My Course Information page in the portal
- Students are required to attempt and/or submit all assessments within the Trimester when the subject occurs.
- International students must refer to the International Student Monitoring Course Progress and Attendance Policy and Procedure regarding course progress and attendance obligations - [Click here](#)

Assessment Attendance

To provide and conduct assessments Ella Baché College of Skin and Beauty Therapy requires all Assessors and Students to adhere to the following policy and procedures, for all assessment activities: A Student will be awarded a 'Not Satisfactory' grade for any assessment if they fail to attend and participate in a Practical LAB Assessment that they have booked to attend in the learning portal.

In the situation where a student fails to attend, or submit an assessment without an acceptable reason the Student will:

- Be issued with a 'Missed Assessment Notice'
- Receive a Not Satisfactory grade
- Use up one (1) of the three (3) possible attempts at successful completion of the assessment
- International students must refer to the International Student Monitoring Course Progress and Attendance Policy and Procedure regarding course progress and attendance obligations - [Click here](#)

Grading and results

All students are provided with multiple opportunities to demonstrate competency in an assessment; Students have a maximum of three (3) attempts to demonstrate competency in an individual assessment task. There are two outcomes of assessments: S = Satisfactory, and NS = Not Satisfactory:

- A student will be awarded C = Competent on completion of the unit when all assessment tasks have been completed satisfactorily, which includes providing the appropriate evidence required to meet all assessment criteria.
- If a student fails to satisfactorily complete all assessment tasks in a unit of competency they will receive the result NC = Not Competent.
- If a student is deemed Not Competent in a unit of competency they will be required to re-enrol in the unit.

Re-assessment and Extensions.

Requests for extension - Practical, Workplace, Role-Play, Simulation and Third-Party Assessments.

If a Student is unable to attend a Practical, Workplace, Role-play, Simulated or a Third-Party observation assessment, the Student must complete a 'Request for Extension' form and provide it to their Assessor, by email or in person, **at least two (2) weeks** prior to the assessment:

- If the 'Request for extension form' is provided at least two weeks (2) prior a deferred date for assessment will be issued by the trainer.
- If the 'Request for extension form' is NOT provided at least two (2) weeks prior a deferred date for assessment cannot be guaranteed. If a deferred date for assessment cannot be organised the Student will be graded as Not Satisfactory for the assessment and will be required to re-attempt the assessment.

Second and third attempts & Re-assessment fees

If a student is deemed Not Satisfactory **in their first attempt** at any assessment, they are able to undertake a second attempt at the assessment with no penalty.

Second attempts:

If a student is graded as Not Satisfactory in their second attempt, or does not undertake or submit their assessment on the agreed date and time provided on the 'Missed Assessment Notice', and fails to produce a medical certificate for that date, the result for the assessment will be recorded again as Not Satisfactory

Third and final attempt – Re-assessment fee

Students that are graded as Not Satisfactory in their second attempt at an assessment will be able to undertake a third and final assessment. There is a fee for a third and final re- assessment. *Refer to Schedule of Fees and Charges; – [Click Here](#).*

Not Competent result

If a student achieves a Not Satisfactory result in the third and final attempt, they will be graded as Not Competent for the unit of competency, and will be required to re-enrol and repeat the entire unit of competency when it is next offered in the College. This could be the following year depending on the subject. This will include re-payment of the entire unit fee.

International students must refer to the International Student Monitoring Course Progress and Attendance Policy and Procedure regarding course progress and attendance obligations - [Click here](#)

Reasonable adjustment

All Students are responsible for clearly indicating to their assessor any concerns or requests that could potentially disadvantage them in their efforts to demonstrate their competence during the assessment process and be willing to negotiate a strategy /outcome that will meet their needs and is acceptable to the College.

In accordance with the [Disability Standards for Education \(2005\)](#), education providers are under a positive obligation to make changes to reasonably accommodate the needs of a learner with a disability. Reasonable adjustments can be made as required, as long as competence is not compromised. For example, such a learner could be asked to demonstrate a work process rather than being asked to explain it in writing.

However, reasonable adjustments will not be applied if the adjustment will compromise the rigor of the assessment process (e.g. if there is a requirement to complete documentation in a unit of competency, oral assessment would not be appropriate), or if there is an unjustifiable expense placed on the College.

Challenging results

Students may challenge their results at any time if they feel that they have been unfairly treated or assessed, or if they do not agree with the outcome of an assessment. Students who wish to be re-assessed should contact their assessor in the first instance. Students that are not satisfied with the outcome of a re-assessment may appeal the result in accordance with the Complaints, Grievances and Appeals Policy and Procedures; by completing the form which is available from the 'My Course Information' subject in the learning portal.

Refer to the Complaints, Grievances and Appeals policy, – [Click Here](#).

Academic misconduct: Plagiarism Policy and Procedure

Academic misconduct or plagiarism occurs when a person reproduce someone else's words, ideas, or findings and presents them as their own without proper acknowledgment. It includes attempts by Students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task. There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source
 - Paraphrasing someone else's words without acknowledging the source
 - Using facts and information derived from a source without acknowledging the source
 - Using ideas directly derived from an identifiable author without acknowledging the source
 - Producing assignments that should be your own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor)
 - Copying from another student's work
 - Submitting someone else's work as your own
- Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words/sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/book/ internet etc. and year and place of publishing) or may be included in brackets in the text.
 - Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.
 - Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed NS-Not Satisfactory for the relevant assessment task on confirmation of the breach. All confirmed cases of cheating or plagiarism are recorded on the Student Management System and remain permanently on the Student's file. Students will be disciplined and at the discretion of the Head of Education will incur a payment fee to resubmit an assessment.
 - Students found cheating a second time will receive a formal written warning from the Head of education plus incur a payment fee to resubmit an assessment. Continued academic misconduct and/or involvement in plagiarism will result in expulsion from the College.

Refer to the Policy for Student Conduct on Ella Bache College website; – [Click Here](#).

Monitoring Course Progress and Attendance Policy and Procedures

Attendance Requirements

International students are required to attend class 20 hours per week during term time. Attendance is compulsory and is a requirement of your student visa. Your attendance will be recorded.

To gain the most benefit from the Ella Bache learning experience and to be able to complete your assessments you need to come to class and actively participate in the learning activities and complete your self-study exercises. Joining in with your classmates makes the learning more enjoyable.

It is Ella Bache's experience that failing to maintain academic progress nearly always involves students who have a poor attendance record.

Overseas students are required to be enrolled in a full-time course to undertake study. A full time course is a minimum of 20 scheduled course contact hours per week. This includes scheduled classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training, and examinations.

Standard 11 of the National Code outlines an RTOs obligations to monitor and report on student attendance. Students are also expected to progress through their course so that they complete the course within the nominated course duration.

Ella Bache College trainers mark the role each day and student attendance records are maintained in the student management system.

If a student is not attending scheduled classes the student will be formally reminded in writing:

- that enrolment in a full-time registered course, is a visa condition for international VET students
- of scheduled class times.

If a student is unable to attend College or are running late, the student is required to contact the College by telephone or email if they are unable to attend for any reason. If a student is absent due to illness on the designated day of a practical assessment or a theory examination, they must bring a medical certificate validating their illness when they return to college. Upon returning to College after illness, the student must report to the office and make plans to complete the missed assessment or examination.

Please note: The Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.

Course Progress Requirements

Ella Bache College has a policy in place to monitor international students' course progress and attendance to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely interventions are implemented for students at risk of failing to meet course progress requirements as per visa conditions.

Ella Bache College implements a riskbased approach so that the college can identify and implement an intervention strategy for any student who is at risk of not meeting satisfactory course progress or attendance requirements.

Students must read this policy in full as it forms the basis of monitoring academic progress at Ella Bache College.

Refer to the International Student Monitoring Course Progress and Attendance Policy and Procedure – [Click Here](#).

Refer also to the Complaints, Grievances and Appeals Policy and Procedure– [Click Here](#).

Satisfactory course progress is defined as a student successfully completing all required subjects in their program in order to achieve the qualification.

Satisfactory course attendance is defined as a student attending all classes, labs and work placement requirements.

A student who is identified as not attending or as falling behind in successful assessment completion will be managed via a range of intervention strategies.

All international students must maintain satisfactory course progress throughout the course.

Satisfactory course progress requires that the student has:

- participated in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, supervised study sessions, and mandatory and supervised work-based training
- completed all required assessment up to that point of time
- demonstrated competency in 50% or more of the units in a unit of study period (a UOS, or a “trimester”)
- satisfactorily meeting census requirements for each unit of study period.

Ella Bache College retains evidence that students are attending scheduled classes in order to show that:

- its practices are consistent with the training and assessment strategies
- the amount of training being provided is suitable for each student
- students are participating in tuition activities

students are satisfactorily progressing through their course.

Identifying a student as being ‘at risk’ of making unsatisfactory academic progress prior to the

submission of their assessments can be a subjective process. However, indicators are typically that, the student:

- a. is not attending class regularly and/or not participating actively in class
- b. is not participating in the LMS
- c. is not participating in practical labs and work placements
- d. is not completing assessment tasks
- e. is not completing their self-study
- f. is experiencing some personal issues or difficulties

Intervention Strategy

An intervention strategy is an individual student Academic Intervention Study Plan developed by the Education Manager which aims to improve the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, training to develop study habits or adjustment to study program. Ella Bache College will do everything it can to assist students who want to learn and progress.

The intervention may include, but not be limited to:

- Advising students to attend classes regularly
- Where appropriate, advising students on the suitability of the course in which they are enrolled
- Assisting students by advising them of opportunities for a student to be reassessed for tasks in units or subjects where they have previously been assessed Not Yet Competent (NYC), or demonstrate the necessary competency in areas in which they have not previously been able to demonstrate competency
- Additional supporting for practical lab and salon work including work placements
- Providing extra tuition and support and or LLN Support
- Providing assistance to deal with the personal issues which are influencing progress
- Providing support where personal issues are affecting attendance or progress

There are five stages of the Intervention Plan:

Step 1: Warning letter 1 - Warning email for unsatisfactory course progress or attendance

Students are formally advised in writing that not meeting course attendance or progress requirements as outlined in this policy could lead to the student being reported to Department of Home Affairs and cancellation of his or her visa, depending on the outcome of any appeals process.

In the case of no response or improvement, in two weeks from the student a second warning will be issued, and the student will be invited to participate in an intervention meeting.

Step 2: Intervention Meeting

Students who have failed to make satisfactory academic progress or meet attendance requirements as per the conditions above will be deemed at risk.

The student is requested to attend an intervention meeting to address the issue with the Education Manager.

When the student attends the attendance intervention meeting, the Education Manager explains to the student that maintaining satisfactory attendance is a condition of their student visa requirement and counsels them on their non-attendance. The Education Manager completes the Academic Intervention Study Plan.

If the intervention strategies do not result in any improvement, Ella Bache College will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the Complaints, Grievances and Appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

Step 3: Issue an Intention to Report for Unsatisfactory Course Progress/ Attendance

Students who have:

- not made progress as per the Academic Intervention Study Plan outlined in Step 2
 - been at risk of not achieving satisfactory progression for two consecutive Units of Study (UOS)
 - are deemed inactive as they cannot be reached by the college
 - are not attending classes after the implementation of the intervention; or
 - has been assessed as making unsatisfactory progress in a second consecutive trimester
- will be sent a letter of Intention To Report For Unsatisfactory Course Progress. This will be emailed to the student which states that the student is in breach of their visa conditions relating to course progress and that the College intends to notify the Department of Home Affairs through PRISMS. The student is informed that this may result in the cancellation of the student visa. The letter will outline Ella Bache College's decision, reasons for this decision and appeal mechanisms.

Students are informed that they have a period of **20 days, as per Standard 8.13 and 8.14**, to utilise the Complaints, Grievances and Appeals Policy and Procedure to appeal an intention to report decision by the College. The letter must clearly state the date from which the 20 period day commences. If a student chooses to appeal their enrolment will remain inactive until the outcome of the appeal is advised to the student.

Step 4: Appealing Intention to Report:

According to the DHA Course Progress Policy (paragraph 3.8), a student may appeal if they believe one or more of the following have happened:

- Ella Bache has not recorded or calculated marks correctly
- There are compassionate or compelling reasons which have contributed to unsatisfactory progress (evidence must be provided)
- Ella Bache has not implemented its intervention strategy in accordance with documented policies and procedures that have been made available to the student
- Ella Bache has not implemented other policies which may impact upon results – e.g. assessment policy, examinations policy, feedback policy
- Ella Bache has not made relevant policies regarding monitoring course progress and attendance policies available to the student.

In the Intention To Report For Unsatisfactory Course Progress letter, the student is to be invited to make an appointment to see the Education manager and is informed that they have the right

to bring an advocate (e.g. a friend, family member or other).

Successful Appeal

If the appeal is determined as successful and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), Ella Bache College will not report the student and there is no requirement for further intervention. The student will however continue to be monitored for attendance and course progress and will remain on a risk register.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the Ella Bache College intervention strategy, and Ella Bache College will not report the student.

Step 5: Reporting Unsatisfactory Progress or Attendance

Ella Bache College will report unsatisfactory course progress to the Department of Education / DHA via PRISMS as soon as practicable if:

- i. where the student has chosen not to access the complaints and appeals processes within the 20-working day period, or
- ii. the student withdraws from the process, or
- iii. the appeals outcome supports the Ella Bache College's original decision or
- iv. student accesses the external appeal process and the outcome support the Ella Bache College's original decision

Where a student does not complete their course, they may only be eligible to get a Statement of Attainment.

Deferment, Suspension or Cancellation of Overseas Student Enrolment Policy and Procedure

Under the requirements of the ESOS Act and National Code of Practice for Providers of Education to Overseas Students 2018 (National Code), international students enrolled at Ella Bache College are not permitted to defer commencement of their studies, or suspend their studies, except for compassionate or compelling circumstances.

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;

- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
- a traumatic experience, which could include:
 - o involvement in, or witnessing of a serious accident; or
 - o witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Deferment, suspension, and cancellation may affect a student's visa and Ella Bache College must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended, or cancelled. If a student defers or suspends their studies on any other grounds, Ella Bache College must report the student to Department of Education/Department of Home Affairs via Provider Registration and International Student Management System (PRISMS), as not complying with visa conditions.

Through PRISMS, certain Australian Government agencies can monitor student compliance with visa conditions and provider compliance with the Education Services for Overseas Students Act 2000 (ESOS Act).

Any student considering cancelling, deferring or temporarily suspending a course should seek advice from immigration on any potential impact on their visa and notify the Department of Education via PRISMS as is required under section 19 of the ESOS Act.

Refer to: Deferring, suspending or cancelling of overseas student enrolment Policy and Procedure and the International Student Application for deferment, suspension, leave or cancellation of studies form – [Click Here](#)

Transferring to Another Provider

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. Ella Bache College will only consider giving a release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student.

Please note in order to transfer:

- A student must have completed a minimum of six (6) months of their principal course of study as stated in their agreement before applying to transfer to another provider.
- Student's enrolment can be cancelled due to unsatisfactory academic progress, non-attendance, academic misconduct, or non-academic misconduct.

All requests for a transfer are recorded in PRISMS by Ella Bache College including the reasons for refusal of release.

Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access Ella Bache College's Complaints, Grievances and Appeals process within 20 working days if they want a review of the decision

Applications for transfer from Ella Bache College will be assessed and replied to within 5 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Ella Bache Application to Withdraw Form
- Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Education Manager to discuss the transfer request
- The Education Manager will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Education Manager during the interview either accepting or rejecting the transfer and termination letter request.

In cases where other evidence needs to be provided and considered, all requirements will be noted in RTO Data with required future actions.

In all cases, students who have not had their termination request approved may access Ella Bache College's grievance and appeals process within 20 days

Evidence will be retained on the student file.

Refer to: International Student Transfer Policy and Procedure and the International Student Application to Transfer Between Providers Form – [Click Here](#)

Extension of Student Study

Ella Bache College will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the students Confirmation of Enrolment (CoE) as a result of:

- Compassionate or compelling circumstances (e.g. illness, where a valid medical certificate (in English) states that the student was unable to attend classes or
- Ella Bache College implementing its intervention strategy for students at risk of not meeting satisfactory course progress
- Ella Bache College approved deferment or suspension of studies granted under Standard 9 of the National Code.

Where there is a variation in a student's enrolment load, which affects the student's expected duration of study in accordance with the National Code, Ella Bache College records this variation and the reasons on the student file and database. Ella Bache College will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.

If students apply to suspend their studies the maximum allowable period of suspension is one trimester. After this time the student enrolment and CoE will be reviewed.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at Ella Bache College specified in the student CoE will not exceed the CRICOS registered course duration.

Refer to: Deferring, suspending or cancelling of overseas student enrolment Policy and Procedure and the International Student Application for deferment, suspension, leave or cancellation of studies form – [Click Here](#)

Reduction of Student Study Time

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the CoE will be reduced via PRISMS.

Where a student course completes early, Ella Bache College will notify this early course completion to Department of Education via PRISMS. Ella Bache College reports early course completion on PRISMS.

Course Cancellation

Students wishing to terminate their course earlier than the course completion date must complete an Ella Bache International Student Application for deferment, suspension, leave or cancellation of studies form stating the reason with attached evidence and attend an interview with the Education Manager. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc.

If a student requests termination of a principal course of study within the first six months, the student must apply for a release, which will only be granted in accord with the conditions in the National Code. If a student fails to inform Ella Bache College that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

Refer to: Deferring, suspending or cancelling of overseas student enrolment Policy and Procedure and the International Student Application for deferment, suspension, leave or cancellation of studies form – [Click Here](#)

Complaints, Grievances and Appeals Policy and Procedure

What is a complaint?

A complaint is generally negative feedback about services, other students or staff which has not been resolved locally. A complaint may be received by Ella Bache College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by student.

The complaint may be about the students dealings with Ella Bache College, the RTO's education agents or any related party it has an arrangement with to deliver the overseas student's course or related services.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

Early resolution of Complaints, Grievances and Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Complaint and appeals handling

Before an Issue becomes a Formal Grievance

Students are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There is support staff available to assist in the resolution of issues at this level:

- The student should contact the class trainer who will endeavour to resolve the problem in the first instance without the need for a formal complaint.
- If the complaint is of a general nature, the student may fill out the 'Complaints, Grievances and Appeals form' and submit it to the Head of Education or seek an appointment with the Head of Education for an informal discussion.
- If the problem is of a personal nature that may need professional help, the trainer or the Education Manager will help the student to find an appropriate professional person in their local area

Stage 1 - Formal Grievance or Complaint

If the grievance, complaint, or appeal is not able to be resolved through informal discussion with the parties involved, then a formal complaint should be made. The person making the complaint or appeal should follow this process:

1. Students should complete the 'Complaints, Grievances and Appeals form'. The form is available:
 - a. From the 'My Course Information' subject in the <https://my.ellabachecollege.edu.au> learning portal, or
 - b. By contacting Student Support on studentservices@ellabachecollege.edu.au
2. Lodging the complaint or appeal:
 - a. Students should complete the Form and email it to: studentservices@ellabachecollege.edu.au
 - b. The Form should be accompanied with all supporting documentation and evidence which supports the claim

Receipt of the complaint will be acknowledged within 5 working days. The formal grievance handling process will commence within 10 days of the receipt of the formal complaint, and all reasonable measures will be taken to finalise the process as soon as practical. The Head of Education will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

The Head of Education will then work with the student to resolve the grievance and provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within 10 working days. The report will also advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance. At all meetings, the minutes are taken and outcomes recorded. All parties will receive a written copy of the minutes.

Stage 2 – Internal Appeal

If the complainant is dissatisfied with the outcome of their formal grievance or complaint they may lodge an appeal with the Head of Education within 20 working days of receiving notification of the outcome of their formal grievance. The appeal should present relevant information not considered during the original complaint. Appeals must be submitted in writing marked to the attention of the Head of Education as follows:

Post: Head of Education **Email:** studentservices@ellabachecollege.edu.au
Ella Bache College of Skin and Beauty Therapy
2-4 Lambs Road,
Artarmon, NSW 2061

The Head of Education will consult with the complainant and other relevant parties within 10 working days of the appeal being lodged. Each case can be heard by the Head of Education, independent person or a panel and always with two persons present.

Where possible such consultations should take the form of face-to-face interviews. The internal appeal process will include the following:

- Ensure the complainant has an opportunity to present their case at minimal or no cost, and be accompanied and assisted by a support person at any relevant meetings;
- Conduct the assessment of the complaint or appeal in a professional, fair and transparent manner; and
- Following the consultation, the Head of Education will provide a written report within 10 working days to the complainant advising the reasons for the decision including further steps taken to address the grievance. The report will also advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

Timeframe

Ella Bache College Pty Ltd will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Ella Bache College Pty Ltd and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal will be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates will be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.

Stage 3 – Review by an Independent Person

Ella Bache College Pty Ltd provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcome of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow Ella Bache College Pty Ltd to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Education Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Ella Bache College Pty Ltd Chief Executive Officer will advise of an appropriate party independent of Ella Bache College Pty Ltd to review the complaint, and its subsequent handling, and to provide advice to Ella Bache College Pty Ltd in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the Ella Bache College Pty Ltd appoints or engages an appropriate independent person to review a complaint / appeal, the Ella Bache College Pty Ltd will meet the full cost to facilitate the independent review. Where the person making a complaint or seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the Ella Bache College Pty Ltd may seek the person making a complaint or seeking an appeal to contribute to the cost of engaging this person and undertaking the review.

Following an independent review, advice received from the independent person will be accepted

by Ella Bache College Pty Ltd as final, advised to the person making a complaint or seeking an appeal in writing and implemented promptly and without prejudice.

Where a complaint is received by Ella Bache College Pty Ltd and the Chief Executive Officer feels that they may be biased or there is a perception of bias, then the complaint will be referred directly to an independent third-party for consideration and response as outlined above.

Stage 4 – External Appeal – Review by an External Body

Where the person making a complaint, or seeking an appeal is not satisfied with the handling of the matter by Ella Bache College Pty Ltd, they have the opportunity for a body that is external to Ella Bache College Pty Ltd to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Ella Bache College Pty Ltd may refer their grievance to the following external agencies:

- Representatives of state or territory government departments
- Commonwealth and State or Territory offices of the Ombudsman
- The Anti Discrimination Board
- The Office of Fair Trading – [Click Here](#)
- National Training Complaints Hotline – [Click Here](#)
- Private conciliators or dispute resolution counselors
- International students can appeal to the Overseas Ombudsman Office – [Click Here](#)
- Complainants may lodge an external appeal to the Australian Skills Quality Authority – [Click Here](#)

ASQA

In the first instance students must first follow the Ella Baché College of Skin and Beauty Therapy College internal appeals process prior to lodging a complaint with ASQA. If after the internal process, a complainant still believes the RTO is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the Complaint about a training organisation operating under ASQA's jurisdiction form. A student can lodge a complaint about the RTO at; <https://www.asqa.gov.au/complaints/complaints-about-training-providers>.

Except in exceptional circumstances, students must attach evidence to the complaint form showing:

- They have followed the RTO's formal grievance procedure; and
- The RTO's response.

ASQA's processes require students to identify themselves as a complainant and ASQA is bound by the provisions of the Privacy Act 1988, including the Australian Privacy Principles (APPs). The personal information will be handled in accordance with ASQA's obligations under this Act. If however a student wants to request to keep their identity confidential throughout the investigation, if the student needs help with the Complaints, Grievances and Appeals process or if they are

unsure whether ASQA can help with the complaint, they can call the ASQA Info line on 1300 701 801 or email complaintsteam@asqa.gov.au for further information.

The College will act accordingly when an outcome is reached, and will ensure that all parties are treated fairly and without bias.

While the complaint, grievance and appeal process is in motion, the College will maintain the student's enrolment throughout the ongoing matter until it is resolved.

The Secretary of the Department of Education and Training may re-credit a student's **VET Student Loan** balance in relation to special circumstances if an approved course provider is unable to act or is being wound up or has been dissolved; or has failed to act and the Secretary is satisfied that the failure is unreasonable.

Overseas Ombudsman Office

- If an international student is not satisfied with the outcome of the complaint handling, the Chief Executive Officer may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to the Overseas Students Ombudsman at <http://www.oso.gov.au/making-a-complaint> phone:1300 362072

Refer to www.ellabache.com.au/pages/college-resources for Complaints, Grievances and Appeals Policy and Procedure.

Appeals against an Assessment Decision

Students can appeal against an assessment result. It is important that the appeal is settled as quickly as possible. This may include:

Resubmission or a second assessment

In the first instance, the trainer will consult with the Head of Education and depending on the circumstances, will provide an opportunity to re-sit the exam or resubmit the piece of work. It will then be re-marked. The request and reasons will be recorded in writing.

Marking by a second assessor

The trainer should immediately inform the Head of Education if a re-sit or re-submission is recommended or if the student has a grievance, disagreement, or dispute about the results. The appeal will be discussed with the student and trainer and recorded in writing, considered by the Head of Education and if appropriate, arrangements will be made for re-assessment by another assessor.

A written assessment appeal

If the student is still not satisfied with the re-submission process and second marking the student must put their appeal in writing as per the Complaints, Grievances and Appeals Policy. The Steps under “Stage 2 – Internal Appeal” of the Complaints, Grievances and Appeals Policy will then be followed.

Refer to the Complaints, Grievances and Appeals Policy and Procedure; – [Click Here](#).

International Student Support Services & Resources

Ella Baché College of Skin and Beauty Therapy will ensure that all students are given appropriate orientation, and are given reliable and up-to-date advice on course requirements, counselling, work experience, support services and welfare facilities.

- The College will demonstrate regard for the cultural, social, and special needs of disabled students and those from different backgrounds.
- The College will monitor the progress of students and ensure individual support and counselling for those having difficulties with a course.
- Ella Bache will ensure that international students receive adequate orientation, information and advice on accommodation, counselling, health and welfare services, and assistance in accessing bridging courses or additional educational support.

Students can access support services from reception or via email at studentservices@ellabachecollege.edu.au . Students may seek advice on additional support services or welfare services outside the scope of the College, through the Head of Education.

Ella Bache College is committed to the provision of support for all of its students regardless of their existing level of experience, skill or LLN ability.

To ensure we meet the specific needs of our students, Ella Bache College will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training

Provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

Ella Bache College will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language, or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the student (as applicable)

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials – including podcasts and YouTube clips

Ella Bache College will seek to maximise opportunities for access, participation, and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training
- Trainers and assessors through the training program
- Records held by Ella Bache College

Ella Bache College will make every reasonable effort to ensure that it can accommodate a student's needs.

However, sometimes those needs are beyond the assistance that can reasonably be provided by Ella Bache College. In these circumstances, Individuals who require substantial additional help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.

All students and staff will be provided with training in Ella Bache College's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The Student Support Officer is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations under the ESOS framework. The Student Support Officer is also obligated to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Support Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation
- Complaints, Grievances and Appeals
- Employment rights
- Facilities and resources
- Family matters/relationship concerns
- Financial concerns
- Legal assistance
- Sexual harassment
- Telephones & communication
- Visa & immigration issues
- Visa issues

The Student Support Officer can also refer the student to a trainer or the Education Manager regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

In each matter, the student shall be encouraged to meet with the Student Support Officer and to provide an outline of the nature of their problems. Ella Bache College, through the Student Support Officer will seek to provide a supportive, empathetic, and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain

a satisfactory outcome.

A register of support services is maintained by the Student Support Officer. A listing of resources is also in this Student Handbook.

International students will be required to attend an induction at the commencement of their studies at Ella Bache College. These inductions give an overview of Ella Bache College policies and procedures including the Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

Counselling

Student wellbeing is important to all of us at the Ella Bache College. If a student has an issue of a personal nature they may consult the class trainer or the Education Manager. Support is offered to all students. The College has an independent Counsellor who is available on request.

The following steps will apply:

1. Consult with the class trainer
2. Class teacher or Education Manager and student may discuss the issue
3. Class teacher or Education Manager and student may decide on the best course of action i.e. referral to the College Counsellor.
4. All counselling/private information will remain confidential at all times.

Any notes, records and referrals made during discussions with the Education Manager will be dealt with in accordance with the General Privacy Statement set out in this handbook. All records kept by the College Counsellor are confidential to the Counsellor and student.

External Counselling Services and Assistance

Problem	Website	Phone no.
Alcoholism	https://aa.org.au/	938 777 88
Anxiety	www.angelfire.com/co/serenitynsw/	9740 9539
Anxiety (including phobias & Obsessive- Compulsive Disorder)	https://wayahead.org.au/	9879 5351
Asthma	https://asthma.org.au/	1800 645 130
Crime stoppers (report crime anonymously)	https://crimestoppers.com.au/	1800 333 000
Crisis counselling (Wesley Mission) Lifeline Crisis Support Free 24-hour help	https://www.lifeline.org.au/	13 11 14
Depression (National Initiative) Beyond Blue – anxiety and depression Free 24 hours a day, 7 days a week	www.beyondblue.org.au/	1300 22 4636
Disabilities support and advocacy	www.ideas.org.au/	1800 029 904
Domestic violence (National)	Respect help-line (federal government initiative)	000 (emergency) Or 1800 737 732 (24 hours)
Domestic violence (NSW)	www.facs.nsw.gov.au/domestic-violence/helpline	1800 65 64 63 (24 hours)
Drug addiction (Christian help)	www.naranon.com.au/	9418 8728
Drug addiction: Narcotics Anonymous	www.na.org.au/multi/	1300 652 820
Drugs and mental health (Sydney)	www.waysidechapel.org.au/	9358 6577
Eating disorders	http://www.edf.org.au/	9412 4499
Eczema	www.eczema.org.au	1300 300 182
Financial rights legal centre/ Consumer credit and debt	https://financialrights.org.au	1800 808 488
Emergency services (police, fire, ambulance) 000		

Additional Useful Contacts & Information for international Students

In addition to the support services listed in this Student Handbook; “External Counselling Services and Assistance”, the following is a list of some important phone numbers that international students may find useful:

Department of Home Affairs	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942
Redfern Legal Aid helps international students with their legal problems. Find our more - Click Here Phone: 0296987645 Email: https://rlc.org.au/contact Visit the office: Redfern Town Hall, 73 Pitt St Redfern NSW 2016	1300 792 387
Royal North Shore Hospital Reserve Rd, St Leonards NSW 2065	(02) 9926 7111
St Vincent's Hospital Sydney 390 Victoria St Darlinghurst NSW 2010	(02) 8382 1111
North Sydney Medical Centre Open Monday to Saturday 71 Walker Street North Sydney NSW 2060 https://www.northsydneymedicalcentre.com.au/about/	(02) 9922 3022
Lifeline Counselling Service (telephone counselling)	131 114
Consulates: To find a country's consulate address and details: https://www.dfat.gov.au/about-us/foreign-embassies/pages/foreign-embassies-and-consulates-in-australia	

Work Health and Safety Policy and Procedures

The College aims to achieve the highest attainable level of work health and safety (WH&S) for its employees, students, and other persons throughout all areas of its activities. The College will achieve this by strict attention to all aspects of work health and safety. It is the responsibility of all College personnel and students to ensure the implementation of safety systems appropriate to their operational responsibility and in accord with current technology.

Safety in the Workplace

- Students must not run at any time in the College or engage in behaviour that is risky to self and others.
- Students must ensure that all spills are cleaned up immediately.
- All chemicals are to be stored in correctly labelled containers, and disposed of according to manufacturer instructions.
- Each student is responsible for the safety of themselves and others.
- The premises must be kept clean and hygienic at all times.
- Students must keep themselves and their clothing clean and have no exposed cuts, abrasions and/or wounds.
- Passage-ways and traffic areas are to be kept free from obstacles.

Emergency Evacuation Procedure

During the event of an emergency that requires the evacuation of any Ella Bache College campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students. Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classroom that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

Ella Bache College follows the requirements of the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only



(no lifts to be used in fire emergencies)

- Attendance will be taken at the assembly area to ensure that all students and staff are present and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden.

Critical Incidents

Ella Bache College is committed to maintaining a safe and supportive environment for staff and students. The Critical Incident policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at the College. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

A Critical Incident: is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Domestic violence;
- Physical; and sexual assault;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at Ella Bache College; and
- Information which has the potential to negatively affect the reputation of Ella Bache College in the media and/or wider community.

Ella Bache College has a detailed policy and procedure to appropriately address any incident with assigned tasks and responsibilities, which depending on the nature of the critical incident, may involve organising debriefing, counselling, and follow-up.

Refer to www.ellabache.com.au/pages/college-resources for Critical Incident Policy and Procedure.

Student Requests Policy and Procedure

Change of Session Request

Students will not be permitted to change their session after week one when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session.

Change of Address or Contact Details

International students must notify Ella Bache College of changes to their contact details with seven (7) days to ensure clear and accurate information can be sent to the student.

Student Request Forms

Students may request information from reception. The appropriate forms and required evidence will be explained by reception to ensure that students receive information and support in a timely manner.

Leave Application Procedure

Where students require special leave, Leave Application Forms are available from reception and/or www.ellabache.com.au/pages/college-resources and must be completed with supporting documentation attached and the student is required to have a face to face or phone meeting with the Education Manager..

Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/working days
- In cases where a leave application has not been approved and the student takes leave without approval, the process for attendance monitoring and course progress will be initiated as per the Policy for Course Progress and Attendance.

Refer to International Student Monitoring Course Progress and Attendance Policy and Procedure;
– [Click Here](#).

Special Leave

International students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);

- a traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for international students for deferment or voluntary suspension of study for special leave is one trimester (15 weeks plus holidays).

Please note: This may affect the student's visa and CoE.

Refer to www.ellabache.com.au/pages/college-resources for Deferring, suspending or cancelling of Overseas Student Enrolment Policy & Procedure.

Sick leave

Students who are absent due to medical reasons **MUST** provide a medical certificate (in English) from a registered doctor in Australia. Where illness is for an extended period of time the student must notify Ella Bache College as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, Ella Bache College records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student diary in the Learner Management System (LMS).

Holidays

Ella Bache College has timetabled in suitable holidays for students undertaking vocational courses, so students are not permitted to have additional holidays. Ella Bache College closes on all official Federal and State Public Holidays.

Privacy

The purpose of this policy is to ensure compliance of Ella Baché College of Skin and Beauty Therapy with the Information on Privacy Principles set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Privacy Regulation 2013 and with the VET Quality Framework.

The policy is also intended to ensure that everyone dealing with the College is treated professionally and respectfully.

It deals with the collection, use, disclosure, storage, security and access to personal information being held at the Ella Baché College of Skin and Beauty Therapy.

It applies to all teaching and non teaching staff and to all current students and prospective students who have provided personal information to the College.

Privacy Policy

Ella Baché College of Skin and Beauty Therapy is committed to the privacy of students and staff and works diligently to ensure that everyone is treated respectfully and professionally:

- The College will respect the privacy of all individuals with whom it communicates.
- Personal information is collected by the College solely for the purpose of operating as a Registered Training Organisation under the VET Quality Framework and which is administered by the Australian Skills Quality Authority, who is the registering authority.
- The College also collects student information to continually improve the services they offer to all students.
- The requirements of the registering authority may mean the release of students' personal information for the purposes of audit, or for collection of data by Commonwealth and State Government departments and agencies.
- Access to student records may be provided where the Standards for Registered Training Organisations or an officer of the law requires the College to do so. The College staff will comply with all external reporting responsibilities where required to do so.
- The College will ensure that all personal information given to the College by employees and students is held securely and safely.
- Only staff directly involved with student welfare and or student results will have access to personal student details. Trainers and the College administrative staff will provide students with access to their own files and personal information held by the College upon request according to procedures, including access to their participation and progress, and they may request corrections to information that is incorrect or out of date.
- Upon receipt of written consent by a student, the College staff will provide a third party with student's personal details.

Collection of Information

The College requests information from students as part of the pre enrolment, enrolment and any re enrolment processes. The College staff will not collect personal information at any time by unlawful or unfair means. The College will always take reasonable measures to ensure that the individual is made aware of why personal information is being collected and what it could be used for.

The College will only collect students' personal information for the following purposes:

- For the essential communication for the student's safety and comfort during their studies
- When it is necessary for the College to make contact with a student's nominated family member in the case of emergency or accident.

Selected student details are also collected and used for:

- Processing enrolments
- Enquiries regarding courses available and sending out course information
- Communicating accurately with students
- Assisting students with courses they may be interested in
- Assisting students with RPL applications
- Student account details
- Assessing an individual student's entitlements for VET Student Loans and other government funded areas. The College will ensure that when personal information is collected it will not intrude to an unreasonable extent into the personal affairs of the prospective student / individual and that the information is up to date and complete.

Disclosure of Information

Information from the student

- Students have access to all information kept on their file based upon a written request
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed.
- Information requests about students from a third party will be denied unless there is written consent from the student.
- Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.
- A copy of information shared with a third party will be kept on the student's file.

In all cases, conditions of the Privacy & Personal Protection Act 1998 will be followed and adhered to by staff members and students at Ella Bache College and operate in accord with Australian Privacy Principals.

Personal information will not be released without the consent of the student or staff member. The College does not release or sell student's personal details to any external companies for the

purposes of marketing. The College may from time to time be required to provide personal information to external organisations including the Australian Government and other designated authorities in order to provide specific services as required by law. These may include but are not limited to:

- Department of Immigration and Border Protection (DIABP)
- Australian Government Department of Education (DET)
- Australian Skills Quality Authority (ASQA)
- The ESOS Tuition Protection Scheme (TPS)

This information includes personal contact details, course enrolment details, changes of circumstances and any suspected breach by a student of a student visa condition (National Code 2007 Standard 3.1).

Ensuring the Data Quality

- The College relies on its students and staff to advise the College of changes that may occur in personal information in order to keep all records up to date and of good quality.
- International students have a legal obligation to inform the College of any change to their personal details such as postal address, contact phone numbers and emergency contacts in Australia and in their own country.
- The College will ensure that the students' records are kept updated by making the changes in the student personal files, in the student management system and in the student soft copy register as soon as they are provided by the student.

Access to Data and Making Corrections

- All students, clients and staff have the right to inspect their own personal information and files held by the College.
- Prospective students are informed that upon giving the College their personal contact details, the College will use these details to process their enquiry and send them course information.
- Upon reasonable request and 5 working days' notice, the College administrative staff will provide a student with access to their personal records and if required, reissue statements of attainment or qualifications achieved. The College will not allow this to take place without an appointment being made.
- Student's personal records cannot be released to parents, partners or any external party without the written consent of the student.
- When a record is found to be incorrect, this will be corrected; when a student requests that a record be corrected because it is not accurate or correct, the details of the request for amendment with the evidence supplied for change will be noted on the records.

Students Rights and Responsibilities

Ella Bache College staff and students participate equally in ensuring that Ella Bache College provides a safe and effective learning environment and where student's rights and responsibilities are transparent and communicated through a wide range of ways including but not limited to:

- Orientation and induction
- Student Handbook contents
- Policy access through Ella Bache College website
- Direct written communication
- Special notices
- Posters
- Flyers etc.

Student Card

In order to obtain a student card, students must go to reception to take a photo for Student Identification, which will be ready within 5 business/working days. Students must carry their student card at all times when on Ella Bache College campus.

Ella Bache College's student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged as per published fees available on the website.

Usernames and passwords

Upon enrolment every Student will be provided a unique username and password to access the College Learning Management System at <https://www.my.ellabachecollege.edu.au>. This learning portal provides access to the training and assessment resources for the Students chosen course of study, and assessment submission portals.

To assist with the monitoring and management of the College plagiarism policy, Students must not share their username or password with any other student. Students that have been found to have shared their username and password with other Students may face disciplinary action.

Access to academic progress records

Students may access the real-time records of their course progress including all assessment results at the <https://my.ellabachecollege.edu.au> learning portal. The learning portal does not contain detailed personal information on each Student. Detailed personal information is contained in the Student Management System. Students may at any time request access to view their personal information in the Student Management System.

Procedure to Access Personal Information Records by a Student

To access personal information the student must complete a Request to Access Personal Information form. The form is available from the 'My Course Information' subject in the <https://my.ellabachecollege.edu.au> learning portal:

- This form once completed and signed must be submitted to the College Operations Manager.
- The College Operations Manager will ensure an appointment is made for the student to view their files.
- The College Operations Manager must also ensure a copy of the request form is stored in the student's personal file as a record
- Once a student has reviewed the files and requested corrections, the College Operations Manager will make the changes if approved, and sign and date the changes.

Attendance – On-Campus students

All On-Campus students are obliged to attend a minimum of 80% of all classroom lessons to achieve an Ella Bache qualification. Attendance is monitored in every class. Poor attendance may result in disciplinary action and/or impact the achievement of satisfactory results in some units of competency.

If a student is unable to attend College or are running late, the student is required to contact the College by telephone or email if they are unable to attend for any reason. If a student is absent due to illness on the designated day of a practical assessment or a theory examination, they must bring a medical certificate validating their illness when they return to college. Upon returning to College after illness, the student must report to the office and make plans to complete the missed assessment or examination.

Inactive Students

- If an enrolled international student does not participate in their course of study in the pre census period and is unable to be contacted by the College their enrolment and visa may be cancelled.
- If an enrolled Student does not participate in their course of study in the post census period and is unable to be contacted by the College they will be held in inactive status and the student's and visa may be cancelled.
- The College will make all reasonable attempts to contact the Student and will notify the student of their inactive status before contacting DHA and reporting the student in PRISMS.
- If the Student does not contact the College within the inactive period or prior to the next period of study the student will be deemed to have withdrawn from the course and remains liable and will forfeit fees for the preceding fee period. The college will

contact DHA and report the student in PRISMS and the student's and visa may be cancelled.

Refer to:

International Student Monitoring Course Progress and Attendance Policy

Deferring, suspending or cancelling of Overseas Student Enrolment Policy & Procedure.

Student Feedback for Continuous Improvement

The Ella Baché College encourages students to provide feedback regarding course content and delivery and any other comments or suggestions as part of the ongoing continuous improvement process. If students have any feedback, we recommend they make an appointment with their class trainer or Head of Studies to discuss their feedback points.

The Ella Baché College also undertakes systematic surveys of students to obtain their feedback. These surveys provide essential input into the operations and strategic direction of the College. The Ella Baché College undertakes two types of student surveys. Students will complete the following at the end of each term:

- Learner Engagement Questionnaire - Quality Indicator
- Ella Bache College Student Feedback

Students are requested to answer these feedback forms honestly to assist Ella Bache College to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at Ella Bache College, this information can be provided directly to the trainer or Principal at any time.

Confidentiality

The Ella Baché College provides students with an assurance that their responses remain confidential. The Ella Baché College encourages students to provide open and honest feedback that can help support the future development of the college.

Work Experience

Students undertaking the Diploma of Beauty Therapy at the Ella Baché College of Skin and Beauty Therapy are required to complete 150 hours of external work experience in a commercial salon before they can be awarded with their qualification. The limitations and requirements of the Work Experience program are as follows:

- Ella Bache College will assist international students find a suitable salon for work experience. Alternatively the student may nominate a suitable salon for approval by the College.
- Not all salon situations will be acceptable places for the completion of work experience. Students will need to seek advice from College trainers as to the

suitability of salons, spas and other commercial enterprises for completion of their work experience placement.

- Students are covered by insurance whilst participating in work experience.
- Work experience is non-paid work designed for the professional development of College students. Unscheduled work experience cannot be recognised by the College and the student will not be credited for it.
- Students can be employed by salon owners at any time during their studies; this work is classified as part-time work and not work experience.
- Part-time work cannot be changed to work experience without prior notice given to the student, and it must fall within the work experience schedule.
- Work experience is scheduled into the study year at specific times as designated by the College. This is conducted at the beginning of Trimester 2 and during Trimester 3 for all On Campus students.
- Whilst students are encouraged to practice on family and friends, for any of the skills being learnt during training due to legal and visa restrictions, international students must not accept payment or charge the general public, before graduation except under supervision as part of their salon training and field placement/work experience program.
- Students must be made aware that if they practice any skills learned during training before completion of the course without supervision they may be risking claims for damages against them if any harm is caused to the client.
- Client records should not be removed or copied in any way from any salon. Client records are confidential medical and legal documents and remain the property of the salon. Students are required to accurately record the client's histories and treatments.

Student Code of Conduct

Code of Conduct

- Students will maintain high standards of behaviour and appearance in all areas and strive to maintain the good reputation of the Ella Baché College of Skin and Beauty Therapy
- Students will not engage in any form of physical or verbal abuse towards staff members, other students or members of the public
- Students will not engage in inappropriate behaviour such as chewing gum, smoking or eating during class or when wearing the College uniform
- Aggressive behaviour is not acceptable at any time, be it verbal, physical or via social media
- Students will behave in a safe manner whilst moving around the college facilities or buildings or using the College equipment
- Discrimination of any kind will not be tolerated
- Students will not engage in bullying or harassment of another student either on campus, off campus or via social media
- Students will not engage in disruptive behaviour that prevents other students from learning
- Students will not cheat, plagiarise or engage in any form of academic misbehaviour.
- Students are expected to engage in the College social and extra-curricular activities.

Any breach of these codes may result in dismissal or suspension from the College.

Refer to the Student Code of Conduct – [Click Here](#)

Disciplinary Procedures

The Ella Baché College of Skin and Beauty Therapy will ensure all students receive fair and equal treatment.

Students who do not comply with the: College Code of Conduct; Rules and Regulations including Computer Resource Use and Social Media; Grooming and Appearance Standards; or engage in general or academic misconduct will be asked to a meeting with the Education Manager.

If a Student is unable to abide by the College Code of Conduct and Rules and Regulations including Computer Resource Use and Social Media, he or she may be requested to leave college premises and not return until further action is taken by the Head of Education.

General and academic misconduct will be dealt with according to the nature and extent of the misconduct and may include reporting any criminal behaviour. Penalties imposed will take into account the nature and the extent of the misconduct.

Refer to the Student Code of Conduct – [Click Here](#)

General Misconduct

The Ella Baché College of Skin and Beauty Therapy will not tolerate any general misconduct. General misconduct is that which:

- Contravenes the College Code, College Rules and Regulations and Grooming and Appearance Standards;
- Contravenes any legislation;
- Prejudices the good name or reputation of Ella Baché College of Skin and Beauty Therapy;
- Acts dishonestly in relation to admissions to the College or fails to comply with conditions agreed to in the contract;
- Fails to comply with any penalty imposed for breach of discipline;
- Obstructs any member of staff in the performance of their duties;
- Alters any documents or records;
- Harasses or intimidates another student, a member of staff, a visitor to the College or any other person while the student is engaged in study or other activity as an act student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others including the misuse in any way, of any computing, communications or other College equipment;
- Steals, destroys or damages a facility or property of Ella Baché College of Skin and Beauty Therapy; and/ or
- Is guilty of any improper conduct.

Penalties for General or Academic Misconduct

If the student admits to the alleged misconduct, the Head of Academic Studies may impose one or both of the following:

- A charge for the cost of damage to facilities and equipment
- Expulsion from the College
- Reporting to the police in the case of breach of law or criminal behaviour.

Suspension or Expulsion from the College

The College reserves the right to suspend or expel a student for:

- Theft of any kind
- Non-payment of fees
- Non attendance
- Continued disruptive behaviour, rudeness to staff and fellow students
- Violence and bad language

- Attending college under the influence of drugs or alcohol
- Not complying with the college Code of Conduct, regulations and policies
- Racist behaviour or comments
- Bullying or harassment
- Academic or general misconduct

A student will be suspended for varying lengths of time depending on the severity of the incident and at the discretion of the Head of Studies. No refunds are given to students who have been suspended or expelled from the College.

On-Campus College rules and student obligations

Mobile Phones

No mobile phones are allowed in class, for On-Campus Students at any time for personal use. These are to be switched off and placed in the Student's locker. If Students need to be contacted at the college during the day, a Student Support officer will pass on any important messages to students while in class.

Trainers will advise where mobile devices may be used for study related purposes such as research activities.

Cleaning Roster

- All students are required to take part in cleaning duties at the college.
- All areas of the college must be cleaned and tidied at the end of each lesson.
- These rostered duties may include sweeping and mopping of floors, cleaning bench tops and sinks, cleaning and sanitising of equipment and folding and storing of towels and other linen.

Please note the student kitchen is a communal space and must be kept clean and tidy at all times. All students are responsible for keeping this area clean and tidy.

Lockers

The college lockers are a coin return style. Students must have \$2 each day in order to use the lockers. All lockers that are used need to be cleaned out each day. Keys are not permitted to be taken home by students at any time. Locker keys are student's responsibility.

Lost locker keys will incur a cost of \$25 replacement fee.

Taking Photos

Students are not permitted to take photos in the college or of fellow Students and treatments without the permission of the college staff. At no time are Students allowed to publish any photos on websites or social media pages as this may conflict with our privacy laws and those of our company and of fellow Students.

Alcohol/ Drugs

Any Student found under the influence of illicit drugs or alcohol will be asked to leave the campus immediately. Any Student that repeatedly attends campus under the influence of drugs or alcohol will be disciplined and may be expelled from the College.

Smoking

In the beauty industry smoking is not encouraged as it is not a professional example for health and good skin care. There will be NO SMOKING in the Ella Baché uniform at any time. Should Students wish to smoke, then they must change out of the Ella Baché uniform.

- This means that if any person chooses to smoke during a break, they must bring a change of clothing and move away from the Ella Baché building.
- The time required to do this must not exceed the break time allocated. Smoke must not be detected on any student at any time and suitable oral hygiene precautions must be implemented to avoid the detection of cigarette smell. If a student comes to class with the smell of cigarette on them, they may be asked to leave that lesson in which case they will be marked absent for that lesson.

Access to Building

Students are not permitted to enter the Head Office Building outside the hours of 08:30 and 17:00 Monday to Friday, unless accompanied by a member of staff. If a student needs to meet with a trainer outside class hours they must make an appointment through the Head of Studies.

Social Media

The College embraces the use of social media by Students to connect with staff, researchers, peers, clubs, etc. However, given the public nature of social media, it is important that students who use social media understand the College's expectations. You must be aware that the same standards that apply for interacting within and outside the Ella Baché community in real life also apply online. The same respect, courtesy and professionalism expected in real life interactions should be displayed online. Likewise, the consequences that apply to a breach of College rules by students apply to breaches of rules for online conduct.

Rules for Use of Social Media

When using social media in the context of education or research, Students must:

- Only disclose and discuss information about the College or its activities that is not confidential and is publicly available
- Take reasonable steps to ensure that content published is accurate and not misleading
- Ensure that the use, including content published, complies with all relevant rules of the College
- When making a statement on a matter of public interest, students must expressly state that the views expressed are their views and not those of the College (unless

they are officially authorised by the College)

- Be respectful and courteous in communications
- Adhere to the Terms of Use of the relevant social media provider; and
- Comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.

Specific Prohibitions

When using social media in the context of education or research training, and when making identifiable personal use of social media, Students must not:

- Make any comment or post material that is, or might be construed to be, racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate.
- Make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a student, contractor, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, and/or unreasonable demands or undue pressure
- Make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes a contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful
- Imply that they are authorised to speak as a representative of the College, or give the impression that the views they express are those of the College (unless they are officially authorised by the College)
- Use the identity or likeness of another student, contractor, staff member or other stakeholder of the College
- Use or disclose any College confidential information obtained as a student of the College
- Sell, purchase or offer to write assignments or other assessable work, or to request help with such work. Furthermore, students are required to take steps to minimise opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites
- Make any comment or post material that might otherwise cause damage to the College's reputation or bring it into disrepute; and
- Use the College's logo without permission, or use the College's name in a manner that is likely to be misleading or bring the College into disrepute.

Using images and video

In most cases, prior permission (i.e. a release) must be obtained to post, share or distribute images of individuals whose images are identifiable. Students should not post content that might be embarrassing to an individual or that could be construed as placing an individual in a negative

or false light.

Students must not post content that might cause someone to believe that his/her name, image, likeness or other identifying aspect of his/her identity is being used, without permission, for commercial purposes.

Grooming and Appearance Standards

While the following rules specifically refer to female students, male students are equally required to be neat and tidy and present an image of impeccable grooming at all times.

Student Uniforms

For male students, the uniform consists of black trousers, with a short sleeved T-shirt. Black leather shoes must be worn, with black cotton socks. Jeans are not permitted. For female Students, the uniform consists of Ellery navy trousers and an Ellery navy tunic top that will be provided by the college. This must be worn at all times.

All Student uniforms should be kept clean, pressed and worn as a complete outfit. Tunic tops provided by the College must be worn without any other garment showing underneath. In winter, a student may wear a plain navy cardigan for extra warmth if needed. The uniform is not to be mixed or matched with other pants or tops. Uniforms may be updated or changed by the College from time to time.

The Ella Baché Image

While the following rules specifically refer to female students, male students are equally required to be neat and tidy and present an image of impeccable grooming at all times:

Hair

For all students in the college:

- Long hair must be tied back away from the face. Hair must be worn off the collar and should not come in contact with clothing.
- Hair must be neat and project a professional image, suitable to beauty therapy.
- For short hair styles that cannot be tied back, hair must be neat and kept away from the face, using bobby pins and/or a thin plain, black headband.
- Any hair clips or adornment should be black and discrete.
- Natural hair colours only are allowed and no extreme haircuts are permitted.

Shoes

Shoes must be enclosed, leather or vinyl plain black and have soft soles. Open toes, canvas shoes, sling backs, strappy sandals or boots are not allowed.

- Bows, fancy embellished designs, and heels are not allowed.
- Students must ensure that heels and soles are in good state of repair at all times. Shoes are to be kept polished.

Stockings

For females, flesh-coloured knee high stockings must be worn at all times. No other socks are allowed.

Make-up

- All students are required to wear some light day makeup
- Eyes, cheeks, and lips are to be highlighted
- Make up should be reapplied during the day but not in public or in the working environment.

Nails

- Wearing of coloured or clear nail polish is not permitted
- Nails should be short, clean, and well-manicured
- No acrylic or gel nails to be worn.

Accessories

- No necklaces, bracelets and bangles are to be worn with the uniform
- The only jewellery permitted is one pair small gold or silver earrings
- A wrist watch is acceptable but must be removed during practical lessons

General Hygiene for all students

- Breath fresheners should be used and teeth cleaned/flossed regularly
- Students are to be aware of unpleasant odours due to perspiration or after eating strongly flavoured foods
- Uniform should be washed daily.

Cleanliness

It is imperative that we have high standards of cleanliness in all work areas including the practical training areas and student kitchen/recreation areas. In particular, attention should be paid to the following:

- No food is to be kept in any lockers at any time.
- At the end of the week, any food items or containers must be thrown away or taken home
- Any food and containers left in the fridges at the end of the week will be thrown away.
- All surfaces should be regularly wiped free of fingerprints, dust, and grime.
- Glass surfaces should be free of smearing, and walls cleaned of scuff marks.
- Kitchen areas should be kept clean and tidy at all times - if cutlery and crockery is used it should be washed and put away after use. Food should not be left lying around.
- No food is to be consumed in any of the practical rooms.

- Routine hygiene duties are to be carried out according to the duty roster every day
- All students are reminded to leave valuable possessions at home. No responsibility will be taken for lost items. Personal items are not to be left on tables.

Ella Bache College Classroom Guidelines

During theory and practical classes students will:

- Turn off mobile phones
- Develop group and co-operation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Ask for assistance if needed
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

Legislative and Regulatory Responsibilities

Ella Bache College Legal Responsibilities

Ella Bache College is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Ella Bache College has recognised for which it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While Ella Bache College has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at www.legislation.vic.gov.au/ (State) and www.comlaw.gov.au (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

Statutory Cooling Off Period

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement, or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts, and warranties as it applies in NSW. <https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts>

Please also see the information in this Student Handbook and on the website for Ella Bache College's:

- *Complaints, Grievances and Appeals Policy and Procedure* - [Click Here](#)
- *Fees Schedule and Refund Policy and Procedure* - [Click Here](#)

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations

for consumer protection during the enrolment process.

It must be noted that Ella Bache College does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the Refund Policy; – [Click Here](#).

Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- a. both of the following apply:
 - (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
 - (ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- b. the individual has consented to the use or disclosure.

VET Data Use

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

- populate authenticated VET transcripts;
- facilitate statistics and research relating to education, including surveys and data linkage;
- pre-populate RTO student enrolment forms;
- understand how the VET market operates, for policy, workforce planning and consumer information; and
- administer VET, including program administration, regulation, monitoring and evaluation.

As a student you may receive a survey which may be administered by a government department or NCVET employee, agent or third party contractor or other authorised agencies. You have the right to opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncver.edu.au).

Anti-Discrimination Act 1991

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education, and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

Disability Discrimination Act 1992



A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The purposes of the Act are to

1. to eliminate, so far as is possible, discrimination against persons on the ground of sex,

marital status, pregnancy, or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the

2. administration of Commonwealth laws and programs; and
3. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
4. to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
5. to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for
- businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards, and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes, and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia

at the following link: [Click Here](#)



Information for International Students: Life in Australia

What to do in case of an emergency

For any emergency where Police, Fire Brigade or Ambulance assistance is required immediately call '000'.

The College CEO is available at all times, 24 hours a day, seven days per week, on **0425368040** for emergencies. Please use this number after hours strictly for EMERGENCIES ONLY.

How 000 works

000 calls are answered by an operator who will ask which service you require - Police, Fire or Ambulance. The operator will ask relevant questions, and arrange an appropriate response from the local Police, Ambulance or Fire Service.

000 Calls are free on all mobile phones.

Useful Online Resources about Living in Australia

Study in Australia <https://www.studyinaustralia.gov.au/>

This is the official Australian Government website for international students. You can search for courses, institutions, and scholarships, read about studying and living in Australia, watch stories from other students, and learn about Australian education.

Study NSW is a NSW Government site with a lot of information available for international students studying in NSW. The site has information about;

Living in Sydney – [Click Here](#). Here you will find information for international students about:

- accommodation
- banking
- health
- safety
- shopping and services
- transport
- support services
- touring NSW

Working – [Click Here](#). Here you will find information for international students about:

- finding a job
- applying for a job
- work experience and internships
- employment conditions and your rights

Service NSW is a NSW Government website for all citizens and residents and has specific information available for international students – [Click Here](#)

The site has information about:

- identify documents – [Click Here](#)
- translation and interpreter services
- emergencies and safety
- working while studying
- travel
- accommodation
- Finding a Justice of the Peace – [Click Here](#)

Accommodation in Sydney

There are many options for student accommodation in close proximity of the Ella Bache Campus, including living with a family homestay, shared apartments, student residences or living on your own. The following websites may help give you an idea of price:

www.realestate.com.au
www.flatmates.com.au
www.flatmatefinders.com.au
<http://www.homestaynetwork.org>
<https://www.study.sydney/live/accommodation>

Living in Australia: Cost of Living

For a full summary of costs for 2020 please refer to;
<https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>

Accommodation

Hostels and Guesthouses - \$90 to \$150 per week
Shared Rental - \$95 to \$215 per week
On campus - \$110 to \$280 per week
Homestay - \$235 to \$325 per week
Rental - \$185 to \$440 per week
Boarding schools - \$11,000 to \$22,000 a year

Other living expenses

Groceries and eating out - \$140 to \$280 per week
Gas, electricity - \$10 to \$20 per week
Phone and Internet - \$15 to \$30 per week
Public transport - \$30 to \$60 per week
Car (after purchase) - \$150 to \$260 per week
Entertainment - \$80 to \$150 per week

Cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step by step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of October 2019 the 12-month living costs are;

For students or guardians - AUD\$21,041
For partners coming with you - AUD\$7,362
For a child coming with you - AUD\$3,152
The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.

The Insider Guides '**Cost of Living Calculator**' is also a useful, practical tool to help estimate your cost of living in Australia – [Click Here](#)

If you experience financial trouble while in Australia, talk to your institution's international student support and student accommodation services staff for assistance.

Dependents – [Click Here](#)

If your children are travelling with you as dependants on your student visa, you will have to pay fees for them to go to any Australian school (regardless of whether the school is state or private). School fees vary according to the age of your children and the state or territory that you live in but expect fees of around A\$7800 to A\$30000 per year, per child.

For more information, visit <https://www.studyinaustralia.gov.au/english/australian-education/bringing-your-children>

Working

On a student visa students are permitted to work up to 40 hours per fortnight during study periods. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

Tax File Number (TFN)

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

Online Application:

Go to www.ato.gov.au and apply on line

Go to 'For Individuals' and click 'Apply for a Tax File Number'

Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)' Go to 'Apply for Tax File Number'

Scroll to the bottom of the page and click 'next' Follow the instructions until you are finished
Appointment: Call 13 2861 to make an appointment

Visit: visit the Australian Taxation Office (ATO) 1/32 Martin Place Sydney NSW 2000 or 100 Market Street Centrepoint Tower, Sydney

NB: International students will need a passport number and an Australian address.

Schooling for dependants

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training, or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in NSW government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The NSW government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options: NSW Public Schools: [Click Here](#)

For more information, read the Life in Australia booklet; https://immi.homeaffairs.gov.au/support-subsite/files/life-in-australia/lia_english_full.pdf

Your safety

Ella Bache College has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

Unsafe locations

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar with the areas in which you need to be careful of you can check with a trainer or Senior Trainer.

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

On campus

Building Alarms OR other Emergencies In the Event of Fire – dial “000”

Alert other occupants and evacuate. Do not use the elevator, use the stairs A First Aid kit is located at reception

In the Evening

- Catch taxis and travel in groups.
- Report any troubled incidences to us if they occur to or from Ella Bache College. Be careful of your personal belongings. Do not leave them unattended. Notify your homestay family if you are not coming home or staying out late. Do not consume alcohol in public places.
- Do not drink and drive. If drinking, nominate a designated driver.
- Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade

Beach Safety

More than 50 people drown in Australia each year. Beaches can be extremely dangerous – you need to take care



Travel, Financial, Health and Legal Services in Australia

Banking

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- Certificate of Enrolment (apply at reception)
- Passport
- Driver's license, credit card or bill (if you have been in Australia longer than 4 weeks)
- To get money sent from overseas, the easiest way is via direct transfer over the internet

Doctors

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to Ella Bache College, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance and the time will be recorded as absent.

Dentists

Reception can provide a list of nearby dentists in an emergency situation.

Hospitals

Students can go directly to a hospital if the situation is urgent and it is after hours. However, there may be long waiting periods.

Transport

For full information on getting around in Sydney, visit;
<https://transportnsw.info/travel-info/ways-to-get-around>

Opal Card:



An **OPAL Card** is for use on buses, trains, and ferries. It's free to get, the student just has to top up the credit for travelling. The opal card can be ordered online, at newsagents or at the train station. There are also free bus timetables available. For **all** Sydney Trains and Ferries you need to get an Opal card from a rail station or order online: [Click Here](#)

All public transport works with either an opal card, a contactless credit or debit card or linked device.

Light Rail:

The city and inner suburbs in Sydney can be accessed by light rail. You can pay your fare with an opal card, a contactless credit or debit card or linked device.

Sydney Metro (trains):

Sydney Metro offers a new generation of fast, safe, and reliable train services. With frequent services you can just turn up and go. You can pay your fare with an opal card, a contactless credit or debit card or linked device.

Sydney Metro is part of the Opal network and you can pay your fare with an Opal card. Fares are the same as existing train fares and all Opal card benefits apply. You can pay your fare with an opal card, a contactless credit or debit card or linked device.

Buses:

Sydney buses run day and night throughout Sydney and surrounding areas. You can pay your fare with an opal card, a contactless credit or debit card or linked device.

What to do in Sydney

Students can experience many activities including but not limited to music, art, opera, sport or outdoor activities, students will find something to suit their interests. For information on what to do and what is happening in and around Sydney refer to the following:

<https://www.sydney.com/events>

<https://www.sydney.com/things-to-do>

<https://www.sydney.com/destinations>

www.cityofsydney.nsw.gov.au/whats_on.as www.timeout.com/sydney

Sydney Newspapers

Herald Sun

The Sydney Morning Herald – [Click Here](#)

Free publications

Beat Magazine - Music, concerts etc.

Sydney: The Official Guide – Tourist information booklet

Time Out Sydney magazine - Music, concerts etc. – [Click Here](#)

Can be found outside newsagents, in music/video stores & tourist information centres etc

Entertainment

Ticketek

For tickets to upcoming sporting matches, shows, musicals, concerts & other major events Ph: 9266 4800

Website: www.ticketek.com.au

Cinema

On Tuesday nights most movies are half price and cinema details can be found in the newspaper's entertainment section or on the cinema's website:

Hoyts: www.hoyts.com.au

Greater Union www.eventcinemas.com.au

Sightseeing

The following is a list of some of the most popular sightseeing destinations in Sydney

Sydney Opera House www.sydneyoperahouse.com.au

The Rocks www.therocks.com.au

Darling Harbour www.darlingharbour.com

Chinatown	www.chinatown.com.au
Art Gallery of NSW	www.artgallery.nsw.gov.au
Queen Victoria Building	www.qvb.com.au
Sydney Aquarium	www.sydneyaquarium.com.au
Bondi Beach	www.gobondi.com
Taronga Zoo	www.zoo.nsw.gov.au
World Square	www.worldsquare.com.au
China Town	https://www.sydney.com/destinations/sydney/sydney-city/chinatown-and-haymarket

College Services and Facilities for International Students

Student Engagement Area

Ella Bache College student room includes:

- Computers
- Library resources
- Notice boards (jobs, accommodation, social activities, etc.)
- Wireless internet access
- Breakout areas and kitchen

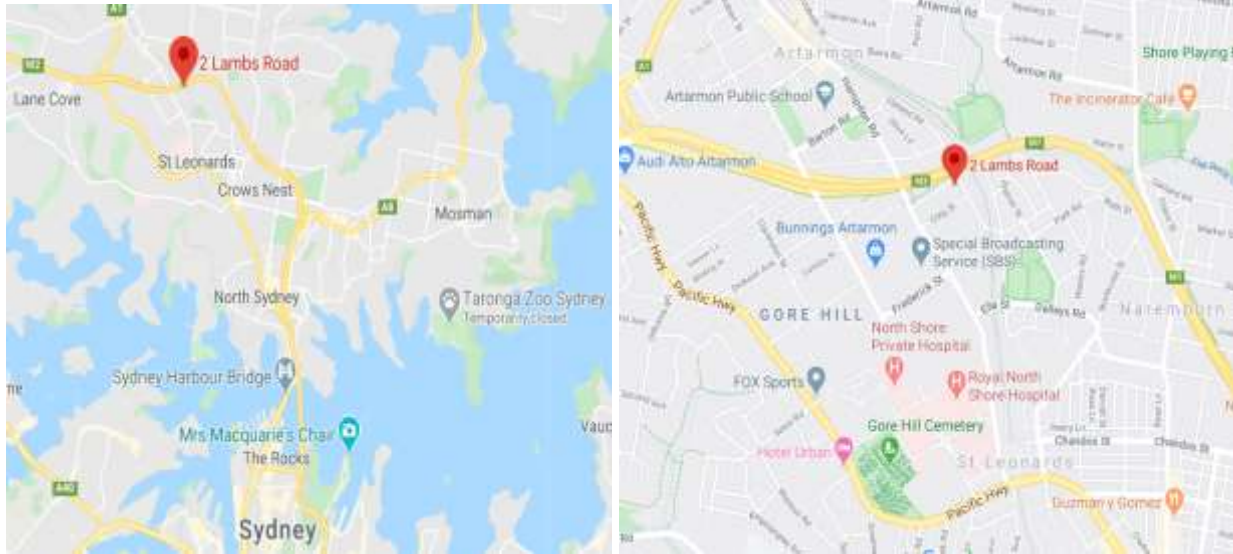
Student Counselling

Students can access the following support:

- Educational counselling about their educational progress and future career plans
- Personal or cultural matters
- Students go to reception and make an appointment to meet with Ella Bache College student support staff that will provide them with support and/or referral if required.

How to Find us:

The college is located at [2-4 Lambs Road Artarmon NSW 2064](#)



How to get to Ella Bache College via public transport:

Moovit app [-click here](#)

From the City

Bus: Catch the 320 Bus from Town Hall Station Park St, Stand K. Buses leave every 15 minutes.

Train: Catch the train to Artarmon Station and walk to the College (15 minute walk)

From Chatswood (station/ concourse)

Bus: Catch the 533 Bus from Chatswood Station Victoria Avenue, Stand F. Get off at Pacific Hwy at Dickson Ave. Buses leave every 15 minutes.

Train: Catch the train to Artarmon Station and walk to the College (15 minute walk)