



# SECTION 3

## PRE-DEPARTURE AND ORIENTATION

The Pre-departure and Orientation Guide provides students with an overview of:

- Study Melbourne Student Centre
- Pre-departure information
- Transition into life in Australia
- Student support services
- Complaints and appeals process



## *Victorian Government initiative launched!*

### **Study Melbourne Student Centre**



<http://dsdbi.vic.gov.au/our-department/news/study-melbourne-student-centre-opens>

This news report from the Victorian Government was published on: **06 August 2014**

Minister Asher recently launched the new Study Melbourne Student Centre, which is one of the initiatives of the \$17.5 million International Education Strategy for Victoria 2013-2018.

Formerly known as the International Student Care Service, the Centre is now located at 599 Little Bourke Street, Melbourne. It provides a 'one-stop-shop' for international students living and studying in Melbourne.

International students can visit the Centre for information on the government's programs such as the Study Melbourne Internship Program, Study Melbourne Sports, including the successful GLOBALL program, and information on the [public transport discount scheme](http://ptv.vic.gov.au/assets/PDFs/Brochures/International-students-discount-scheme-fact-sheet.pdf) (<http://ptv.vic.gov.au/assets/PDFs/Brochures/International-students-discount-scheme-fact-sheet.pdf>).

The Centre also provides information on health, legal, accommodation, financial management and safety matters, and practical support for international students dealing with personal crises, as well as offering a range of referral and advocacy services.

Other government initiatives supporting international students in Victoria include:

- ✧ the Student Welcome Desk at Melbourne Airport (<http://www.melbourne.vic.gov.au/COMMUNITYSERVICES/FORYOUTH/Pages/StudentWelcomeDesk.aspx>)
- ✧ the free Culture Card (<http://www.culturecardvictoria.com.au/>); and
- ✧ Study Melbourne International Student Information Days (<http://www.studymelbourne.vic.gov.au/entertainment/events/all-events/2013/09/international-student-information-day>).

Find out more about the Study Melbourne Student Centre

**Phone:** 1800 056 449 (free call from landline phones)

**E-mail:** [info@studymelbourne.vic.gov.au](mailto:info@studymelbourne.vic.gov.au)

<http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre>

**Drop-in to the office:** 599 Little Bourke Street, Melbourne, Victoria, 3000

**\*\*With thanks to the Victorian Government for the use of this information.**

## Pre-departure information

**Pre-departure information** is critical for all students before departing their home country. Be prepared and you will enjoy your new surroundings! There are many things to think about before you arrive in Australia. Lawson College has developed the *Pre-Departure and Orientation Guide* to help students prepare for life and study in Australia.

**Arriving in Australia** for those travelling outside their home country may be very daunting. When you arrive at an Australian airport, you will first need to go through immigration and customs clearance. If you need help finding your way around, just ask the airline staff or one of the border officials in the arrivals area. If you need help finding your way around, just ask the airline staff or one of the border officials in the arrivals area. A clearance officer will check your travel document and visa, and once cleared you will be able to collect your luggage to go through customs and quarantine clearance processes.

More information on what to expect when you arrive at the airport is available at the Department of Immigration and Border Protection website or Australian Customs and Border Protection website.

### Helpful websites:

<http://www.melbourne.vic.gov.au/COMMUNITYSERVICES/FORYOUTH/Pages/StudentWelcomeDesk.aspx>

<http://www.immi.gov.au/Study/Pages/Study.aspx>

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

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

## Transition into life in Australia

**“Culture shock”** describes the impact of moving from a familiar culture to one which is unfamiliar.

It is also perfectly normal for you to feel excited, frustrated, challenged or deflated (sometimes all at once) when you first arrive into a different cultural setting.

Living in a new country can be difficult at first. It can also be exciting, confusing and at first you can feel very tired. It is very common to feel “homesick”

We encourage you to try to arrive as early as you can before starting the scheduled orientation for your, to give yourself time to adjust.

If English is not your first language, try to speak it as much as possible as it will allow you to improve your English skills and will help with meeting locals. We encourage ALL students to speak English when attending classes at Lawson College.

Advice and support is readily available at Lawson College. Student Support Team will run presentations as part of the orientation program which will provide students with information and advice on transitioning into life in Australia and how to cope with the feeling of ‘homesickness’.

## Student support services

Lawson College Student Support Services consist of both Welfare support and Academic support. These services can be utilised by all Lawson College students.

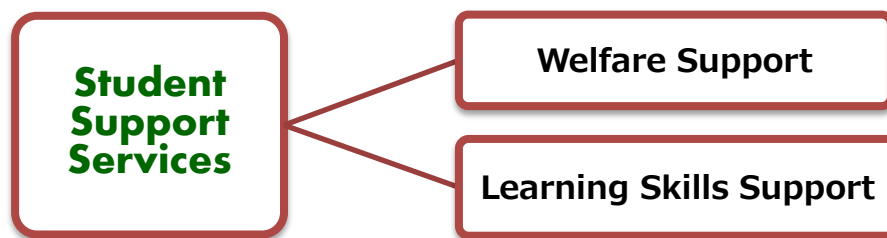
### Student support services are available:

9 a.m. – 5 p.m. Monday-Friday

A 'free of charge' appointment can be made with either the Welfare Support Officer or the Learning Skills Support Officer by:

Emailing: [support@lawsoncollege.edu.au](mailto:support@lawsoncollege.edu.au)

Emergency 24hr access to Lawson College staff: Mobile: 0438592747



### Welfare support

A Lawson College Welfare Support Officer is available for all students to provide the opportunity to access welfare-related support services. The Welfare Support Officer assists with issues that may arise during a student's study, including course progress and attendance requirements and accommodation issues. These services will be provided at no additional cost to the student. If the College refers the student to external support services, the College will not charge for the referral.

The role of the Welfare support officer is to support student's emotional, social and academic development, as well as to provide support to all students in the areas of:

- Airport pick-up bookings
- assimilating into a new culture/homesickness
- accommodation and tenancy issues
- orientation
- and advice about day to day issues
- assistance with banking, housing and other services available
- learning difficulties, exam anxiety and study skills
- planning educational goals and outcomes
- relationship issues
- health, financial or legal concerns
- experiencing a crisis
- grief and loss issues; and
- mental health conditions
- harassment and grievance issues confidential counselling sessions with students and make referral as required
- assistance to students concerned about their academic progress because of unavoidable disruption due to welfare related issues. Student Support sessions are 'free of charge' and are available by appointment only.



The Welfare support officer is available during normal Lawson College office hours (9am-5pm Monday-Friday).

If the Welfare support officer feels additional support would be beneficial, a referral to an appropriate service can be arranged (a fee will be payable to external agencies/services by the student). Student support sessions are free of charge and an appointment is necessary. To make an appointment please email [support@lawsoncollege.edu.au](mailto:support@lawsoncollege.edu.au).

**Airport pickup** can be arranged through Lawson College which provides a safe, reliable and stress-free service on arrival. The service is available to all Lawson College students who pre-book when accepting their place in a Lawson College course. If you would like to use this service, you may do so by requesting and submitting the 'Airport pickup request form' at least two weeks prior to your arrival date to ensure your pickup is confirmed. Late notifications may not be accepted due to high demands at enrolment time.

The airport pickup service is available to all students arriving at Melbourne or Avalon Airport. Melbourne Airport is the major airport and is the destination for all Melbourne-bound international flights and most domestic flights. Avalon Airport is a smaller airport that services some domestic flights and a small number of international flights. If you are purchasing a connecting domestic flight into Melbourne, please ensure you carefully check your arrival airport.

#### Welcome Desk at the Melbourne Airport for International Students

Sponsored by the Victorian government through Study Melbourne and hosted by the City of Melbourne the friendly staff at the Welcome Desk can give you valuable help and information. *Please visit the website <http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/welcome-desk> for further details.*

The Welcome Desk is a student service that provides you with information and advice when you arrive at Melbourne airport. Free information, advice and a Welcome Kit are available from the friendly staff during set times.

**Where:** The Welcome Desk is located at the International Arrivals Hall, Terminal 2, Melbourne Airport.

**When:** Wednesday 9 July until Tuesday 29 July 2014

Open: 7am to 3pm and 6pm to 11pm, Monday to Sunday

Parents or relatives of students are also welcome to use this service if arriving on the same flight as the Lawson College student.

Lawson College works closely with an external service provider which operates the airport pickup service. Lawson College is not responsible or liable for this service provision.

**Accommodation** can be arranged before departing your home country. You may want to consider short-term (single night or longer) accommodation for when you first arrive in Australia. Lawson College can assist you in arranging your accommodation.

If you would like to use this service, you may do so by requesting and submitting the 'Accommodation booking request form' at least 4 weeks prior to your arrival date to ensure your accommodation is confirmed.

At Lawson College, we are committed to ensuring you find suitable, secure, comfortable and affordable accommodation during your stay.

You may wish to search for your accommodation once you have received confirmation of your enrolment. You can start looking for accommodation that suits your needs and budget. Some tips when searching for accommodation include:

- The costs will vary depending on the type of accommodation.
- Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.
- Consider how far it is from your campus and whether it is easily accessible by public transport, such as bus or train.
- Find out what shopping centres, hospitals and emergency service facilities, and other amenities are nearby.

**Helpful websites:**

<http://www.studyinaustralia.gov.au/>  
<http://www.studymelbourne.vic.gov.au/where-to-live>  
[www.melbournhomestay.net](http://www.melbournhomestay.net)  
[www.studentaccommodationone.com](http://www.studentaccommodationone.com)  
[www.homestay.com](http://www.homestay.com)  
<https://flatmate.com.au/melbourne>  
[www.realestate.com.au](http://www.realestate.com.au)  
[www.domain.com.au](http://www.domain.com.au)  
[www.ljhooker.com.au](http://www.ljhooker.com.au)  
<http://www.punthill.com.au>  
<http://www.questapartments.com.au/>

## Orientation

Orientation is an important and interesting opportunity for you to formally connect with Lawson College, receive vital information about Lawson College and Melbourne and to enjoy meeting new friends and your teachers. When you accept your offer, you will receive a confirmation letter that provides you with the date, time and location of your initial orientation.

Some of the orientation activities are compulsory and some are highly recommended. It is important that you attend as many orientation activities as you can. These activities are designed to give you an important head start for your studies, and to set you up for success.

Student support staff will assist students to adjust to study and life in Australia including through the provision of an age and culturally appropriate orientation program that includes information about:

Student support services available to students in the transition to life and study in a new environment

1. Legal services
2. Emergency and health services
3. Facilities and resources
4. Complaints and appeals processes; and
5. Any student visa condition relating to course progress and/or attendance as appropriate.

It is especially important for you to attend the following orientation days and you **MUST** attend the compulsory orientation as per the 'Compulsory Orientation Commencement Date' on your letter of offer.

O'Week-1:	O'Week-2:	O'Week-3-	O'Week-4
Welcome Week	International Student Week	Welfare and Learning Skills Week	Academic Week
<input type="checkbox"/> Welcome and introductions from Lawson College staff <ul style="list-style-type: none"> <li><input type="checkbox"/> Transition into life in Australia</li> </ul> <input type="checkbox"/> legal services <input type="checkbox"/> emergency and health services <input type="checkbox"/> facilities and resources <input type="checkbox"/> ANZ Bank - Information session <input type="checkbox"/> External Speaker- DIBP, Dandenong <input type="checkbox"/> Medibank Information session <input type="checkbox"/> Privacy Policy <input type="checkbox"/> Consent to the disclosure of personal information <input type="checkbox"/> Passport and Visa Copy Collection	<input type="checkbox"/> Social Activities <input type="checkbox"/> Dandenong Ranges Tour <input type="checkbox"/> Melbourne Tours <div style="border-top: 2px dashed black; height: 10px; width: 100%;"></div>	<input type="checkbox"/> Introductions from Student Welfare Officer and Learning Skills Advisor <input type="checkbox"/> CRICOS, the National Code, ESOS legislation, staff responsibilities for overseas students, cultural issues, relevant legislation <input type="checkbox"/> complaints and appeals processes; and <input type="checkbox"/> any student visa condition relating to course progress and/or attendance as appropriate <input type="checkbox"/> Student/client support including external agencies/programs <input type="checkbox"/> OSHC <input type="checkbox"/> Privacy, copyright, anti-discrimination, racial vilification and disability discrimination, WH&S Act           Policy Information Sessions Including procedure & /follow-up processes <ul style="list-style-type: none"> <li><input type="checkbox"/> Consent to the disclosure of personal information form</li> <li><input type="checkbox"/> Privacy</li> <li><input type="checkbox"/> Consent to the disclosure of personal information form</li> <li><input type="checkbox"/> Refund</li> <li><input type="checkbox"/> Student support services</li> <li><input type="checkbox"/> Critical incident</li> <li><input type="checkbox"/> Transfer between registered providers</li> <li><input type="checkbox"/> Complaints and appeals</li> <li><input type="checkbox"/> Completion within the expected duration of study</li> <li><input type="checkbox"/> Monitoring course progress</li> <li><input type="checkbox"/> Monitoring attendance</li> <li><input type="checkbox"/> Course credit</li> <li><input type="checkbox"/> Deferring, suspending or cancelling student enrolment</li> <li><input type="checkbox"/> Course credit</li> </ul>	<input type="checkbox"/> Introduction from Academic Staff <input type="checkbox"/> Enrolment session (passport/paperwork collection) <input type="checkbox"/> How to use Moodle (online teaching resource) <input type="checkbox"/> Timetable <input type="checkbox"/> Tutorial- Scholarly Writing <input type="checkbox"/> Plagiarism, Library database <input type="checkbox"/> Dandenong Library Tour

## **Student rights and responsibilities**

All Lawson College students' have the right to:

- Experience quality training
- question and have their questions answered
- a clean, friendly and supportive environment
- enter into discussions enthusiastically
- adequate breaks from training
- speak freely of their experiences
- the appropriate aids for learning
- be addressed by staff and students of Lawson College in a courteous and respectful manner.

All Lawson College students' has the responsibility to:

- Be prompt and regular in attendance
- behave in an appropriate manner
- dress in a manner appropriate to the training being undertaken
- be patient with other trainees / candidates
- have an appropriate attitude towards their training
- avoid private conversations while someone is speaking
- be respectful and courteous towards all staff and students at Lawson College.



## Legal service

The Lawson College is able to provide limited advice on legal issues. Where the Welfare support officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal counsellor. There are also other options for you to access legal advice through various Victorian services.

### **Study Melbourne Student Centre**

International students in need of legal support can contact the new Study Melbourne Student Centre, where support staff can help to assess the nature your legal queries and refer you to an appropriate legal organisation.

*Information on health, accommodation, financial management and safety matters, and practical support for international students dealing with personal crises, as well as offering a range of referral and advocacy services is also available.*

**Phone:** 1800 056 449 (free call from landline phones)

**Website:** <http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre>

**E-mail:** [info@studymelbourne.vic.gov.au](mailto:info@studymelbourne.vic.gov.au)

**Dreet-in to the office:** 599 Little Bourke Street, Melbourne, Victoria, 3000

### **Victorian Services**

[Victoria Legal Aid](#) provides free legal advice.

**Phone:** 1300 792 387, Monday to Friday 8.45am to 5.15 pm.

Support in [languages other than English](#) is also available.

### **Federation of Community Legal Services**

There are generalist and specialist Community Legal Centres (CLCs) all around Victoria that provide legal advice and support to members of the community based on the area you live in.

[Find a community legal Centre](#) by suburb or postcode to see which CLC is closest to you.

Some key specialist CLC's that you may require the services of:

- [Consumer Action Law Centre](#) for issues relating to your rights as consumers  
[<http://consumeraction.org.au/>]
- [Tenants Union of Victoria](#) for legal advice around housing  
[<http://www.tuv.org.au/>]
- [Women's Legal Service Victoria](#)  
<http://www.womenslegal.org.au/>
- [Refugee and Immigration Legal Centre Inc.](#)  
<http://www.rilc.org.au/Home/Home.htm>
- [JobWatch](#)  
<http://www.jobwatch.org.au/>

For more information please refer to:

<http://www.studymelbourne.vic.gov.au/help-and-advice/the-law-and-your-rights/legal-advice>

## Emergency and health services

### Accidents and emergencies

If an accident or emergency happens there are a variety of medical services to help you. Local doctors can help with your medical needs, while ambulances and hospitals are for emergencies and serious accidents.

#### Emergencies and accidents

- In an emergency phone triple zero '000' or '112' from a mobile if you are outside of phone network range. An automated message will ask you to select 'fire', 'police' or 'ambulance'. You will be connected to a person who will ask you questions including your location and the phone number you are calling from
- stay calm, don't shout, and talk slowly and clearly. Tell the person what the problem or emergency is and how it happened
- give them the address or location
- tell them if there are people hurt, how many there are and their estimated age
- ask for an interpreter if needed
- stay on the phone and follow emergency instructions
- wait for the ambulance and make sure they can see you when they arrive.

Most major hospitals also have emergency departments where you can go for help if an ambulance is not required.

#### Interpreter service

In an emergency, regardless of your level of English, you should phone triple zero '000', or '112' from a mobile phone. An interpreter service is available to assist you. It will help the call-taker if you can tell them in English, which language you need.

#### Nurse-on-Call

If you are not sure whether you need emergency treatment, phone 1300 606 024 (for the cost of a local call) to speak to the Victorian Government's [Nurse-on-Call](#) Service. This free service is staffed by trained nurses who can advise you on what to do.

#### Dental emergencies

For dental health emergencies contact the [Royal Dental Hospital](#) in Carlton. The hospital may refer you to a clinic closer to where you live.

#### Helpful website:

<https://www.dhsv.org.au/clinic-locations/community-dental-clinics>  
<https://www.dhsv.org.au/public-dental-services/emergency-dental-care>  
<https://www.dhsv.org.au/public-dental-services/referrals>

#### Mental health emergencies

If you or someone you know is talking about suicide get help immediately. Contact the 'Just Ask' 24-hour crisis phone line on 131 114. This service will connect you with someone who will listen and give you help at any time.

#### Helpful website:

For advice, information and referral for general and mental health issues in Victoria visit:

<http://health.vic.gov.au/mentalhealthadvice/>  
[www.health.vic.gov.au/mentalhealth/services](http://www.health.vic.gov.au/mentalhealth/services)  
[www.beyondblue.org.au](http://www.beyondblue.org.au)  
[www.lifeline.org.au](http://www.lifeline.org.au)  
[www.mindhealthconnect.org.au](http://www.mindhealthconnect.org.au)  
[www.suiceline.org.au](http://www.suiceline.org.au)

## Health services

The Student Support Office will have an up to date list of medical professionals within easy access from the Lawson College. Any student with a medical concern should inform the Welfare support officer who will assist them in finding an appropriate medical professional.

Use the following web link to find the closest hospital to your location  
<http://www.myhospitals.gov.au/browse/vic/melbourne>.

If you are diagnosed with a serious medical condition that may hinder your progress in your studies, please inform the Welfare support officer who can help you and provide support if required.

### Medical centres in Dandenong

<b><u>Dandenong Medical Centre</u></b> 176 Lonsdale Street Dandenong Phone (03) 9794 7866	<b><u>Stud Road Medical Centre</u></b> 82 Stud Road Dandenong Phone (03) 9794 5055
<b><u>Eastern Medical Centre</u></b> 102 Cleeland Street Dandenong Phone (03) 9793 3188	<b><u>Eastern Medical Centre</u></b> 102 Cleeland Street Dandenong Phone (03) 9793 3188
<b><u>Langton Medical Centre</u></b> 37 Langhorne Street Dandenong Phone (03) 9791 8888	<b><u>Digestive Health Centre</u></b> 90 David Street Dandenong Phone (03) 9793 3188

For more details on health services please visit: <http://www.studymelbourne.vic.gov.au/help-and-advice/health-services>

## Learning skills support

Lawson College designates a Learning skills advisor for all students to provide the opportunity for students to participate in services and access to services designated to assist students in meeting course requirements and maintaining their attendance.

### Student Support Services are available:

9 a.m. – 5 p.m. Monday-Friday day

A 'free of charge' appointment can be made with either the Learning Skills Advisor or Welfare Officer or the Academic Support Officer by:

Emailing: [support@lawsoncollege.edu.au](mailto:support@lawsoncollege.edu.au)

Emergency 24hr access to Lawson College staff: Mobile: 0438592747

The role of the Learning skills advisor is to provide support and specialist learning skills [including language, literacy and numeracy] and library services to enhance quality outcomes for students.

Assistance is also available to help you understand and interpret assessment criteria, develop assignment plans, develop your research skills and improve your oral presentation skills.

The Learning Skills Advisor will also work with you to actively provide Learning skill support in the following areas:

- Time management
- effective reading and note-taking
- study methods and exam preparation
- how and where to start researching your topic
- finding, evaluating and using information
- collaboration and team work
- problem-solving and critical thinking
- essay, report and assignment writing
- citing and referencing for academic integrity
- oral communication and presentation
- learning difficulties, exam anxiety and study skills.



The Learning Skills Advisor monitors and reviews students' academic progress and monitors attendance during each study period. Where needs are identified, students are notified to make an appointment to discuss strategies where support staff can be of assistance.

Students should make themselves familiar with 'Monitoring attendance policy' on the Lawson College policy website- [Lawsoncollege.edu.au](http://Lawsoncollege.edu.au)

## Learning@Lawson

Learning@Lawson assist student to improve their learning skills. There are many opportunities available for learning and skills development. Students are encouraged to participate in all forms of learning.

- |  |   |
|--|---|
| ✓ <b>Supervised practical components</b>   | ✓ <b>Guest speakers</b>                           |
| ✓ <b>Practical and physical activities</b> | ✓ <b>Virtual enterprise participation</b>         |
| ✓ <b>Simulated work facilities</b>         | ✓ <b>Lectures</b>                                 |
| ✓ <b>Industry visits</b>                   | ✓ <b>Group discussions</b>                        |
| ✓ <b>Computer work</b>                     | ✓ <b>Role-plays and debates</b>                   |
| ✓ <b>Practical exercises and tutorials</b> | ✓ <b>Case study analysis</b>                      |
| ✓ <b>Practical demonstrations</b>          | ✓ <b>Online materials and self-paced learning</b> |
| ✓ <b>Project work</b>                      | ✓ <b>Laboratory work</b>                          |

## General and Academic Information

### Access to Current and Accurate Records of Participation

Students may gain access to current and accurate records of their learning participation, progress and assessment in a qualification that they are currently undertaking. They can access this information by completing a request for Student Academic Reports/Results/Transcripts request form which is available on request via email or from reception.

Students who have changed details on their enrolment form will be required to complete a Change of Details form which is available on request via email or from which is available on request via email or from reception.

### Access to Results

On completion of your course you will receive a statement of results or Statement of Attainment sent to the address provided by you on enrolment: please ensure your contact details are kept current. Results are kept by Lawson College for 30 years and past results can be made available by completing the Result Request form available on request. Course progress reports can be obtained directly from the Trainer by completing the Student Academic Reports/Results/Transcripts request form which is available on request via email or from reception.

### Competency Based Training

The training that you are about to undertake at Lawson College is based on competency standards. The training will focus on developing the skills, knowledge and attitudes required to achieve these industry-determined standards.

A Unit of Competency is a statement of a key job function or role in a particular job or occupation. It is made up of elements of competency, together with performance criteria, a range of variables and evidence guide. You will be assessed against units of competency.

### Assessment (Refer to the policy- Assessment Rules – RTO 1.8 to 1.12)

Assessment is the process of forming and recording a judgement about your skills and knowledge. The process of assessment involves the measurement of your evidence against the Unit/s of Competency.

- **Submission of written evidence**

Each written piece of evidence must be submitted with an Assessment Cover Sheet. If submitting electronically, send through assigned email address, if submitting a paper based assessment, sign the cover sheet and submit through the Lawson College submissions box at Library, Lawson College, Dandenong.

- **Decision making rules**

Individual assessments - Students MUST satisfactorily complete each component of each assessment as listed in the Unit overview. This means that every question, observable point, written assignment or portfolio piece must be 100% correct. Each assessment must be completed by the student and marked as 'Satisfactory' or 'Not Satisfactory' by the assessor.

Qualification – To be awarded a qualification, student/s must have demonstrated competence in all units as determined in the qualification packaging rules for the relevant qualification.

- **Special Consideration, Extensions, late assessment and special needs**

In the event of illness or unforeseen circumstances which may mean you need more time to complete your assessment tasks you should contact your teacher to arrange for an extension at least 5 (five) days after receiving the assessment task. Assessment tasks submitted late without prior written approval will not be accepted.

Students in certain circumstances can be given reasonable adjustment in assessment on an individual needs basis.

- **Context and conditions of assessment**

Each assessment will contain specific instructions regarding the context and conditions in which it is to be completed.

- **Submission guidelines** (Please refer to the policy)

At the completion of the last session of a unit, Students will be allocated the following timeframe to submit their final (summative) work for assessment as designated below:

Qualification	Timeframes for submission
Certificate III	2 Weeks
Certificate IV	2 Weeks
Diploma	1 Weeks
Advanced Diploma	1 Weeks
Graduate Diploma	1 Weeks

This rule is to be applied to all assessments unless specific components are required to be completed over time. This will be stated on the assessment if applicable, in which case, a time frame will be recommended.

Each written piece of evidence must be submitted with a signed Assessment Cover Sheet.

### **Certification**

Certificates or Statements of Attainment are issued to all students who successfully complete any of our accredited courses, where all fees or monies owed to Lawson College have been paid in full and have provided their Unique Student Identifier (USI) to Lawson College. A student who owes monies or fees upon successful completion of their course will have their Certificate or Statement of Attainment withheld until all outstanding fees are paid.

Certificates or Statements of Attainment cannot be produced and provided to students who have not given Lawson College with their USI.

Certificates or Statements of Attainment are issued to students within 30 days of the student being assessed competent in the UOC/s or qualification. Certificates and Statements of Attainment are sometimes presented at a Presentation evening.

Lost Certificates or Statements of Attainment can be reissued by contacting Reception. A fee applies for any reissued certificate or statement of attainment. Reception staff will advise you of the current fee on application.

## Unit of Competency

A Unit of Competency (UOC) is a statement of a key job function or role in a particular job or occupation. It is made up of elements of competency, together with performance criteria, a range of variables and evidence guide. You will be assessed against UOC.

- Pre-requisite units

Pre-requisites units must be delivered and assessed prior to undertaking the unit of competency another course of study. Students who have completed the relevant pre-requisite unit/s need to present evidence of holding the prerequisite unit. This can take the form of a Certificate or Statement of Attainment.

## Cheating and Plagiarism

Lawson College will not allow cheating of any description in its programs Students who cheat risk having their enrolment suspended or cancelled. Plagiarism is a form of cheating, where a student passes off someone else's ideas or information as their own, and is a serious offence.

## Children in Class or on Premises

LAWSON COLLEGE is an adult education provider catering for people 18 years of age and older (unless specific approval is given for people younger than this). Adults enrolling in our classes expect, and are entitled, to be in a child-free zone. There are a number of insurance issues relating to any injury that may occur if a non-enrolled person (child or adult) is injured during a class activity or whilst on LAWSON COLLEGE premises. Children are not permitted to be in attendance at classes, nor left unsupervised outside of a class or anywhere on LAWSON COLLEGE property or premises.

## Disciplinary Procedures

Students are expected to respect other students, trainers/assessors, workplace employers and employees, and other stakeholders.

Behaviours that impact on other students, trainers/assessors, workplace employers and employees, in the training environment such as abusive, threatening or physical actions are inappropriate and are not tolerated by LAWSON COLLEGE and will lead to disciplinary actions.

Breaches of this Student Code of Conduct may result in suspension or in cases deemed as serious, immediate expulsion from all LAWSON COLLEGE courses and premises and possible reporting of illegal behaviour to external authorities.

Steps:

1. Incident to be reported to Student Support Officer or delegate
2. Interview organised with Student Support Officer or relevant Manager
3. Suspension from class or cancellation of enrolment as deemed appropriate – fees are forfeited.
4. Suspended students may return to class at the agreed time and under agreed behaviour conditions.
5. Students have access to LAWSON COLLEGE grievance procedures as per Policy outlined on the LAWSON COLLEGE website.

## Drinking and Drugs

You must not use or bring onto any training site, any alcohol, illegal drugs or drug paraphernalia. A student in possession of or suffering the effects of, alcohol or other substances will be referred immediately to the relevant Manager who will record the incident and possibly exclude the student from class participation for one week. If you are found to be in possession of, or under the influence of, alcohol or drugs for a second time, you will be required to leave your training program with no refund of fees. Where illegal substances are involved, the incident will be reported to the police or relevant external authority.

### **Emergency Procedures for Courses at LAWSON COLLEGE Premises**

In the event of a fire, medical, or other potentially threatening situation, please remain calm. Your Trainer has been briefed on LAWSON COLLEGE's emergency procedures including any requirement to evacuate the premises.

Emergency evacuation maps are located in the reception area and you are asked to make yourself familiar with them. If necessary, or immediately upon hearing the fire alarm, evacuate the building via one of the marked exits. The respective venue Assembly Points for the Dandenong Site, in the event of such an evacuation are:

- the footpath in front of building near to the post office.

If your course or part of it is held at other locations, please follow the emergency procedures for that location. Your Trainer is required to inform you of the emergency procedures at all venues used by LAWSON COLLEGE.

### **Excursions**

Excursions may be conducted for some courses. Students will be informed of them prior to the course commencing.

### **Food and Drink in Classrooms**

Food and drink are not allowed in a classrooms, Clinical Lab and Library where only bottled water is permitted. Please help keep rooms clean and tidy by cleaning up after yourself.

### **Managing Diversity**

Lawson College training venue has wheelchair access.

Students needing assistance with their studies should arrange an interview with the student support Officer for referral to an appropriate service either internal or external.

Lawson College recognises the diversity of its students and seeks to provide access and equity to all.

### **Mobile Phones**

As mobile phones are distracting and disruptive to everyone in the classroom, students are required to turn their phones off or set them to 'silent' mode classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge..



Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training/assessment environment. Should permission be granted, students/trainees must leave the room to answer calls

## **Occupational Health & Safety (OH&S)**

Trainers and students must at all times be aware of Occupational Health and Safety issues, and, as adults, students are responsible for their own safety within the LAWSON COLLEGE premises. It is expected that where it is required the student wear appropriate safety clothing, use safety equipment appropriately, and follow safety or hygiene regulations

Any concerns should be directed to your Trainer who will inform a member of the OH&S Committee member.

## **Sexual Harassment and Equal Opportunity**

Sexual harassment is against the law and will not be tolerated under any circumstances. Legal action may be taken against any employee, student, volunteer or anyone else who breaches the relevant laws or LAWSON COLLEGE's own policy.

LAWSON COLLEGE's policy is to create an environment which is free from sexual harassment and where all staff, students and volunteers are treated with dignity, courtesy and respect. Any unwanted or uninvited behaviour of a sexual nature, which makes a person feel humiliated, intimidated or offended, will be considered sexual harassment.

Access and Equity is an underpinning philosophy of LAWSON COLLEGE's operation as a non-profit community based Registered Training Organisation. We endeavour to ensure that our students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or ability.

If you would like to see a copy of LAWSON COLLEGE's policies on sexual harassment, equal opportunity, or access and equity, please ask your Trainer.

## **Smoking NOT Permitted**

LAWSON COLLEGE locations are smoke free environments.

Smoking is not permitted anywhere inside or outside of any of the LAWSON COLLEGE premises.

## **Student Code of conduct:**

- Students must conduct themselves in an orderly, safe and healthy manner
- Students must follow OH&S rules and prevent injuries to themselves or any other students or staff
- Students are required to inform teachers or staff of the college about possible hazards
- Students must follow college's emergency procedures
- Smoking is not permitted in the college's premises. Students wishing to smoke have to exit the building and can do so only during break times
- Food or drinks are not permitted in the classrooms or computer labs
- No drugs or illegal substances are permitted in the college's premises
- No weapons are allowed in the college's premises
- Students should refrain from using any devices that may disrupt classes, e.g. mobile phones must be switched off and media players must be switched off

- Students are responsible for their own possessions and they should not leave their valuables unattended
- It is important to dress appropriately when attending classes. Students are required to wear clean and tidy clothes. No thongs or singlets are allowed in the classes! Inappropriately dressed students may not be allowed in the classrooms
- Students must attend classes regularly and punctually
- Students must not harass, discriminate or bully any other students, teachers or staff of the college at any times
- Students are encouraged to report any discriminatory behaviour, harassment or bullying to the teachers or other staff of the college.

## Office Hours

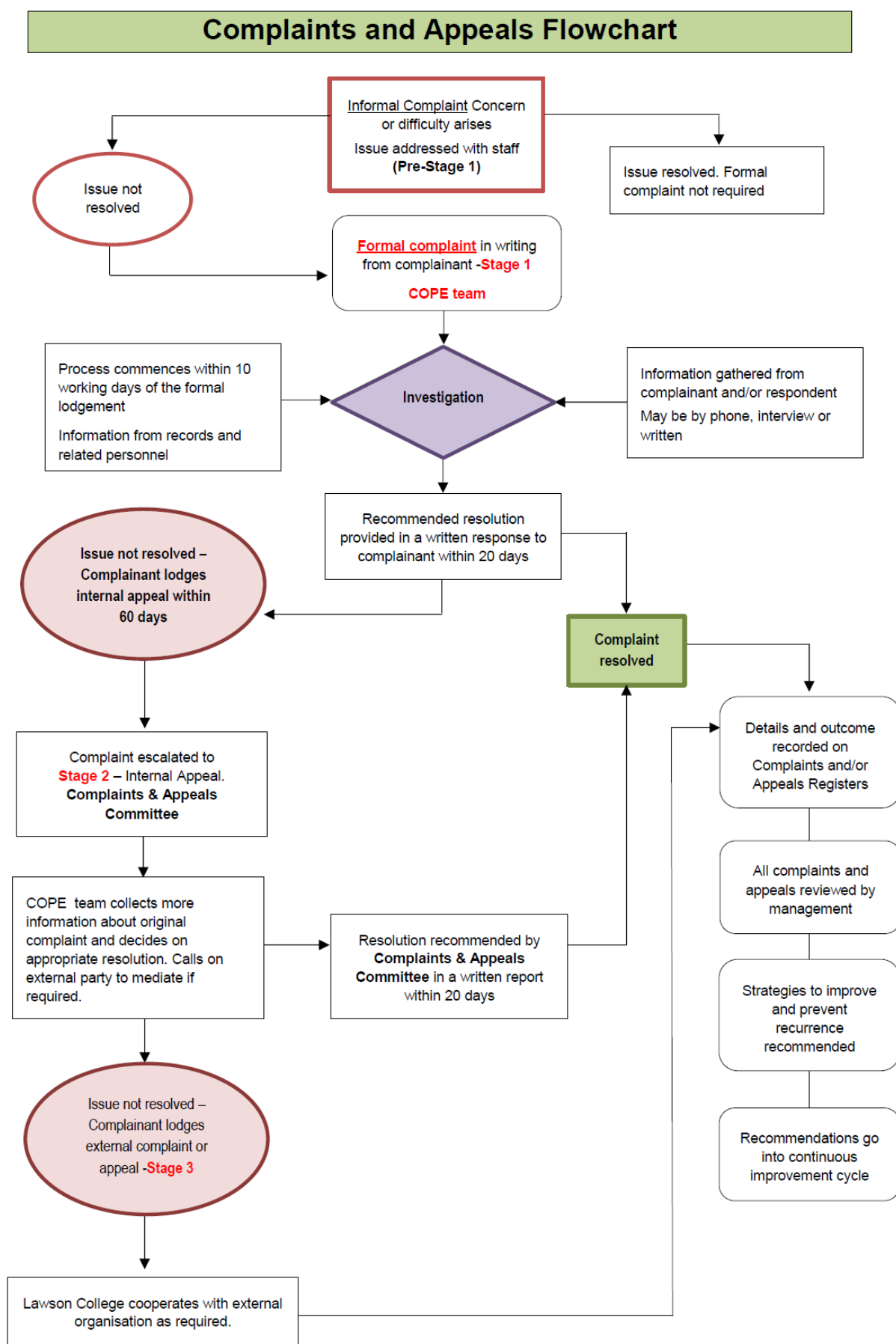
The Lawson College building opens at 8.30am Monday to Friday. The Reception office operates from 9am – 5pm Monday to Friday.

### Assessment@Lawson

*Assessment@lawson provides students with many opportunities to demonstrate their skills and learning.*

- |  |  |
|--|--|
| ✓ Individual and group assignments             | ✓ oral presentations                     |
| ✓ Practical assignment work                    | ✓ Exams and tests                        |
| ✓ Work plan assessments                        | ✓ Practical placement assessment         |
| ✓ Folio development                            | ✓ Research projects                      |
| ✓ Assessment in simulated business environment | ✓ Continuous assessment for project work |
|  | ✓ Workbook assessment.                   |

## Compliance and Appeal Process:



## Department of Immigration and Border Protection (DIBP) – Student Visa obligation

### Student visa, course attendance and progress requirements:

Lawson College students must adhere to the following requirements. Non-adherence may have serious consequences on your enrolment and affect your student visa status.

This table describes the mandatory conditions that are attached to all primary student visas in the following subclasses. This information has been directly sourced from: <https://www.immi.gov.au/students/visa-conditions-students.htm>

No.	Subclasses	Description
8105	All  Mandatory only where Student visa granted on or after 26 April 2008  Discretionary where Student visa granted before 26 April 2008	<p>You <b>cannot</b> work more than 40 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course). <b>Note:</b> No work limits apply during recognised periods of vacation offered by your education provider.</p> <p>You <b>cannot</b> undertake work until you have commenced your course in Australia.</p> <p>*A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.</p> <p>If you have a subclass 574 visa, you have no work limits applying once you have commenced your Masters by research or Doctorate course in Australia.</p>
8202	All	<p>You <b>must</b> remain enrolled in a registered course (unless you are a Foreign Affairs or Defence sponsored student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training). <b>Note:</b> A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). <b>See:</b> <a href="#">CRICOS</a> You <b>must</b> maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.</p>
8501	All	<p>You <b>must</b> maintain adequate arrangements for health insurance during your stay in Australia. <b>Note:</b> Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).</p>
8516	All	<p>You <b>must</b> continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia. For further information on the implications of changing courses: <b>See:</b> <a href="#">Information on changing courses</a></p>
8517	All	<p>You <b>must</b> maintain adequate schooling arrangements for your school-age dependents who joined you in Australia on a student dependent visa for more than 3 months.</p>

8532	All (except 576)	<p>If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.</p> <p>To maintain adequate arrangements for welfare you must stay in Australia with: your parent or legal custodian or</p> <ul style="list-style-type: none"> <li>a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>accommodation, support and general welfare arrangements that have been approved by your education provider.</li> </ul> <p><b>Note:</b> You <b>must</b> not change those arrangements without the written approval of your education provider. If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements are due to commence.</p>
8533	All	<p>You <b>must</b> notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You <b>must</b> notify your education provider of any change in your residential address within 7 days of the change. You <b>must</b> notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.</p>
8534	<p>Assessment Level 3 and 4 applicants only, where the course duration is 10 months or less, in the following subclasses:</p> <ul style="list-style-type: none"> <li>570</li> <li>572</li> <li>573</li> <li>574</li> <li>575</li> </ul> <p>Assessment Level 3 and 4 applicants only, where the course duration is 10 months or less.</p>	<p>You are <b>not</b> entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> <li>a Student visa with Permission to Work <b>Note:</b> if you apply for and are granted Permission to Work, this will change only the work conditions on your Student visa, all other conditions will remain the same including 8534</li> <li>a further Student Guardian visa</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees.</li> </ul>
8535	576	<p>You are <b>not</b> entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> <li>a Student visa with permission to work <b>Note:</b> if you apply for and are granted permission to work, this will change only the work conditions on your Student visa, all other conditions will remain the same including 8535</li> <li>a Student visa that is supported by the sponsoring government agency</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees.</li> </ul> <p><b>Note:</b> The effect of this visa condition is that, except in extremely limited</p>

		circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.
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## Providing quality education and training and protecting the rights of international students

### Australia welcomes international students

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the *Education Services for Overseas Students Act 2000* and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at <http://cricos.deewr.gov.au>.

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to international students.

You can find out more about Australia's education system by visiting the Study in Australia website at <http://www.studyinaustralia.gov.au/> and Australian Education International's website at <https://aei.gov.au/Pages/default.aspx>.

The ESOS National Code is available at <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>.

### What you need to know about being an international student in Australia

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider's contact officer or officers for overseas students
- what your provider's requirements are for satisfactory attendance
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.



## Your responsibilities as an international student in Australia

As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/students/visa-conditions.htm>.

## Requirements for younger students (under 18)

If you are under 18 years of age, to ensure your safety you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare for the length of your student visa or until you turn 18. This is a requirement of the Department of Immigration and Border Protection. Under Australia's immigration laws, student visa applicants under the age of 18 must be able to demonstrate that they will be accompanied by a parent or a legal custodian or an eligible relative, or that their education provider approves of other arrangements made for the student's accommodation, support and general welfare while he or she is in Australia on a student visa.

Under the ESOS National Code, education providers must advise the Department of Immigration and Border Protection as soon as possible where a student under 18 years old changes their living arrangements or where the education provider no longer approves of the arrangements for the student's accommodation, support and general welfare.

If your living arrangements have been approved by your education provider, but you wish to change them, you should seek approval for any change from your provider beforehand. If the provider agrees to you changing your living arrangements, the provider must then inform the Department of Immigration and Border Protection of the change. If your provider has approved the change, the Department of Immigration and Border Protection will not take any action. However, if your provider does not approve the change or the arrangements, then you will be in breach of your student visa condition 8532 and your visa may be cancelled.

More comprehensive information about specific visa requirements for students under 18 years of age is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Visas/Pages/571.aspx> (under eligibility).

## Using an education agent

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia's international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Immigration and Border Protection's website for more information at <http://www.immi.gov.au/Study/Pages/Study.aspx>.

International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.



## Finding the right education provider for you

You can find out more about Australia's education system through Austrade and their website at <http://www.austrade.gov.au/Education/Services>.

CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at <http://cricos.deewr.gov.au/>.

## Written agreements or contracts between the student and provider

When you have been accepted to enrol with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enrol with an education provider. You have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, modes of study and other information from your provider and your provider's agent before you enrol
- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement
- get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed.

## Transferring between education providers

Under the ESOS National Code, a student must meet certain conditions before they can enrol with another education provider if they are not happy with the course they are doing.

The National Code says you must have a letter of release from your education provider before you can enrol with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider's permission.

However, if you do wish to transfer, your education provider must assess or consider your request to transfer.

All education providers must have documented procedures on their transfer policy. You should make sure you understand that policy, and what your written agreement says you must do, before you make the decision to enrol with an education provider.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about changing courses or education providers is available on the Department of Immigration and Border Protection's website at

<http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

For more details about transferring and the requirements under the ESOS National Code, you can:

- visit <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>
- read Standard 7 in the National Code at <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>.

## Support for international students

Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying.

## Tuition protection

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps 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 (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available at  
<https://tps.gov.au/Home/NotLoggedIn>.

## Making complaints and getting help

All education providers registered under CRICOS must have in place complaints and appeals processes to help students resolve their issues. These processes must be independent. They must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint should not affect your enrolment.

If you cannot resolve your complaint with a provider, and your provider is a private organisation, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at <http://www.oso.gov.au/>. If you are studying with a public provider you should contact your relevant state/territory or the Commonwealth ombudsman. You can find the contact details of all Australian ombudsmen's offices at <http://www.ombudsman.gov.au/pages/related-sites/state-and-territory-ombudsmen.php>.

### More about Australia

Australia offers a very modern, vibrant and multicultural lifestyle. It is a popular tourist destination for people from all over the world. You can learn more about Australia's history and its indigenous heritage at <http://www.australia.com/about/culture-history/history.aspx>. More information about Australia is available at [www.Australia.gov.au](http://www.Australia.gov.au).

Contact details Who?	Why?	How?
Your provider	For policies and procedures that affect you	<ul style="list-style-type: none"> <li>• Speak with your provider</li> <li>• Go to your provider's website</li> </ul>
Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE)	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> <li>• <a href="http://www.aei.gov.au">www.aei.gov.au</a></li> <li>• ESOS Helpline +61 2 6240 5069</li> </ul>
Department of Immigration and Border Protection (DIBP)	For visa matters	<ul style="list-style-type: none"> <li>• <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>• Phone 131 881 in Australia</li> <li>• Contact the DIAC office in your country</li> </ul>

This information has been directly sourced from: [https://aei.gov.au/Regulatory-Information/Documents/ESOS%20Framework%20fact%20sheet%20final%20draft%209%20May%202014%20\(2\).pdf](https://aei.gov.au/Regulatory-Information/Documents/ESOS%20Framework%20fact%20sheet%20final%20draft%209%20May%202014%20(2).pdf)

## Australian Legislation and Regulation

### Legislation and Regulations

Lawson College identifies and complies with relevant Commonwealth, State or Territory laws including Commonwealth or State/Territory legislation and regulations on:

<ul style="list-style-type: none"> <li>the National Vocational Education and Training Regulator (NVETR) Act 2011 and the legislative instruments</li> <li>legislation, regulations and standards related to delivery of training to overseas students</li> <li>The Education Services for Overseas Students Act 2000, or ESOS Act</li> <li>Workplace Health and Safety</li> <li>Traineeships/Apprenticeship legislation</li> <li>Legislative provisions governing NVR RTOs</li> <li>Department of Industry guidelines for marketing</li> <li>Fair Work</li> <li>Racial Discrimination Act 1975</li> <li>Sex Discrimination Act 1984</li> </ul>	<ul style="list-style-type: none"> <li>Workplace harassment, victimisation and bullying</li> <li>Anti-discrimination, including equal opportunity, racial vilification, &amp; disability discrimination</li> <li>Copyright</li> <li>Privacy</li> <li>Consumer Protection and Trade Practices</li> <li>Contract Law</li> <li>Corporations and taxation</li> <li>Anti-discrimination legislation and regulations, and</li> <li>Consumer protection requirements</li> <li>Australian Human Rights Commission Act 1986</li> <li>Age Discrimination Act 2004</li> <li>Disability Discrimination Act 1992</li> <li></li> </ul>
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#### REGULATIONS, LEGISLATION AND STANDARDS

Click here to go to a listing of the relevant regulations, legislation and standards

[www.australia.gov.au/about-government/.../commonwealth-legislation](http://www.australia.gov.au/about-government/.../commonwealth-legislation)

<https://www.humanrights.gov.au/our-work/legal/legislation>

<https://www.comlaw.gov.au/>

#### Unique Student Identifiers (USI)

Every student who undertakes nationally recognised Vocational Education and Training (VET) in Australia (or overseas from an Australian-registered provider) is to use a USI to access their enrolment and achievement record from a single online source. Students often need to provide evidence of their academic achievements, for example when applying for a job or to undertake further study. Providing the relevant documentation is provided, the online application process should only take a few seconds.

For more information, including application for USI, please refer to the USI homepage:

[www.usi.gov.au/Students/Pages/default.aspx](http://www.usi.gov.au/Students/Pages/default.aspx)

## Unique Student Identifier (USI)

***From 1 January 2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI).***

***Please refer to the website and obtain your USI at the time of enrolment.***

**Website: <http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>**

## Lawson College policies and academic procedures

Policies and Procedures for Students	
Lawson College policies	
2015 Enrolment form	
Protection of fees in advance	
Privacy policy	
Consent to the disclosure of personal information form	
Refund policy	
Student support services policy	
Critical incident policy	
Transfer between registered providers policy	
Complaints and appeals policy	
Completion within expected duration of study policy	
Monitoring course progress policy	
Monitoring attendance policy	
Course credit policy	
Deferring, suspending or cancelling student enrolment policy	
2015 Enrolment variation form	



# 2015 Enrolment form

APPLICATION NO:

STUDENT ID NO:

PROGRAM CODE:

## At which provider will you be studying this year?

Provider name:	Provider location:
<b>Have you ever been enrolled at Lawson College?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, under what name did you enrol?	Title: Mr / Miss / Ms / Mrs
First name:	Family name:
What was your student ID number? (if known)	
Last year of attendance?	

## Personal details:

Title: Mr / Miss / Ms / Mrs	Given Names:
Preferred name:	Family Name:
Date of birth: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Gender:
Are you an international student studying in	<input type="checkbox"/> Yes <input type="checkbox"/> No
Country of birth:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you of Torres Strait Islander descent?	

## Permanent home address: (including permanent overseas address if applicable)

International home telephone: 0011 + ( <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Address:
Suburb/Town/City
Country:
Postcode:
Home email:

## Contact details during semester and lecture breaks:

Preferred contact number:	Home <input type="checkbox"/> Mobile <input type="checkbox"/> Other <input type="checkbox"/>
Residential address:	
Suburb/Town/City	Country:
Postcode:	Australian email:

## Mailing address (Lawson College communications will be sent here)

Mailing address:
Suburb/Town/City
Country:
Postcode:
Australian email:

## Emergency contact (including permanent overseas home address if applicable):

Preferred contact number:	Home <input type="checkbox"/> Mobile <input type="checkbox"/> Other <input type="checkbox"/>
International home telephone: 0011 + ( <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	

Name:		Relationship:	
Mailing address:			
Suburb/Town/City		Country:	
Postcode:		Australian email:	
<b>Enrolment details (please enter each course you wish to enrol in):</b>			
<b>Course code:</b>	<b>Course title:</b>		

**Declaration:** I declare that the provision of incorrect information may result in the termination of my enrolment with Lawson College Australia. I agree to release and indemnify Lawson College, employees, agents, partners and contractors from and against any liability, claim, action, demand, loss or expense (including legal costs) arising out of or in any way connected with the provision of incorrect information.

I authorise Lawson College to amend my personal details effective from the date indicated above.

<b>Student signature:</b>	Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
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### OFFICE USE ONLY

Received by:	Student Administration	Date:    /    /
VETtrak updated:		Date:    /    /
Student ID card issued:		Date:    /    /
PRISMS updated (if applicable)		Date:    /    /
Copy placed in student file:		Date:    /    /
Actioned by (name):		Date:    /    /
<b>Partner provided (PP) or COPE</b>		
PP or COPE Program coordinators name:		
PP or COPE Program coordinators signature:		
Date:    /    /		



## RTO ESOS Standard 3 Privacy policy

### 1. Principles

- 1.1 In collecting private information from individuals, Lawson College will comply with the requirements set out in the *Privacy Act 1988* and the relevant privacy acts of the states/territories in which Lawson College operates.
- 1.2 Lawson College is committed to:
  - ◆ Ensuring the confidentiality, accuracy and security of all information it collects and stores
  - ◆ Only collecting information that is necessary for the functions of the Lawson College and only collecting it by fair and lawful means
  - ◆ Keeping others informed about the purpose for collecting information
  - ◆ Collecting information directly where possible
  - ◆ Only using and disclosing information in ways that are consistent with expectations
  - ◆ Being open about the kinds of information held
  - ◆ Providing access to the records held about a person to that person upon request
  - ◆ Limiting the amount of highly sensitive information held, where possible.
- 1.3 Lawson College will collect private information from students, potential students, employers where relevant, Lawson College and third parties either electronically or in hard copy format; including information that personally identifies individual people.
- 1.4 The types of information collected include personal and contact details, employment information where relevant, statistical information, academic background, course enrolment information and preferences, training, participation and assessment information, fee and payment information and correspondence with and about individuals.
- 1.5 Lawson College will store securely all records containing private information and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Private information will be stored in paper-based files that are kept in locked filing cabinets and electronically in a secure environment to which only authorized staff have access.

### Use of information

- 2.1 The information supplied by individuals will only be used to provide information about training opportunities, to enable efficient administration, and to maintain accurate and detailed student and client records of course participation, progress and outcomes. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

### Disclosure of information

- 3.1 Information about students enrolled with Lawson College may be shared with the Australian Government and relevant designated authorities. as well as the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, training participation and progress and information related to funding (if applicable).
- 3.2 Lawson College will not disclose an individual's information to another person or Lawson College unless:
  - ◆ the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or Lawson College
  - ◆ the individual concerned has given written consent
  - ◆ Lawson College believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person
  - ◆ the disclosure is required or authorised by or under law
  - ◆ the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- 3.3 Any person or Lawson College to whom information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.
- 3.4 Where information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of public revenue, Lawson College shall include in the record containing that information, a note of the disclosure.

### Right to access records

- 4.1 Individuals have the right to access or obtain a copy of the information that Lawson College holds about them, including personal details, contact details and information relating to course participation and progress.
- 4.2 Requests to access or obtain a copy of the records held about an individual must be made in person to the Administrative Manager or in writing using the Access to Records Request Form which can be sent to a designated email address.
- 4.3 There is no charge for a student to access the records that Lawson College holds about them; however there will be a charge of 20 cents per page for every page that is copied after the first copy is freely furnished. Individuals will be advised of how they may access or obtain a copy of their records and the applicable fees within ten (10) days of receiving their written request.

### Amendment to records

- 5.1 If an individual considers the records that Lawson College holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended in writing.
- 5.2 Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

**Publication** In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this policy, Lawson College will ensure all students are informed of this policy prior to enrolment through the Student Handbooks.

## Consent to the disclosure of personal information

This form is to be used in specific circumstances whereby a student consents to disclosure of their personal or health information. To be used in conjunction with Lawson College 'Disclosure of personal information guidelines'. Lawson College must act in accordance with the Privacy and personal information Act 1998 and the Health Records Information Privacy Act 2002 and its policies at all times.

<b>STUDENT ID NO:</b>	<input type="text"/>
<b>PROGRAM CODE:</b>	<input type="text"/>

Personal details?	
Title: Mr / Miss / Ms / Mrs	Given Names:
Preferred name:	Family Name:
Address:	
Suburb/Town/City	Country:
Postcode:	Email:

### I hereby give consent to the following records and/or personal details/information (tick relevant boxes)

<input type="checkbox"/> Name and address	
<input type="checkbox"/> Lawson College Student ID and enrolment status	
<input type="checkbox"/> Lawson College results or other progress reports	
<input type="checkbox"/> Financial information (including details of fees and fines owing and paid)	
<input type="checkbox"/> Other (please specify):	
being disclosed by Lawson College to:	
<input type="checkbox"/> (a) the authorised representative of the:	
(specify the relevant Government Agency or organisation and particular office or section, where known)	
<b>and/or</b>	
<input type="checkbox"/> (b) the following persons (complete as many as required):	
(specify the relevant Government Agency or organisation and particular office or section, where known)	
Name and address:	
Name and address:	
Name and address:	
Name and address:	
Restricted (if applicable):	
This consent form is in force up until (insert date):	
Student's signature:	Date:

### OFFICE USE ONLY

Received by:	Student Administration	Date: / /
Copy placed in student file:		Date: / /
Actioned by (name):		Date: / /

## ESOS Standard 4 Refund policy

### 1. Total Refunds

1.1 Lawson College will refund Tuition fees and any Application fees in full where:

- a. the Course does not start on the agreed starting date which is notified in the Letter of Offer;
- b. the Course stops being provided after it starts and before it is completed;
- c. the Course is not provided fully to the Student because the College has a sanction imposed by a government regulator; or
- d. an offer of a place is withdrawn by the College and no correct or incomplete information has been provided by the Student.

1.2 In the unlikely event that Lawson College is unable to deliver the Course in full, the Student will be offered a refund of all the Course Money paid by the Student to date for that Course. The refund will be paid within 2 weeks of the day on which the Course ceased being provided. Alternatively, the Student may be offered enrolment in an alternative course by the College at no extra cost. The Student has the right to choose whether to seek a full refund of Course Money, or to accept a place in another course. If the Student chooses placement in another course, the College will ask the Student to sign a document to indicate acceptance of the placement.

1.3 A full refund, less any Application fee will be provided to the Student where:

- a. a Student is unable to obtain a student visa;
- b. illness or disability prevents a Student from taking up the course;
- c. a Student fails to meet the English or other requirements for admission for the course;
- d. prior to the commencement of a term, the Student has been excluded from Lawson College for failure to meet progression rules and where fees were paid in advance of notification of the exclusion;
- e. there is death of a close family member of the Student (parent, sibling, spouse or child); or
- f. other special or extenuating circumstances, including political, civil or natural events, are accepted at the discretion of the Registrar of Lawson College, or his or her nominee, as preventing a Student from taking up the course.

1.4 Where an Application for Refund is made under Section 2.1c the Student must provide at the time of making the application documentary evidence to the satisfaction of Lawson College in support of one or more of the grounds listed in Total Refunds Items 1.3 (a-d).

### 2. Partial Refunds

2.1 Partial refunds of the amounts specified below will be provided in the following circumstances:

- a. where the College withdraws an offer based on incorrect or incomplete information supplied by the Student, all fees paid for the term period are refundable less a \$1000 (including GST of 10%) Administration fee and any Application fee;
- b. where a Student, after accepting an offer of a place, withdraws from a course more than 20 working days before the commencement of a term, 100% of the Tuition fees paid for that term and any following terms are refundable less a \$1000 (including GST of 10%) Administration fee and any Application fee;
- c. where a Student, after accepting an offer of a place, withdraws from a course between 20 working days before the commencement of a term and 20 working days after the commencement of a term, 50% of the Tuition fees paid for that term and all of the Tuition fees for any following terms are refundable less any Application fee;
- d. where a student withdraws more than 20 working days after commencement – no refund.

### 3. No Refunds

- 3.1 A Student who withdraws or defers from a Course more than 20 working days after the commencement of a term shall not be eligible for a refund for that term except for the reasons outlined in Total Refunds Items 1.3 (a-d).
- 3.2 A Student whose enrolment is either suspended or cancelled by Lawson College for whatsoever reason during a term, including but not limited to misbehaviour or non-payment of fees to Lawson College, shall not be eligible for a refund for that term.
- 3.3 A Student whose visa is cancelled during a term or term shall not be eligible for a refund.

### 4. Credit Balances

- 4.1 Students can apply for a refund of a credit balance, created by overpayment, only if they have no other debts owing to Lawson College. Refund of overpayments will only be made in the currency of the student's country of permanent residence and payable in that country.
- 4.2 Normally overpayment (excess payment) of Student Tuition Fees resulting in a credit balance on the Student's account will automatically be transferred as payment or part payment of the Student's fees payable for the next term or to other outstanding debts owing to Lawson College. It is the responsibility of the student to be aware of all credit amounts (excess payments) on their account and to maintain current address and contact details.
- 4.3 Credit amounts on a student's account up to and including \$100AUD will be forfeited to the College and processed as a forfeit of an insignificant credit balance. The College deems that credit balances are insignificant balances if the credit balance is less than \$100 and the student's program status is inactive for more than one (1) term.
- 4.4 Student's with unclaimed credit amounts greater than \$100AUD will be notified in writing of their credit amount if the student's program status is inactive for more than one (1) term. If refund applications are not received within twelve (12) weeks of the date of this written communication, credit balances will be deemed as unclaimed and dealt with by the College according to the Unclaimed Monies Act 2008.

### 5. Process for Claiming Refunds

5.1 Refund applications for full or partial refunds must:

- a. be made in writing on the Application for Refund Form; and
- b. set out the reasons for the application; and
- c. be accompanied by supporting documents as may be appropriate; and
- d. be forwarded to:

Registrar,  
Lawson College of Australia

PO Box 7155  
Dandenong VIC 3175

- 5.2 The information provided by the Student on the Application for Refund Form must include:
- the date of the claim;
  - the Student's full name;
  - the course in which the Student was enrolled;
  - the basis for making the claim;
  - the amount claimed;
  - the address to which the refund is to be forwarded;
  - the Student's payment details;
  - the Student's signature, and
  - all documents relevant to the consideration of the claim.
- 5.3 Refund applications will not be processed where the signature on the Application for Refund Form does not match the Student's signature as shown on other documents provided by the Student for admission to Lawson College.
- 5.4 A Refund Calculation Statement will be prepared and forwarded to the Student and any refund will normally be made in the currency of the student's country of permanent residence and payable in that country. Exceptions include non-tradable currencies (where the refund would normally then be paid in USD) or payment to another Australian educational institution. Lawson College Australia is not liable for any variance from the foreign exchange rates fluctuations.
- 5.5 The funds covering the tuition fees must be cleared (i.e. cheques cleared, telegraphic transfers received etc).
- 5.6 All debts to the Lawson College Australia must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.
- 5.7 Where a Student is dissatisfied with a decision to provide or not to provide a refund he or she may appeal that decision in accordance with Lawson College Student Complaints and Appeals Procedures.
- 5.8 This procedure, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

#### 6. Payment of Refunds

- 6.1 Applications for refunds for Students must be authorised by the Registrar of the College, or his or her nominee.
- 6.2 Where:
- the Course does not start on the agreed starting date; or
  - Lawson College stops the Course after it starts and before it is completed; or
  - the Course is not provided fully to the Student because Lawson College has a sanction imposed by a government regulator;
- and the Student has requested a full refund of fees rather than placement in an alternate course, the refund of fees will be paid in full to the Student within 2 weeks.
- 6.3 In any other circumstance, the College will refund the amount within 4 weeks after receipt of the completed and signed Application for Refund Form together with appropriate supporting documents.
- 6.4 The date of the notification for application for refund is the date the completed and signed Application for Refund is received by the Lawson College Australia.

### How to apply?

Step 1

Contact and collect relevant form from the Student Admin Office

Step 2

Complete the relevant form

Step 3

Provide supporting documents, if required

Step 4

Submit the form with relevant documents  
via email - [Student@lawsoncollege.edu.au](mailto:Student@lawsoncollege.edu.au) OR  
on campus - Student Admin Office, Lawson College Australia, Dandenong

Contact Details : Phone - 03 9791 2211  
Email - [Student@lawsoncollege.edu.au](mailto:Student@lawsoncollege.edu.au)

## ESOS Standard 6

# Student support services policy

### 1. Approach to student support

- 1.1 Lawson College is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. therefore, Lawson College ensures that:
  - ◆ The learning and support needs of all students is assessed upon entry into a course.
  - ◆ All students are aware of how to access the services they require to successfully complete their training and assessment course.
  - ◆ Feedback is collected about Lawson College's provision of support services and the feedback is systematically collated, analysed and used to improve training and assessment services. The approaches to collecting this feedback are outlined in the **continuous improvement and quality assurance policy**.
- 1.2 Students wishing to access any support services can discuss this with the administration team throughout the enrolment process, with the trainer/assessor at any time during their course or call Lawson College's office at any time.
- 1.3 Students will be advised of the support services available to them through the publication of this policy in the international student handbook and through published information in the organisation's marketing materials and on its website.
- 1.4 Where Lawson College has a commercial interest in a student service provider, this will be disclosed to the student.
- 1.5 All support services information will be regularly reviewed prior to the each intake and updated to ensure it is current and accurate.
- 1.6 Adequate academic and student support staff to student ratio is in place and is guided by ISANA 1:
  - a. 1:24 Academic/teaching/training staff to student ratio; and
  - b. 1:100 Support services staff to student ratio.

### Needs identification

- 2.1 Students' needs are identified upon entry into their course. information to make this assessment is gathered through:

Information provided by the student on the application and/or enrolment forms.

The formal language, literacy and numeracy skills assessment which is conducted for each domestic student prior to entry into a course.

Discussion with the student during their induction/orientation to the course.

Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process where relevant.

### Learning support

- 3.1 All students are provided with a range of learning support options and resources to help them achieve competency. This includes:
  - ◆ One on one support from the trainer/assessor including direct access to them via email and mobile phone
  - ◆ Support from the trainer/assessor before, during and/or after classes
  - ◆ Supporting those with disabilities by making reasonable adjustments to suit needs where possible
  - ◆ Mentoring from their trainer as required including provision of the trainer's phone and email contact details so the student can contact them directly
  - ◆ Receiving English language support for international students
  - ◆ Study skills centre/study groups
  - ◆ Review of learning materials with the student and providing information in a context they can understand
  - ◆ Providing extra time to complete tasks if required
  - ◆ Providing access to supplementary or modified materials
  - ◆ Providing supplementary exercises to assist understanding
  - ◆ Supervised study groups
  - ◆ Tutorial support assistance
  - ◆ Job placement assistance for those participating in courses that require practical placement
  - ◆ Online support and exercises for some courses
  - ◆ Computer and technology support
  - ◆ Referral to external support services.

All students have access to our online student portal where they can view their personal and contact details that we have on file, see their scheduled classes, view news and updates from us and also view their results.
- 3.2 Lawson College recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:
  - ◆ Disability and access issues
  - ◆ language barriers
  - ◆ language, literacy and numeracy [LLN] issues

- ◆ employment issues; and
  - ◆ any other issues that may affect their ability to achieve their learning goals.
- 3.3 Provision of individual support will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.
- 3.4 Lawson College will develop individual support plans for those students that require this as identified during the needs identification process. Support plans may include one-on-one support, assistance with reading, writing or language, varying training and assessment methods, using more visual aids, providing additional opportunities for practice and so on.
- 3.5 Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

#### Orientation program for students

- 4.1 Lawson College is committed to ensuring that all students receive support to adjust to life and study in Australia. Orientation date need to be scheduled at least 4 weeks prior to the course commencement date and student arrival date should recommend 2 weeks before the orientation.
- 4.2 Student Support Services (Welfare and academic) orientation programs will be **compulsory** for all international students prior to starting their course.
- 4.3 Orientation programs will be conducted during the 4 weeks at the beginning of each intake prior to the course commencement.
- a) Welcome@Lawson – **O'week-1**
  - b) International Student@Lawson – **O'week-2- Compulsory**
  - c) Welfare and Academic@Lawson- **O'week-3- Compulsory**
  - d) Course Induction@Lawson- **O'week-4 Compulsory**
- 4.4 The orientation program will include information on:
- ◆ Details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, it support, and student learning assistance, English language support and social inclusion activities.
  - ◆ legal, emergency and health services
  - ◆ Lawson College's facilities and resources
  - ◆ Lawson College's policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
  - ◆ Student visa conditions relating to course progress and attendance and the requirements for achieving satisfactory course progress and attendance.
- 4.5 The orientation program will be presented using a series of power points that summarise key points. Students will be provided with copies of the power point presentations.
- 4.6 Lawson College will ensure that the orientation program is culturally sensitive so as not to offend any student, their families or education agents.
- 4.7 The orientation program will be reviewed annually to ensure that the information provided is correct and that it meets student needs.

#### Welfare services for students

- 5.1 Welfare services include services that address the mental, physical, social and spiritual well-being of international students. these services may include, through direct provision or referral, information or advice about: accommodation, counselling, crisis's, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.
- 5.2 Services will be provided at no additional cost to the student.
- 5.3 Lawson College recognises that students may require access to welfare services to assist with issues that may arise during their course, including course progress and attendance requirements and accommodation issues.
- 5.4 Information about welfare services available are provided in the international student handbook. Students are also informed about these services at orientation.

## ESOS Standard 6 Critical Incident policy

### 1. Lawson College responsibility and commitment

#### 1.1 Lawson College is committed to ensuring that:

- ♦ Risk reduction measures are in place to reduce the likelihood of a critical incident.
- ♦ Appropriate training and information resources are provided to staff and students.
- ♦ Appropriate actions are taken in the event of a critical incident or potential critical incident and that these actions maximize the safety of staff and students.
- ♦ A designated officer and critical incident team (see section 3 for definitions) manages critical incidents
- ♦ Appropriate post incident procedures are followed such as support and counseling services.
- ♦ An evaluation of the response to the critical incident is undertaken and that procedures are updated where improvements are identified. Staff and students will be encouraged to provide suggestions to assist this process.

### 2. Risk reduction measures

#### 2.1 Lawson College has identified the risks of not implementing an effective critical incident policy and procedure in its Risk Management Plan. Therefore Lawson College will ensure that critical incidents are minimized through:

- ♦ Dissemination of this policy and critical incident procedures to all staff and students of Lawson College.
- ♦ Use ISANA Critical Incident Kit to provide information to all staff during the professional development training [isana.org.au/](http://isana.org.au/)
- ♦ Providing regular training and/or information to staff and students to ensure they are aware of safety, prevention of risk and able to respond promptly to any perceived threats to safety.
- ♦ Ensuring that staff bring safety issues to the attention of the CEO through the completion of a Safety Hazard Control Plan. Staff should provide the completed form to the CEO who will record and assess the risk and take action accordingly. In the case of students, concerns should be brought to any staff member who will complete the form on behalf of the student. Students may also bring their concerns to their student representative.
- ♦ Regular emergency management training and information including critical incident responses.
- ♦ Ensuring that at least one or more staff members of Lawson College have current training in First Aid.
- ♦ Provision of specific information to staff who are undertaking travel for business related purposes on what to do or who to contact should they experience a critical incident whilst interstate or overseas.

### 3. Designated person and critical incident team responsibilities

#### 3.1 In the event of a critical incident, a designated person and Critical Incident Team will be responsible for the prevention and management and management of critical incidents.

#### 3.2 A designated person is any Lawson College staff member who either witnesses or is informed about an actual or potential incident. The designated person is required to inform the Critical Incident Team as soon as possible of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site and allocate tasks to others (e.g. calling emergency services, alerting other staff, assisting with first aid, crowd control etc). If the emergency services attend the incident, they will take over control of the critical incident upon arrival and the designated officer will take on the role of ensuring that the best interests of any student/staff member/visitor affected by the incident are met.

#### 3.3 The Critical Incident Team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies. The Critical Incident Team will be responsible for the development and implementation of a Critical Incident Action Plan to ensure that the incident is handled appropriately and timely.

#### 3.4 Lawson College Australia Critical Incident Team includes: CEO; Director of COPE, Executive Dean; Student Support Officer and where required, relevant Head of School or trainer; and Compliance Officer, COPE.

### 4. Critical incident action plan

#### 4.1 The Critical Incident Action Plan to be developed to ensure that the critical incident is handled appropriately and timely must be documented and include:

- ♦ Details of the incident including time, date, location, nature of the incident and names and roles of persons involved.
- ♦ General control objectives for the incident as well as specific action items to be undertaken including communication and reporting. This also includes media management.
- ♦ Details of designated person or critical incident team.
- ♦ Other information required.
- ♦ Follow up action

### 5. Critical Incident Follow Up

#### A range of strategies will be in place to ensure that the appropriate support and monitoring is provided following a critical incident. These strategies include:

- ♦ debriefing of staff and students including provision of accurate information.
- ♦ identifying staff and students who need to access support services to assist them in dealing with the critical incidents.
- ♦ identifying any other persons who may be affected by the critical incident and providing access to support services as required
- ♦ arranging a memorial service as appropriate
- ♦ monitoring the progress of all those affected by the critical incident especially staff and students for signs of delayed stress and the onset of post-traumatic stress disorder.
- ♦ managing long term consequences such as inquests and legal proceedings.

### 6. Reporting

#### 6.1 Where the incident may affect the student's visa conditions or program of study, Lawson College will notify DEEWR via PRISMS as soon as practical after the incident.

- 6.2 Where a student dies or sustains serious injury, Lawson College will liaise with the student's family and provide support as required. Lawson College will also notify all other relevant and authorized parties.
- 6.3 A review and evaluation of the response to the critical incident will be conducted by the CEO. The purpose of the review and evaluation is to assess how well the incident was handled and to identify/minimize risks for the future.
7. **Evaluation**
- 7.1 Evaluation of the response to a critical incident will be carried out and documented. Any improvements will be documented and implemented as appropriate.
8. **Records**
- 8.1 Approved incident report and register will be used to ensure communication and management of the incident as well as consistent and complete record keeping.

How to apply?	
<b>Step 1</b>	Contact and collect relevant form from the Student Admin Office
<b>Step 2</b>	Complete the relevant form
<b>Step 3</b>	Provide supporting documents, if required
<b>Step 4</b>	Submit the form with relevant documents via email - Student@lawsoncollege.edu.au      OR on campus - Student Admin Office, Lawson College Australia, Dandenong
<u>Contact Details</u> : Phone - 03 9791 2211 Email - Student@lawsoncollege.edu.au	



## ESOS Standard 7

# Transfer between registered providers policy

### 1. Student transferring from another registered provider

- 1.1 Lawson College will not knowingly enrol a student wishing to transfer from another registered provider's course of study except where:
  - a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
  - b. the original registered provider has provided a written letter of release;
  - c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
  - d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- 1.2 If any of the above conditions apply, Lawson College can enrol a student before they have completed six months of their principal course.
- 1.3 Lawson College will not actively recruit a student before the student has completed six months of their course.
- 1.4 The restriction to not enrol transferring students also applies to any prerequisite courses in a package of courses.
- 1.5 Lawson College will check all enrolling students on Provider Registration and International Student Management System (PRISMS) to ensure that students who have not completed six months of their principal course of study are not enrolled except in the circumstances outlined in 1.1.

### 2. Students wishing to transfer to another registered provider

- 2.1 Students may transfer to another registered provider before they have completed six months of their course or at least 2 study periods based on the following:
  - 2.2 In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.
  - 2.3 All decisions made with regard to student's requests to transfer to another provider will be fair and take into account the student's individual circumstances and any other relevant factors and a decision made within a reasonable timeframe.
  - 2.4 The circumstances in which a transfer will be granted include:
    - ◆ Where it is considered that the course that the student wishes to transfer to:
      - Better meets the study capabilities of the student; and/or
      - Better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
      - Offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.
    - ◆ The student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- a. A transfer to another course will usually not be granted where:
    - ◆ The transfer may jeopardise / be detrimental to the student's progression through a package of courses.
    - ◆ The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered during which time the full range of support services will be provided to the student.
    - ◆ The student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.
  - b. A letter of release will always be granted where a student has provided evidence that he or she was misled by Lawson College or migration agent regarding the provider or its course which is in breach of the ESOS Act.
  - c. Lawson College will assess any request against this policy and related procedure and students will be informed in writing of the decision, including reasons why in the case of refusal. The reasons for refusal will be sufficiently detailed so that students can make an informed decision on whether to appeal the decision.
  - d. There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with Lawson College's Fees, Charges and Refund Policy.
  - e. Where students are granted a letter of release, they must contact DIBP to seek advice on whether a new visa is required. To find out more about visa requirements, student should call DIBP on 131881 or visit their web site at [www.immi.gov.au](http://www.immi.gov.au)
  - f. A reasonable timeframe for assessing and replying to the student's transfer request will be implemented, having regard to the restricted period.

### 3. Informing students & staff

- 3.1 Lawson College provides all students and staff with clear expectations on transfer between registered providers.

- 3.2 Lawson College provides information on the above in the Overseas Student Handbook and Course Guides which are provided to students prior to or upon commencement of a course. These are also available on Lawson College's website at [www.lawsoncollege.edu.au](http://www.lawsoncollege.edu.au).
- 3.3 Students and staff will be informed of outcome of the student's application for transfer within 10 working days of lodging the application.
- 3.4 The policy and procedure relating to transferring between registered providers is discussed at staff orientation and induction and accessed at [www.lawsoncollege.edu.au](http://www.lawsoncollege.edu.au)

#### 4. Complaints and appeals

- 4.1 Where the decision is made to refuse a student or Lawson College does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Lawson College's Complaints and Appeals process. The student has 20 days in which to do this.
- 4.2 If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

#### 5. Record keeping

- 5.1 All records of requests for letters of release and the assessment of and decision regarding the request will be kept on the student's file.

### How to apply?

**Step 1**  
Contact and collect relevant form from the Student Admin Office

**Step 2**  
Complete the relevant form

**Step 3**  
Provide supporting documents, if required

**Step 4**  
Submit the form with relevant documents  
via email - [Student@lawsoncollege.edu.au](mailto:Student@lawsoncollege.edu.au) OR  
on campus - Student Admin Office, Lawson College Australia, Dandenong

**Contact Details :** Phone - 03 9791 2211  
Email - [Student@lawsoncollege.edu.au](mailto:Student@lawsoncollege.edu.au)

## ESOS Standard 8

### Complaints and appeals policy

#### 1. Complaints and appeals systems

- 1.1 Despite all efforts of Lawson College to provide satisfactory services to its students, clients, employers and other persons, complaints may occasionally arise requiring formal resolution.
- 1.2 Individuals are encouraged, wherever possible; to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint [informal process – pre stage 1 formal process]. Lawson College's Administration Officers and trainers/assessors are available to assist students to resolve their issues at this level and/or to assist the student with lodging the relevant documentation for the submission of formal complaint.
- 1.3 Complaints and appeals may be made be in relation to any of Lawson College's services, activities and decisions such as:
  - ♦ The selection process
  - ♦ the enrolment, induction and/or orientation process
  - ♦ the quality of training and assessment provided
  - ♦ training and assessment matters, including student progress, assessment, curriculum and awards in a course of study
  - ♦ access to records
  - ♦ decisions made by Lawson College; and
  - ♦ the way someone has been treated.
- 1.4 Lawson College is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge. Lawson College aims to:
  - ♦ Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
  - ♦ set in place a complaints and appeals handling system that is client focused and helps Lawson College prevent these events from recurring
  - ♦ ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality
  - ♦ ensure that, in the case of international students, complaints are resolved promptly as not to impact on an international student's study time in Australia as determined by their visa
  - ♦ ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimized; and
  - ♦ ensure that there is a consistent response to complaints and appeals.
- 1.5 All formal complaints and appeals process will commence within 10 working days and responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) working days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer.
- 1.6 All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Registers with a detailed record of the complaint and outcomes. This will be kept permanently to allow all parties to the complaint or appeal appropriate access to the records if required. Records of complaints and/or appeals made by a student will be saved in the student's file.
- 1.7 Complaints and appeals will be reviewed by management to identify root causes of the complaint or appeal and to identify any areas requiring improvement [corrective and preventative action] to prevent similar recurrences in the future.
- 1.8 **There is no cost to access the internal complaints and appeals process with Lawson College**
- 1.9 Each party may be accompanied and assisted by a support person at any relevant meetings
- 1.10 All records relating to complaints and appeals will be treated as confidential and will be covered by Lawson College's Information Privacy Policy.
- 1.11 This policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. This policy does not circumscribe an individual's rights to pursue other legal remedies.

#### 2. Making a complaint

- 2.1 Stage 1 [Initial complaint and appeal after exhausting the informal process]. The complaint and appeal is written on the formal Complaint and Application form and submitted to the Director, COPE. When making a complaint the complainant should provide as much detail as possible to enable Lawson College to investigate appropriately and determine a solution. This should include:
  - ♦ The issue that is the cause for the complaint
  - ♦ Any evidence that supports the complaint
  - ♦ Details about the steps that have already been taken to resolve the issue
  - ♦ Any suggestions for how the issue might be resolved.
- 2.2 The receipt of the complaint will be acknowledged in writing within 5 working days of receiving the complaint.

- 2.3 Upon receiving the complaint, the Case Manager allocated by COPE will conduct an investigation into the matter and ensure that Lawson College has accurate, complete and relevant information. This may include gaining extra details from the complainant and any other involved parties about the issue which may be done in writing, over the phone or face-to-face.
- 2.4 The Case Manager, COPE and Dean/Head of Department will decide on an appropriate resolution and advise the complainant in writing how the matter will be resolved along with reasons for the decision within 20 working days of the complaint being made.
- 2.5 Stage 2: Student provides a written statement appealing the decisions of preceding decision within 5 days of receipt of the letter of outcome of the decision of Stage 1 appeal process. Review of the outcome of the preceding complaint and appeal is undertaken by the Complaints and Appeals Committee made up of nominated persons, one of which must be the CEO.
- 2.6 Stage 3: Student advises Lawson College that they remain dissatisfied with preceding outcome decision of stage 2 and wishes to access an external body which is appropriate for the complaint or appeal, **at their own cost**. In this instance Lawson College will advise the student to access an external body as outlined below [see point 5.2 below].

### 3. Internal non-academic appeals

- 3.1 Appeals against a decision made by Lawson College during the complaints process may be made in writing to the CEO using the Complaints and Appeals form. When making an appeal the appellant should provide as much detail as possible to enable Lawson College to investigate appropriately and determine a solution. This should include:
  - ♦ The issue that is the cause for appeal
  - ♦ Any evidence that supports the appeal
  - ♦ Details about the steps that have already been taken to resolve the issue
  - ♦ Any suggestions for how the issue might be resolved.
- 3.2 The receipt of the appeal will be acknowledged in writing within 5 working days of receiving the appeal.
- 3.3 Upon receiving the appeal, the Case Manager and Compliance Officer, COPE will conduct an investigation into the matter and ensure that Lawson College has accurate, complete and relevant information. This may include gaining extra details from the appellant, the person who made the original decision and any other involved parties about the issue. These consultations will preferably be conducted face-to-face. The student may represent themselves and may also have a nominated person accompany them.
- 3.4 The CEO will decide on an appropriate resolution and advise the appellant in writing of the how the matter will be resolved along with reasons for the decision within 20 working days of the appeal being made. If the matter is particularly complex, the matter may take longer to resolve. If the appellant remains dis-satisfied they may lodge an external complaint or appeal [see point 5 below]
- 3.5 In the case of international students, where the internal appeals process recommends a deferral, suspension or cancellation of a student's enrolment, the Registrar will notify DEEWR via PRISMS of the change to the student's enrolment and the student has 28 days in which to:
  - ♦ Leave Australia
  - ♦ Show the Department of Immigration and Border Protection (DIBP) a new Confirmation of Enrolment (CoE) with another provider; or
  - ♦ Provide DIBP with evidence that he or she has accessed an external appeals process.

### 4. Making an appeal of an assessment decision

- 4.1 An appeal of an assessment decision may be made in writing to the Manager, COPE using the Complaints and Appeals Form with an attachment of *Assessment Task or Final Result Form* or other written format within 20 working days of the assessment decision being made. The request must include reasons why the assessment appeal is being made.
- 4.2 Upon receipt of the appeal, an internal review of the assessment will occur and the Manager, COPE may request further information from the appellant.
- 4.3 The assessment will then be reviewed which may involve:
  - ♦ the original assessor reviewing the assessment decision and involving another assessor in the decision; or
  - ♦ the examination by the Lawson Appeals and Complaints Committee whose membership comprises: CEO, Director of COPE, and Executive Dean or nominated person/s. Others may be co-opted depending on the appeal; or
  - ♦ the appointment of an independent, qualified assessor to review the assessment.
- 4.4 All reasonable measures will be taken to ensure that an assessment appeal is resolved within 20 working days. The Manager, COPE will ensure that the appellant is advised in writing of the outcome along with reasons for the decision within this timeframe.

### 5. External appeals

- 5.1 Where the complainant remains dissatisfied with the outcome of the complaints and appeals process offered by Lawson College to date the complainant can access an external source [external reviewer] complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first.
- 5.2 Complainants have a number of external sources ('external reviewer') where they can raise a complaint or appeal including:
  - ♦ Consumer Affairs, Victoria <http://www.consumer.vic.gov.au>
  - ♦ Overseas Students Ombudsman <http://www.oso.gov.au/contact-us/>
  - ♦ ACPET organises independent mediators from a panel of mediators.
  - ♦ Administrative Appeals Tribunal (<http://www.aat.gov.au>)
  - ♦ The RTO's registering body, the Australian Skills Quality Authority (ASQA) (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)

Note: ASQA can only deal with complaints about:

- ♦ the information provided by an RTO about its course/s
- ♦ the delivery and assessment of training received
- ♦ the qualifications issued or to be issued.

- 5.3 **International students** may lodge an external appeal to the Overseas Students Ombudsman who offer a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by Lawson College. Students are able to view the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or call on 1300 363 072 for further information.

Lawson College will be bound by the external reviewer's recommendations and Director; COPE will ensure that any recommendations are implemented within 28 working days of receipt of the decision made by the external reviewer.

- 5.4 If the internal or any external complaint handling or appeal process results in a decision that supports the student, Lawson College will immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.

## 6. Enrolment status

- 6.1 For **international students**, Lawson College will maintain a student's enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether Lawson College maintains the student's enrolment as follows:

- ♦ If the appeal is against Lawson College's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Lawson's College's decision to report.
- ♦ If the appeal is against Lawson College's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Lawson College will notify DEEWR through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined at 5.3.

- 6.2 For **international students**, maintaining the student's enrolment means not notifying DEEWR of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

- 6.3 Except in cases of suspected serious misconduct, students must continue to attend classes and comply with all visa requirements. There may be some cases where it is considered more appropriate for the student to complete work outside of the classroom environment and this will be discussed with the student when the complaint or appeal is lodged.

How to apply?	
Step 1	Contact and collect relevant form from the Student Admin Office
Step 2	Complete the relevant form
Step 3	Provide supporting documents, if required
Step 4	Submit the form with relevant documents via email - <a href="mailto:Student@lawsoncollege.edu.au">Student@lawsoncollege.edu.au</a> OR on campus - Student Admin Office, Lawson College Australia, Dandenong
<u>Contact Details</u> : Phone - 03 9791 2211 Email - <a href="mailto:Student@lawsoncollege.edu.au">Student@lawsoncollege.edu.au</a>	

ESOS Standard 9

## Completion within the expected duration of study policy

### Policy

Students will be informed of, and provided access to this policy to complete the program enrolled in the expected duration of study and the relevant procedure during their orientation.

#### 1. Course completion within the expected duration of study

- 1.1 Lawson College will implement documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE.
- 1.2 Lawson College has designed its course timetables [including assessments] to meet the requirements of the expected duration of the Course as specified in the CoE and PRISMS.
- 1.3 A student is to study in each compulsory study period a [4 terms per year] and no optional study periods are offered, or work based training.
- 1.4 Students will only be able to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.
- 1.5 Except in the circumstances listed in National Code 2007 Standard 9.2, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.
- 1.6 CRICOS registered course duration includes term/semester study break periods.
- 1.7 In monitoring this enrolment load, Lawson College will ensure that in each compulsory study period for a course, the student is studying full time - a minimum of 20 scheduled hours of attendance per week unless:
  - a. There are compassionate or compelling circumstances for reducing the load
  - b. The reduced load is part of Lawson College's intervention strategy
  - c. An approved deferment or suspension of study has been granted under Standard 13
  - d. The students study load has been reduced through a successful Credit Transfer application
  - e. The students study load has been reduced through a successful Recognition of prior learning application
  - f. Prerequisite units are not available in that study period
  - g. The student has studies, or plans to study, extra units in another study period
  - h. The student has only a few unit/s left to complete

#### 2. Monitoring enrolment load

- 2.1 Instructors monitor each student's progress closely checking that they adhere to the individual student course progress study plan, the timetable and that re-assessments occur within the stated period of time – normally prior to 2 weeks after the initial assessment.
- 2.2 Action is taken where required, to make sure the student can complete a course within the expected duration, as specified on the CoE.

#### 3. Monitoring distance and/or online learning

- 3.1 Lawson College will implement and monitor the ESOS National Code 2007 requirements surrounding studying online or distance learning. This includes allowing the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning.
- 3.2 Lawson College will not enrol the student exclusively in distance and/or online learning units in any compulsory study period. As such students will always study at least one unit that is not by distance or online learning.

#### 4. Extension of duration of course of study

- 1.1 The student may apply for consideration of compassionate or compelling circumstances affecting the duration of the course. These are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.
- 1.2 Lawson College will use professional judgment and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Lawson College should consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.
- 1.3 Lawson College will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as the result of:
  - a. compassionate or compelling circumstances for example, illness where a medical certificate states that the student was unable to attend classes or where Lawson College was unable to offer a pre-requisite unit
  - b. where Lawson College is implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
  - c. where an approved deferment or suspension of study has been granted under Standard 13.
- 4.4 Other compelling circumstances that could impact on a student's progress or wellbeing could include, but are not limited to:
  - a. bereavement of close family members such as parents or grandparents
  - b. major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
  - c. a traumatic experience which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime
  - d. inability to begin studying on the course commencement date due to delay in receiving a student visa
  - e. if a student is at risk of not achieving satisfactory course progress and Lawson College is implementing its intervention strategy that requires the period of study to be extended
  - f. failing occasional units throughout the course, but not performed so poorly as to be identified by Lawson College's intervention strategy for course progress. In this case, Lawson College would need to document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course.
- 4.5 If Lawson College finds a student is not going to complete within the expected duration, a decision/action will be taken, for example:
  - a. encourage the student to 'catch up' by taking supplementary units [any negative impact of this decision will be considered so as not to 'set a student up for failure']
  - b. take steps which will enable the provider to issue a new CoE for the student in accordance with Policy to enable extension of time to complete the course

#### 2. Issuing a new CoE to extend duration of students study

- 5.1 The process to issue a new CoE to extend the duration of the student's study is:
  - a. Access the Course Variation screen
  - b. Choose 'Student requests change to existing enrolment'. PRISMS will then guide the provider through the process. When the provider changes the student's course start and end dates for the CoE, PRISMS recognises that the provider is issuing an 'extension' Confirmation of Enrolment and asks the provider to indicate the reason for this 'extension'.

**3. Recording variation in enrolment load and duration of study**

- 6.1 Where there is a variation in the student's enrolment load which may affect the student's expected duration of study in accordance with 9.2, Lawson College is to record this variation and the reasons for it on the student file.
- 6.2 Lawson College will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.
- 6.3 Reporting the student (issuing a new CoE) will occur when Lawson College knows the student cannot reasonably complete his or her course within the expected duration as specified on the student's CoE.
- 6.4 Lawson College does not need to issue a new CoE until they can accurately predict how long an extension of duration of study the student will require.

### How to apply?

Step 1

Contact and collect relevant form from the Student Admin Office

Step 2

Complete the relevant form

Step 3

Provide supporting documents, if required

Step 4

Submit the form with relevant documents  
via email - Student@lawsoncollege.edu.au      OR  
on campus - Student Admin Office, Lawson College Australia, Dandenong

Contact Details : Phone - 03 9791 2211  
Email - Student@lawsoncollege.edu.au

ESOS Standard 10  
**Monitoring course progress policy**

**1. Policy principles**

- 1.1 Lawson College Australia endeavours to assist students maintain their academic progress at an appropriate level throughout their enrolment period.
- 1.2 Principles guiding this aim are:
- All students shall be treated fairly and openly
  - All students are responsible for their own course progress
  - Appropriate learning support shall be offered to students identified at risk of not achieving satisfactory course progress

**2. Course progress**

- 2.1 Course progress is regularly monitored and assessed both throughout the study period [midterm] and at the end of each study period. Students are required to successfully complete various assessment tasks which may include tests, assessments, examinations, projects and practical demonstrations.
- 2.3 Assessment tasks and dates are set out in the unit timetable and are distributed/ provided access by the Course Convenor or Trainers to students at the commencement of their course.
- 2.4 If course progress is unsatisfactory, students will be counselled through a series of support and intervention strategies as set out in the course progress procedures. Lawson College will support students where to achieve their best possible academic standard.
- 2.5 At the end of each study period, the results for each student are assessed against monitoring of course progress policy within five (5) working days or as soon as practicable.

**3. Satisfactory course progress**

- 3.1 Any student who achieves competency in **50% or more of the units/subjects studied in the current term of a course** is identified as progressing satisfactorily. Students will be required to re-enrol in the units/subjects failed/not yet competent and undertake when next offered.

**4. Unsatisfactory course progress [**

- 4.1 Unsatisfactory progress means that at a minimum where student has failed or is not deemed competent in 50% or more of units/courses/attempted in a study period [one term] of a course; and
- 4.2 Students may only repeat an individual unit twice before not meeting satisfactory course progress which may affect their overall academic progress for the study period.

**5. Monitoring course progress**

- 5.1 Course Convenors and relevant Lawson College Australia Governance Committees review all student's course progress and record all results in the Assessment Record database and all correspondence on the student file.

- 5.2 Monitoring of course progress occurs by the following process:

5.2.1 *Mid-term course progress*- Any student identified as being at risk of not achieving satisfactory course progress [for example due to lack of attendance or other], is issued an 'At risk –unit progress letter' within five (5) working days or as soon as practicable after being identified at risk of failing. The letter includes reason for being identified at risk, outline of support available to assist them to achieve satisfactory academic progress, and advice to make an appointment to meet with the applicable teaching staff member to implement intervention strategies.

5.2.2 *End of term course progress* - At the end of each study period, the results for each student are assessed against the monitoring course progress policy within five (5) working days or as soon as practicable. Any student who

- a. has not yet achieved competency or pass grade **in 50% of the courses studied in the current term** is identified and actions taken in accordance with this policy
- b. does not achieve 50% competency rate or pass grade **for two (2) consecutive terms** shall be considered in breach of course progress.

**6. Intervention Strategy**

- 6.1 At a minimum the intervention strategy must be activated where the student has failed or has been deemed not yet competent/have not achieved in 50 percent or more of the units/subjects attempted in any student period and/or is at risk of non-completion of the qualification or course within the duration as stated on the students CoE.

- 6.2 If a student is at risk of not making satisfactory course progress, the Course Convenor will establish a support program/intervention strategy which might include one or more of the following:

- a. Attending academic skills programs;
- b. Attending tutorial or study groups;
- c. Receiving individual case management;
- d. Attending study clubs;
- e. Attending counselling;
- f. Receiving professional assistance and support in relation to compassionate and compelling circumstances that may impede successful academic progress;
- g. Receiving mentoring;
- h. Reduction in course load;
- i. Rescheduling of classes in consideration of personal circumstances;
- j. Other support and intervention programs as agreed as the list above is not exhaustive



- 6.3 An intervention strategy may be activated at any point before the end of a compulsory study period; however, the intervention strategy must be activated within the first four weeks of the following study period.
- 6.4 Intervention strategy is to be activated by
- 5.4.1 informing the students in writing that they have been identified as failing or at risk of failing to meet course progress requirements [mid-term and end of term and asking them to:
- Meet with Course Convenor and implement academic progress intervention strategies as determined
  - Seek student counselling/support
  - Attend all classes
  - Personal contact with the student by the Course Convenor/teacher/trainer [at times other than mid-term and end of term]
- 6.5 The intervention strategy must specify what support will be provided to the student at risk of not meeting satisfactory course progress and at the mid-term and/or end-term meeting discussion of the implication of unsatisfactory course progress in two consecutive study periods [could lead to the student being reported to DIBP and subsequent cancellation of his or her visa, depending upon the outcome of any appeals process].
- 6.6 The student and staff member sign the Intervention Strategy form and a copy is placed on the student file.
- 7. Notification of failing to meet satisfactory course progress requirement**
- 7.1 Where students have been identified as at risk of non-compliance of satisfactory progress, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to DIBP.
- 7.2 Students identified will be sent a "Warning Letter" at the end of the first compulsory study period advising that they are at risk of not achieving satisfactory course progress; notified of support available to assist them to achieve satisfactory academic progress, and to meet with the applicable teaching staff member. Students who do not respond within 14 days will be issued a letter detailing the intervention strategy as determined by Lawson College.
- 7.3 If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, Lawson College will notify the student of its intention to report the student to DIBP for unsatisfactory course progress.
- 7.4 Students shall be issued a *Notice of Intention to Report* on unsatisfactory course progress via registered mail. The student has 20 working days to appeal to Lawson College under Standard 8 National Code 2007 through accessing the Lawson College Australia Complaints and appeals process. The 20 working days to appeal commences from the date the delivery slip of the notice was signed.
- 7.5 However, Lawson College may decide not to report a student on the following grounds:
- Lawson College's failure to record or calculate a student's marks accurately;
  - The student provides documentary evidence of compassionate and compelling circumstances;
  - Lawson College has failed to implement its intervention strategy and other policies according to its documented Academic Progress Intervention Strategy that have been made available to the student.
- 7.6 Where the student has chosen not to access the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Lawson College, Lawson College will notify the Secretary of DEEWR through PRISMS within 14 days that the student is not achieving satisfactory course progress.
- 7.7 Any student who is dissatisfied with the outcome or conduct of an appeal within Lawson College, may appeal to an external agency as per the Lawson College Complaints and appeals policy.
- 7.8 Students who choose to appeal to an external agency must notify Lawson College of this decision and provide details of the external agency within twenty (20) working days of being notified of the outcome of the last stage of their internal appeal.
- 7.9 Once a student has been reported, PRISMS will generate a Section 20 Breach Notice. The student will need to report themselves to DIBP within 28 days or their student visa will be cancelled automatically.
- 8. Monitoring of course progress - deferring, suspending or cancelling the student's enrolment**
- 8.1 Please refer to the Lawson College Australia policy and procedure relating to deferring, suspending or cancelling the student's enrolment [Standard 13]
- 9. Results publication**
- 9.1 Student results will be notified within the allocated classes where practical. Results will also be available via student noticeboards and/or Lawson College Learning Management System [LMS]. Final results will be made available after ratification by Lawson College Australia academic governance committee and within two (2) weeks after the final unit examination/assessment task period.

How to apply?	
Step 1	Contact and collect relevant form from the Student Admin Office
Step 2	Complete the relevant form
Step 3	Provide supporting documents, if required
Step 4	Submit the form with relevant documents via email - Student@lawsoncollege.edu.au OR on campus - Student Admin Office, Lawson College Australia, Dandenong
Contact Details : Phone - 03 9791 2211 Email - Student@lawsoncollege.edu.au	

## ESOS Standard 11

### Monitoring attendance policy

#### Policy

- 1 Attendance**
  - 1.12 This monitoring attendance policy relates to each Lawson College Australia program/course registered on training.gov.au.
  - 1.13 All students are responsible for their own attendance.
  - 1.14 Lawson College endeavours to provide a fair and equitable attendance recording and monitoring system in keeping with guidelines set out for student welfare and legal requirements.
  - 1.15 The attendance requirement for students enrolled at Lawson College to maintain satisfactory attendance is commensurate with the requirements of the Department of Immigration and Border Protection (DIBP) for international students studying on a Student Visa.
  - 1.16 The requirement is for overseas students to attend at least 80% of the scheduled course contact hours.
  - 1.17 Student attendance for all programs will be monitored throughout each study period. Lawson College will endeavour to achieve best practice by contacting and providing appropriate support to any student who has a period of absence for more than five [5] consecutive days.
  - 1.18 Lawson College students must attend all scheduled classes; meet with visa attendance requirements, and advise Lawson College as appropriate of the matters referred as compassionate or compelling circumstances within 7 working days.
  - 1.19 Lawson College must identify and recommend appropriate support for students with evidence of compassionate or compelling circumstances and keep records of consultations and recommendations for support
- 2 Recording attendance process**
  - 2.1 Attendance will be monitored daily and additional comments made in regard to student absences.
  - 2.2 Information contained in the attendance log will be taken into consideration for decision making on course progress
  - 2.3 Attendance recording template and times of classes can be adapted to meet timetabling requirements, however
    - ◆ students must attend a minimum of 20 hours per week during the study period; and
    - ◆ method for recording and calculating attendance remains standardised [see template below].
- 3 Attendance calculation**
  - 3.1 Attendance will be monitored and calculated for each study period. Calculation is based on actual time in class. Any periods of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations.
  - 3.2 Student attendance is monitored each and every session of scheduled class time using the 'Class Attendance Record'.
  - 3.3 This record sheet is broken down into sessions (morning and afternoon) and requires an indication of attendance twice per session – once at the start of the session and once at the end of the session. A forward stroke ('\') will indicate attendance at the start and a backward stroke (/) will indicate attendance at the end of the session. This forms an 'X' to indicate attendance for the full session. If a student is absent for the entire session then a '0' shall be placed in the box beside their name to indicate that no attendance was recorded.
  - 3.4 A student, who misses part of a session, shall be marked as absent for the hours missed during the session by allocating the hours attended in the box (Students are given a 15 minute leeway at the beginning of the session). That is, if a student attends 1.5 hours of the class then that is what is placed in the box.
  - 3.5 If any student leaves early from any 2 hour block, they will need to register their leaving time on the Latecomer/Leaving early Form. Both trainer and student to sign form, as an attendance monitoring tool; comments to be recorded as required. If they leave earlier than 30 minutes before the two hour block finishes, they will be marked absent for that particular block.

Symbol in session box	Meaning
\	Attendance noted at start of session
/	Attendance noted at finish of session
X	Attended whole session
O	Did not attend
1 - 5	A figure is the hours attended when whole session is not attended.

  - 3.6 All attendance registers will be returned to COPE daily.
  - 3.7 At the completion of the second day's attendance, each student's attendance for the preceding two days will be audited.
  - 3.8 If any student is identified as having been absent for two consecutive days, COPE will attempt to contact the student to establish their whereabouts and remind them of their obligations in regard to regular attendance at Lawson College
  - 3.9 If a student is identified as being at risk of not achieving satisfactory attendance due to absence, a Warning Letter will be sent immediately as part of Lawson College's Intervention Strategy.
    - Two hourly roll calls will be inputted daily into the computer system for calculations and monitoring purposes.
    - All the information contained in the Latecomer/Leaving early section will be taken into consideration for decision making on attendance monitoring and assessment criteria.
    - An absence supported by a Medical Certificate is counted towards students' total absences when calculating attendance. It will be taken into consideration for assessing compassionate and compelling circumstances.
    - Approved leave periods of absence will not be included in the attendance calculation.
    - Students unable to start on the first day of a session or semester, due to circumstances beyond their control, must provide evidence explaining their late arrival. If reasons for late arrival are approved, attendance will be calculated from their actual commencement date.
- 4 Attendance monitoring, notification and reporting**
  - 4.1 Students, whose attendance for a study period is between 80% -90% are identified as at risk of not maintaining the required attendance level. They will be sent an 'at risk' letter/warning correspondence and notified of support available to them. Where a student meets with the Student Counsellor to discuss reasons for poor attendance, the Student Counsellor shall record the date and the details of the discussion.
  - 4.2 Students will be contacted by the Compliance Officer to explain their reasons for not attending classes when they are absent for more than five consecutive days.
  - 4.3 Students who do not maintain the ESOS/DIBP required attendance of 80% or above shall be issued a notice of intention to report on breach of attendance. Student has 20 working days to appeal to Lawson College on its decision by accessing the complaints and appeal process.
  - 4.4 However, Lawson College may decide not to report a student for breaching the 80% attendance requirement where:
    - The decision is consistent with this documented attendance policy and associated procedure
    - The student's attendance is at least 70%; and
    - The student is maintaining satisfactory academic course progress; and/or
    - The student can provide documentary evidence of compassionate and compelling circumstances to explain the periods of absence.

- 4.5 Where the student has chosen not to access the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Lawson College, Lawson College will notify the Secretary of DEEWR through PRISMS that the student is not achieving satisfactory attendance within 14 days.
- 4.6 Once a student's attendance has fallen below 80%, Lawson College must issue a *Notice of Intention to Report* the student for unsatisfactory attendance. This Notice will be forwarded by *registered mail* and students will be advised that they have 20 working days from when the delivery slip is signed to the appeal the decision
- 4.7 Students who are dissatisfied with the outcome or conduct of an appeal within Lawson College, may appeal to an external agency.
- 4.8 Students who choose to appeal to an external agency must notify Lawson College of this decision and provide details of the external agency within 7 working days of being notified of the outcome of the last stage of their internal appeal.
- 4.9 Once a student has been reported, PRISMS will generate a Section 20 breach notice. Student will need to report themselves to DIBP within 28 days or their student visa will be cancelled automatically.

## 5. Students and Staff accessibility of policy

- 5.1 Students and Staff will be informed of, and provided with this policy during their orientation and have access via intranet at lawsoncollege.edu.au.

## 6. Template of attendance record

- 6.1 Commencement and completion times may be adapted according to course/timetables.

Time	Activity
0745	Trainers access attendance form
0800	Session 1 Trainers take attendance for the first 2 hour block
0830	Attendance cut off time
	Trainers do final check on absentees. Administration Assistant collects rolls from classes. Students who arrive after 0830 am will be marked absent 🟡 for the 1 <sup>st</sup> 2 hour block. They will register their arrival time on the Latecomer/ Leaving early Form. Both trainer and student to sign the Late comer/Leaving early form, as an attendance monitoring tool, comments to be recorded as required.
0945	Break 15 minutes.
1000	Session 2 Trainers take attendance for the second two hour block.
1030	Attendance cut off time
	Trainers do final check on absentees. Students who arrive after 1030 am will be marked absent 🟡 (O) for the 2 <sup>nd</sup> 2 hour block. They will register their arrival time on the Late comer/ Leaving early Form and receive an 🟡 when the trainer takes attendance for the second 2 hour block. Both trainer and student to sign the Late comer/Leaving early form as an attendance monitoring tool, comments to be recorded as required.
1145	Administration Assistant returns rolls to classes
1200	Recess for lunch/midday break 60 minutes
1300	Session 3 Trainers take attendance for the 3 <sup>rd</sup> two hour block.
1330	Attendance cut off time
	Trainers do final check on absentees. Administration Assistant collects rolls from classes. Students who arrive after 1:30 pm will be marked absent 🟡 for the third 2 hour block. They will register their arrival time on the Latecomer/ Leaving early Form. Both trainer and student to sign form, as an attendance monitoring tool, comments to be recorded as required.
1445	Break 15 minutes
1500	Trainers take attendance for the 4 <sup>th</sup> two hour block.
	Students who arrive after 3:30 pm will be marked absent 🟡 for the fourth 2 hour block. They will register their arrival time on the Latecomer/leaving early Form. Both trainer and student to sign the Late comer/Leaving early form, as an attendance monitoring tool, comments to be recorded as required.
1700	Students released from class
	If any student leaves early from any 2 hour block, they will need to register their leaving time on the Latecomer/Leaving early Form. Both trainer and student to sign form, as an attendance monitoring tool, comments to be recorded as required. If they leave earlier than 30 minutes before the two hour block finishes, they will be marked absent for that particular block. All the information contained in the Latecomer/Leaving early form will be taken into consideration for decision making on attendance monitoring and assessment criteria.
	Summary: 8hours

### How to apply?

#### Step 1

Contact and collect relevant form from the Student Admin Office

#### Step 2

Complete the relevant form

#### Step 3

Provide supporting documents, if required

#### Step 4

Submit the form with relevant documents

via email - [Student@lawsoncollege.edu.au](mailto:Student@lawsoncollege.edu.au) OR  
on campus - Student Admin Office, Lawson College Australia, Dandenong

Contact Details : Phone - 03 9791 2211

Email - [Student@lawsoncollege.edu.au](mailto:Student@lawsoncollege.edu.au)

## ESOS Standard 12

### Course credit policy

#### 1 General information

- 1.1 All prospective and enrolling individuals must be informed in either print or electronic form of the opportunity to apply for Course Credit [Credit Transfer and RPL].
- 1.2 Individuals can apply for Course Credit during the time of enrolment.
- 1.3 **Credit Transfer** can be granted for Students who have completed a Nationally Recognised qualification / unit that have the exact same code as a unit currently enrolled will be eligible for credit transfer for the particular unit(s). The student must provide the original certificate to be sighted by the Lawson College to verify the Credit Transfer.
- 1.4 **RPL** can be granted to an individual who has demonstrated evidence of prior knowledge and experience in life and work relating to the unit of competency for which recognition is applied. RPL is awarded for a total unit of competency (no partial RPL of a unit will be awarded). Recognition of Prior Learning (RPL) is a process, which recognizes what you have learnt from:
  - Life experience
  - Work experience
  - Non-accredited/accredited training programs
  - These experiences are measured against the qualification/unit you are doing or want to do. If what you have learned at work or elsewhere is relevant to your course or qualification, you may not have to do certain units of the qualification again.
- 1.4.1 Students applying for RPL will be asked for detailed records of experience, employment and training etc. which may be relevant.
- 1.4.2 Students will conduct a self-assessment of each performance criteria
- 1.4.3 Students will provide evidence against each of the performance criteria in a unit of competency (i.e. evidence that students can demonstrate skills and knowledge outlined in the performance criteria).
- 1.4.4 Students will be interviewed by a trainer who will examine the portfolio of evidence.
- 1.4.5 Course Convenors and Assessors must be confident that the person applying for RPL is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses.
- 1.4.6 The process involved in the RPL process is to be outlined and counselling session/s with a RPL assessor is provided.
- 1.4.7 RPL is awarded for a total unit of competency (no partial RPL of a unit will be awarded)

#### 2 Student request for Course Credit [Credit Transfer and RPL]

- 2.1 If a student wishes to apply for Course Credit they must complete the 'Form – Application for Course Credit with the required information (such as detailed records of their experience, employment, training, etc. which may be relevant).
- 2.2 The 'Course Credit Application form' will specify the units to be completed and students will be required to identify how they address either 'like for like' [Credit Transfer] or/and the elements of each unit included in the RPL application.
- 2.3 Once the Course Credit application form is completed, they are required to submit this with associated evidence to Centre for Compliance Operations Partnerships and Excellence.
- 2.4 This Course Credit application and evidence is to be assessed by an Assessor and the student is to be notified of the outcome.

#### 3 Evidence required enabling assessment of RPL

- 3.1 Evidence should be
  - Authentic (it is students' work or original certified qualification)
  - Valid (relate directly to the unit of competency)
  - Reliable and current (demonstrating competency);
- And, at a level of
  - Complexity that matches the unit of competency.
  - Sufficient (to enable a decision to be made)
- 3.2 Original documents such as certificates, workplace reports, etc. to be copied after being sighted by the assessor and then signed with a date, signature, printed name and a brief statement of what unit this relates to and how it relates to the required competency.
- 3.3 Several pieces of evidence should be combined to adequately cover competencies for each unit.
- 3.4 A piece of evidence may be used more than once provided it demonstrates achievement of competencies outlined in the unit where RPL is sought. For example meeting notes can be evidence for demonstrating competency in more than one unit.
- 3.5 All evidence submitted must be your own or directly relate to the student. Students must sign a document to this effect

#### 4 Process of assessing RPL

- 4.1 The RPL process shall cover the following steps:
  - Information supplied by the student
  - Initial support and counselling if required
  - Application;
  - Assessment;
  - Post-assessment guidance; and/or;
  - Certification.
- 4.2 Lawson College is required to ensure that all RPL assessment undertaken is completed and recorded appropriately.
- 4.3 On receipt of the self-assessment and relevant documentation from the participant, the portfolio of evidence will be assessed against the competency standards for the particular units.
- 4.4 Course Convenors and Assessors when marking an assessment will consider the following:
  - relevance and nature of evidence provided by the applicant
  - scope of subject matter covered by the evidence
  - whether the evidence is sufficient to enable a judgment of competence to be made in regard to the unit, taking into account the required knowledge and skills and the critical aspects of evidence in the relevant units
- 4.5 Where evidence and documentation requires additional information or clarification, this will be discussed with the applicant via a phone call or via a scheduled meeting
- 4.6 All original documents such as certificates, workplace reports, etc., should be copied after being sighted by the assessor and then the copy signed with a date, signature, printed name of the assessor.
- 4.7 Where RPL is 'Granted' this information will be communicated in writing to the participant within 10 business days of completion of the assessment, and the qualification / statement of attainment will then be issued
- 4.8 Where RPL is 'Not Granted' participants will be notified in writing of the outcome within 10 business days of completion of the assessment. The written communication to the student is to include a reason for refusal (where applicable)
- 4.9 In all cases, a copy of the RPL documentation and outcome will be kept in the student's file

## 5 Notification of student of outcome of application for course credit

- 5.1 Lawson College will provide documentation relating to the application for course credit to the student  
5.2 This documentation will outline if the application was granted or not granted and in regard to the latter, reasons for refusal to grant course credit/RPL.  
5.3 The student must sign and return to Lawson College a declaration accepting the course credit/RPL. This signed and returned declaration will be retained on the student's file.

## 6 Appeals

- 6.1 Where the outcome of Course Credit is not granted and the participant disagrees with the outcome, they should first try to resolve the matter informally.  
6.2 Where the outcome remains unresolved following informal discussions the individual may appeal by using the methods outlined in the 'Appeals and Complaints Policy and Procedure.'  
6.3 The request for an appeal must be lodged in writing no later than outlined in the Appeals and Complaints Policy and Procedure.

## 7 Granting course credit and net course duration

- 7.1 If Lawson College grants the student course credit which leads to a shortening of the student's course, Lawson College must:
- if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course; or
  - if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act; and
  - counsel the student to review the condition of their Visa related to full time study and the attendance policy of a minimum of 80% attendance. If the student finishes his/her course early, he/she must either enrol in another CRICOS registered course immediately or depart Australia immediately unless given authorisation by DIBP to remain in Australia.

## 8 Charges for the RPL process

- 8.1 The student will be advised of charges applicable for course credit via an RPL process  
8.2 Charges for the RPL process will not exceed 50% of the fee of the unit of competency.  
8.3 All fees are payable before or upon submission of evidence portfolio.  
8.4 If RPL is granted the student will be recorded as competent in the given unit, and will not need to complete the unit.  
8.5 RPL will be recorded on the Statement of Results according to the Lawson College Australia grading codes  
8.5 If RPL is not granted, the student will be required to complete the given unit and the monies paid will then go toward the payment of the given unit. There is no refund applicable in this instance.

## 9 Charges for the Credit Transfer [CT] process

- 9.1 No charges are applicable for this process  
9.2 Credit Transfer (CT) will be recorded on the Statement of Results according to the Lawson College Australia grading codes.

How to apply?	
Step 1	Contact and collect relevant form from the Student Admin Office
Step 2	Complete the relevant form
Step 3	Provide supporting documents, if required
Step 4	Submit the form with relevant documents via email - Student@lawsoncollege.edu.au OR on campus - Student Admin Office, Lawson College Australia, Dandenong
Contact Details : Phone - 03 9791 2211 Email - Student@lawsoncollege.edu.au	

### ESOS Standard 13

## Deferring, suspending or cancelling student enrolment policy

### 1. General information: deferring suspending or cancelling student enrolment

- 1.1 (a) Lawson College has documented procedures for assessing, approving and recording:
- A deferment of the commencement of study
  - suspension of study for the student; or
  - cancellation of the student enrolment.
- (b) Lawson College retains documentary evidence on the student's file of the assessment of the application.
- (c) Lawson College responds to a student identifying whether the student application is successful or unsuccessful. If unsuccessful, appropriate reasons for refusal will be provided to the student. Lawson College makes the student fully aware of any and all consequences.
- 1.2 Course deferment or suspension:
- If a student wishes to defer or suspend (temporarily delay or postponement) commencement of studies, he/she should apply to Lawson College for a course deferment form
  - a student can only defer from a course prior to course commencement.
- 1.3 Student cancellation of enrolment:
- A student may cancel or withdraw his or her enrolment after completing the necessary forms.
  - such withdrawal or cancellation will be reported through PRISMS.

### 2. Course deferment eligibility

- 2.1 Students selected into the Lawson College courses are eligible for up to one year of deferment for personal or compassionate reasons.
- 2.2 Deferments will be considered by Lawson College in the case of compassionate or compelling circumstances.
- 2.3 Lawson College will inform the student that suspending or cancelling his/her enrolment may affect his/her student visa.

### 3. Compassionate or compelling circumstances

These include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to commence 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 and this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the prospective student (these cases should be supported by police or psychologists' reports).
- where Lawson College was unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa; or
- personal reasons.

Lawson College will use professional judgement to assess each case on its individual merits.

### 4. Effect of deferment on student visa

- 4.1 Students are advised that deferment may affect a student's visa.
- 4.2 Students are referred to the DIBP website to gain information surrounding outcomes of deferment or helpline (131 881) for information on how the potential change to enrolment status may impact upon his/her visa.

### 5. Changed course requirements

- 5.1 Deferment is not permitted to allow the commencement of another tertiary course of more than one year in duration.
- 5.2 Course requirements may be altered during the period for which a student has deferred commencement. In such cases students will be subject to the course requirements that are applicable upon commencement of their studies.

### 6. Timelines for deferment

- 6.1 Students selected into a course will receive a letter of offer which sets out the last date by which the offer should be accepted. Students intending to defer must inform Lawson College of their intention within the designated period.
- 6.2 Lawson College can only defer or temporarily suspend the enrolment of a student on the grounds of:
- Compassionate or compelling circumstances (for example: illness where a medical certificate states that the student is unable to attend classes); or
  - misbehaviour by the student.
- 6.3 Lawson College may choose to temporarily suspend a student's enrolment if it deems the student's behaviour to be unacceptable for an educational setting.

### 7. Suspension or cancellation

- 7.1 Students may initiate a suspension or cancellation of their studies due to extenuating circumstances, once a course has commenced.
- 7.2 Lawson College may choose to grant or decline any student's request or suspension of studies, in accordance with its documented procedures for assessing such requests.
- 7.3 Students are advised through the International Student Handbook about the conditions of deferment and suspension of studies.
- 7.4 Regardless of whether the suspension of enrolment is the result of a student request for suspension or provider-imposed suspension of enrolment due to misbehaviour, the period of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations. See Standard 11 for further information about monitoring attendance.

### 8. Lawson College initiated cancellation or suspension of studies

- 8.1 Lawson College may also initiate suspension or cancellation of a student's enrolment for compelling or extenuating circumstances or for misconduct/misbehaviour by the student.
- 8.2 Lawson College will:
- (a) Inform the student that deferring, suspending or cancelling his/her enrolment may affect his/her student visa.
  - (b) Notify the Secretary DEEWR via PRISMS as required under Section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.



- (c) Refer the student to the DIBP website or helpline (131 881) for information, and the local DIBP office for advice on how the potential change to enrolment status may impact upon his/her visa.
- 8.3 If Lawson College initiates suspension or cancellation of student's enrolment they will inform the student:
- Of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student
  - that he/she has 20 working days to access the registered provider's internal complaints and appeals process as per Standard 8.1
  - If the student accesses the registered provider's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply
  - They are to continue attending classes until the outcome of the complaints and appeals process is finalised and outcomes known so as not to disadvantage students (unless extenuating circumstances apply).
- 8.4 If the student chooses to access Lawson College's internal appeals process Lawson College will maintain the student's enrolment until the internal appeals process is completed (and has supported the provider's intention to suspend or cancel the student's enrolment). To 'maintain the student's enrolment' means Lawson College does not notify DEEWR of any change to the student's enrolment status through PRISMS.
- 8.5 If Lawson College notifies DEEWR through PRISMS that a student's enrolment (CoE) has been suspended for a significant period or cancelled, the student must return to his/her home country unless special circumstances exist (for example, the student is medically unfit to travel). While the provider determines the enrolment status of the student, it is DIBP who decides whether the student may remain in Australia or must return home.
- 8.6 If the student chooses to access the external appeals process (after exhausting the Lawson College internal process) Lawson College does not have to wait for the outcome of an external appeal before notifying DEEWR of the change to the student's enrolment status.
- 8.7 Extenuating circumstances relating to the welfare of the student may include, but are not limited to the following. The student:
- Is missing
  - has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
  - has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
  - is at risk of committing a criminal offence.

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

## 9. Suspension due to academic misconduct

- 9.1 All students are expected to maintain high standards of academic honesty and integrity.
- 9.2 Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so.
- 9.3 Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another student's work, or in any way mislead a lecturer or tutor about their knowledge, ability or the amount of original work they have done.

## 9.4 Student's responsibilities:

### 9.4.1 Examinations

During an examination student's must:

- Not help or receive assistance from other students
- not request the loan of or lend materials or devices to other students
- not bring any materials into the examination room other than those specified for that examination
- not use computer software or other devices during an examination other than those specified.

### 9.4.2 Exclusion from an examination

A student may be excluded from an examination in a unit for any of the following reasons:

- Unauthorised absence from class
- failure to meet unit requirements, for example non-submission of assignments, or failure to attend class or mid-semester tests
- academic misconduct; or
- general misconduct (see below).

## 9.5 Lawson College's responsibilities:

### 9.5.1 Procedural fairness

- Students must be treated fairly, with dignity and with due regard to their privacy
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

### 9.5.2 Penalties

- Penalties imposed will take into account the nature and the extent of the misconduct
- A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Lawson College
- The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from Lawson College.

### 9.5.3 Notification and appeal

- Students must be notified in writing of penalties as a consequence of academic misconduct.
- Appeals must be lodged in writing with the Registrar within 20 days of the date of the student being notified of the consequence
- The grounds for appeal are:
  - Procedural irregularities, and/or
  - factual errors on which the decision was based and which were of such magnitude as to invalidate the decision.

## 10. General misconduct

- 10.1 Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.
- 10.2 General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Lawson College's property or the property of others; alters/defaces Lawson College's documents or records; prejudices the good name of Lawson College, or otherwise acts in an improper manner.
- 10.3 Lawson College will report all criminal acts committed by its students to the relevant authorities.
- 10.4 The following examples indicate the kinds of behaviour which constitutes student misconduct but is not an exhaustive list – student misconduct may occur when a student:
- Contravenes any rules or acts.
  - Prejudices the good name or reputation of Lawson College.
  - Prejudices the good order and governance of Lawson College or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Lawson College.
  - Fails to comply with conditions agreed in the contract.
  - Wilfully disobeys or disregards any lawful order or direction.
  - Refuses to identify him/herself when lawfully asked to do so by an officer of Lawson College.

- (g) Fails to comply with any penalty imposed for breach of discipline.
  - (h) Misbehaves in a class, meeting or other activity under the control or supervision of Lawson College, or on Lawson College premises or other premises to which the student has access as a student of Lawson College.
  - (i) Obstructs any member of staff in the performance of their duties.
  - (j) Acts dishonestly in relation to admission to Lawson College.
  - (k) Knowingly makes any false or misleading representation about things that concern the student as a student of Lawson College or breaches any of Lawson College's rules.
  - (l) Alters any documents or records.
  - (m) Harasses or intimidates another student, a member of staff, a visitor to Lawson College, or any person while the student is engaged in study or other activity as Lawson College's student, because of race, ethnic or national origin, sex, marital status, sexual preference.
  - (n) Breaches any confidence of Lawson College
  - (o) Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Lawson College premises while acting as a Lawson College student, in a manner which is illegal or which is or will be detrimental to the rights or property of others.
  - (p) Steals, destroys or damages a facility or property of Lawson College or for which Lawson College is responsible; or
  - (q) Is guilty of any improper conduct.
- 10.5 Penalties for general misconduct
- (a) Penalties imposed will take into account the nature and the extent of the misconduct.
  - (b) A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Lawson College.
- 10.6 The Chief Executive Officer may then impose the penalty of permanent exclusion from Lawson College in the case of physical or verbal abuse of students or staff of Lawson College, repeated or severe misconduct, or in the case of criminal acts.
- 11. Notification and appeal**
- 11.1 Students must be notified in writing of penalties as a consequence of general misconduct.
- 11.2 The ground for appeal are:
- (a) Procedural irregularities, and/or
  - (b) Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision.
- 11.3 Appeals must be lodged in writing to the Registrar within 20 working days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.
- 12. Reporting - Lawson College initiated cancellation or suspension of studies**
- 12.1 Lawson College initiates the suspension or cancellation of a student's enrolment, and notifies the student in writing of its intention and allows the student 20 working days to access Lawson College's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.
- 12.2 If the student appeals the decision to suspend or cancel his/her studies, Lawson College will NOT notify DEEWR of a change to the enrolment status until the internal complaints and appeals process is completed.
- 12.3 Lawson College informs DEEWR via PRISMS when a student's enrolment is temporarily suspended or cancelled.
- 12.4 If Lawson College cancels or suspends a student's enrolment for extenuating circumstances, these may relate to the welfare of the student.
- 12.5 Lawson College must provide evidence of extenuating circumstances on which it based the decision.
- 12.6 If Lawson College notifies DEEWR via PRISMS that a student's enrolment (CoE) has been suspended for a significant period or cancelled, the student must return to his/her home country unless special circumstances exist (for example, the student is medically unfit to travel).
- 12.7 While Lawson College determines the enrolment status of the student, it is DIBP who decided whether the student may remain in Australia or must return home.
- 12.8 Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DIBP.

**How to apply?**

**Step 1**

Contact and collect relevant form from the Student Admin Office

**Step 2**

Complete the relevant form

**Step 3**

Provide supporting documents, if required

**Step 4**

Submit the form with relevant documents  
via email - [Student@lawsoncollege.edu.au](mailto:Student@lawsoncollege.edu.au) OR  
on campus - Student Admin Office, Lawson College Australia, Dandenong

**Contact Details :** Phone - 03 9791 2211  
Email - [Student@lawsoncollege.edu.au](mailto:Student@lawsoncollege.edu.au)



## 2015 Enrolment variation form

This form is to be used by all students for all enrolment variations. Please read the instructions and guidelines at the end of this form before completing.

STUDENT ID NO:

STUDENT VISA: YES

NO

If you ticked **YES** you **must** complete Section 3

### SECTION 1 – PERSONAL DETAILS

Provider name:	Provider location:
Title: Mr / Miss / Ms / Mrs	Given names:
Family name:	Date of birth: <input type="text"/>
Telephone number:	Email:
Semester address:	

### SECTION 2 – PROGRAM DETAILS

Program name:	Program code:
Commencement date: <input type="text"/>	Expected completion date: <input type="text"/>

Contact details during semester and lecture breaks:

### SECTION 3 – STUDENT VISA HOLDERS ONLY

Nationality:	Passport no:
Place and date of issue: <input type="text"/>	
Leave address (this <b>cannot</b> be in Australia):	
If transferring to another provider, name of provider:	
Location of provider:	You <b>MUST</b> attach a certified copy of your Letter of offer or eCoE from your new education provider.

### SECTION 4A – PROGRAM LEAVE / LEAVE OF ABSENCE

I wish to apply for leave in the following semester(s) Semester 1, 201\_\_ and/or Semester 2, 201\_\_ because:

You **must** attach independent supporting documentation if required by student visa regulations.

### SECTION 4B – PROGRAM DEFERRAL

I wish to defer the commencement of my program	<input type="checkbox"/> Yes
Length of deferral: <input type="checkbox"/> Next semester OR <input type="checkbox"/> One full year	
Is this your first semester of study:	<input type="checkbox"/> Yes*
Are you enrolled in courses in the current semester	<input type="checkbox"/> Yes <input type="checkbox"/> No

\*NB. If your answer is 'No' you should complete Section 4A Program leave above.

### SECTION 4C – PROGRAM DISCONTINUATION / WITHDRAWAL

I no longer wish to be enrolled at Lawson College for the following reasons:	
Please cancel my enrolment. I am aware that I will have to reapply for admission in competition with all other applicants if I decide to study at a later date. Please note once your request is processed access to your student email account will cease immediately.	
Effective immediately*: <input type="checkbox"/> Please read the Lawson College fee policy before selecting this option [ <a href="http://lawsoncollege.edu.au/policies/">http://lawsoncollege.edu.au/policies/</a> ]	Effective at the end of the current semester: <input type="checkbox"/>

### SECTION 5 – COURSE CHANGES

	Course code	Course name	Semester	Lecturer (✓ if approved)
Add courses to current program				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

				<input type="checkbox"/>
Delete courses from current program				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
If you are deleting all courses for this semester you may be required to also complete Section 4A or 4B whichever is appropriate. Please refer to the instructions at the end of this form.				
Reason for variation:				

<p>Declaration: I declare that the information supplied by me on this form is true and correct. I have read the information relating the enrolment variations found at the end of this form and I understand the implications of varying my enrolment in relation to failure and Commonwealth Support/fee liability for courses. In signing this form I understand that the details are protected by the Information Privacy Act.</p>	<p>I authorise Lawson College to amend my personal details effective from the date indicated below. <i>(Please note you must tick YES to this statement for your application to be processed and that ticking YES on this electronic form is the legal equivalent to signing your signature).</i></p> <p><input type="checkbox"/> YES</p>
Student signature:	Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

#### OFFICE USE ONLY

Approved:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Staff signature:	Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Processed on system:	<input type="checkbox"/> YES	<input type="checkbox"/> NO

#### OFFICE USE ONLY

Received by:	Student Administration	Date: / /
VETtrak updated:		Date: / /
Student ID card issued:		Date: / /
PRISMS updated (if applicable)		Date: / /
Copy placed in student file:		Date: / /
Actioned by (name):		Date: / /
Partner provided (PP) or COPE		
PP or COPE Program coordinators name:		
PP or COPE Program coordinators signature:		
Date: / /		

## **PLEASE READ THESE INSTRUCTIONS AND GUIDELINES BEFORE COMPLETING THE FORM**

### **INSTRUCTIONS**

This form is to be used when applying for program leave, program deferral, program discontinuation or course changes.

Read the guidelines and advice below carefully

- ✧ Complete all required details
- ✧ For Program leave complete Section 4A
- ✧ For Program deferral complete Section 4B
- ✧ For Program discontinuation complete Section 4C
- ✧ For Course changes complete Section 5
- ✧ Student Visa holders **MUST** read the Guidelines below and complete Section 3
- ✧ Attach original supporting documentation as appropriate
- ✧ Read and sign declaration (page 2)
- ✧ Return completed form with supporting documents (if required) to your Course coordinator for approval.

***Incomplete and/or undocumented applications for leave of absence or cancelling program enrolment will not be accepted.***

### **GUIDELINES**

#### **PROGRAM LEAVE (Section 4A)**

- ✧ Leave from a program of study may be granted to undergraduate or postgraduate students
- ✧ Leave is generally restricted to a total of two semesters; applications for leave in excess of two semesters will be approved only in exceptional circumstances
- ✧ Students should generally complete one semester of study before applying for leave
- ✧ Students should read the Lawson College Fee policy and/or refer to [www.goingtouni.gov.au](http://www.goingtouni.gov.au) before submitting an application for program leave
- ✧ Leave can only be sought prior to semester census dates 31 March – Semester 1, 31 August – Semester 2)
- ✧ A student whose application for leave is rejected or who does not resume study at the end of the approved leave period must apply, in the usual manner, for re-admission to the program
- ✧ Holders of a Student visa must read and complete Section 3.

#### **PROGRAM DEFERRAL (Section 4B)**

- ✧ A new student enrolled in their first semester of a program who discontinues that program prior to the census date can be granted a deferment (not Program Leave) and is guaranteed readmission to the same program the following year
- ✧ This form is to be used when a new student has accepted an offer for and enrolled in courses under the program for which they wish to defer. Students who have not yet enrolled may contact the relevant Administration office directly to request a deferral. NB. Course coordinator/lecturer approval is not required for program deferral
- ✧ International and postgraduate students will automatically be issued with a new offer by Lawson College Administration office at the end of the deferment period
- ✧ Students who do not resume study in the following year must compete for a place if and when readmission is sought
- ✧ Holders of a student visa must read and complete Section 3.

#### **PROGRAM DISCONTINUATION (Section 4C)**

- ✧ Request for discontinuation should be lodged prior to semester census dates (31 March – 31 August)
- ✧ Students should read the Lawson College Fee policy and/or refer to [www.goingtouni.gov.au](http://www.goingtouni.gov.au) before submitting an application to cancel program enrolment
- ✧ After cancellation of program enrolment, students who wish to resume study at a later date must apply, in the usual manner, for readmission to the program
- ✧ Holders of a student visa must read and complete Section 3.

#### **COURSE CHANGES (Section 5)**

**International students MUST maintain 100% study load as part of the conditions of their student visa.**

**Domestic students are encouraged to discuss your course changes with your Course coordinator prior to completing this form.**

Adding a course:

- ✧ Request to 'add' a course should be made by the last day of the second week of semester (no penalty applies)
- ✧ Request to 'add' a course on or before the course census date requires written permission from the Course coordinator/lecturer. The student will be enrolled upon payment of a late enrolment fee.

Deleting a course:

- ✧ Request to 'delete' course on or before the course census date will incur no penalties
- ✧ Request to 'delete' course on or before the end of the tenth week of semester will result in a WD grade (withdrawal without failure) and the student is liable for the tuition fee
- ✧ Request to 'delete' a course on or before the last teaching day of semester will result in the student receiving a WN grade (withdrawal with failure) and be liable for the tuition fees.

### **IMPORTANT ADVICE FOR STUDENT VISA HOLDERS**

- ✧ **DIAC Notification of Program Leave/Cancellation:** *Under Commonwealth legislation, Lawson College is required to notify the*

Department of Immigration and Citizenship (DIAC) of changes to the enrolment of Student Visa holders. Cancellation and Leave of absence (Program Leave) will in most cases lead to the cancellation of your student visa, and you will be required to depart Australia, or transfer to another visa type. Provided you report to the Department of Immigration and Citizenship as required, your visa cancellation should be “without prejudice”, and should not prevent you from reapplying in the future. Students transferring to another institution in Australia must include details of their new education provider to avoid visa cancellation.

- ✧ **Granting of Program Leave to Student Visa holders:** *As required by Commonwealth law, student visa holders will be granted leave by Lawson College conditional on complying with Immigration requirements. In all but exceptional circumstances (eg serious personal/health problem requiring you to remain in Australia), student visa holders granted leave will be required to depart Australia for the duration of their leave. If you believe your circumstances are exceptional, please provide documentation to support this claim. In all cases, student visa holders granted leave by Lawson College must report to Immigration authorities to clarify their visa status.*
- ✧ **Reapplying for your student visa:** *You may find it is simplest to apply for a new student visa prior to departing Australia. Whether you choose to apply in Australia or overseas, fill in a Visa Extension/Amendment form, available from UNSW Student Central, with your revised program start and end dates, and have it approved by your faculty. Retain a copy of both forms for your records. Your new eCoE will be emailed to your student email account.*

## Definitions used in this publication

<b>A</b>	
<b>Academic governance committee</b>	Academic governance relates to the policies, structures and systems in place to ensure that Lawson College academic programs are delivered successfully and continue to develop as a result of measurement of outcomes, evaluation and analysis. The Lawson College Australia Learning, Teaching and Training Committee [LTTC] have oversight of all aspects of assessment monitoring, recording and assessing of course progress as per the Terms of Reference. The Lawson College Australia Programs Committee are responsible for ratification of end of term results and in student progression.
<b>Academic misconduct</b>	Academic misconduct is an attempt by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so.
<b>Academic intervention</b>	Systematic plan of action, adapted to assist students in meeting satisfactory course progress
<b>Academic procedure</b>	This procedure relates to: assessment and results; complainant progress; curriculum content and delivery and conferral of awards
<b>Academic Progress</b>	Term related to the stage of completion of course enrolled
<b>ACEPT</b>	Australian Council for Private Education and Training
<b>Administration Fee</b>	The fee payable to cover costs involved when a student withdraws from a course up to 20 working days before or after commencement of term. The Administration Fee is subject to change.
<b>Application Fee</b>	The fee payable, if any, set out in the Student Agreement to make an Application to study the Course at the College. The Application Fee, if applicable, comprises: <ul style="list-style-type: none"> <li>• a non-refundable fee covering the cost of enrolment, and</li> <li>• a non-refundable airport pick-up fee and accommodation booking fee (where applicable).</li> </ul> The Application Fee is subject to change
<b>Approved Leave</b>	As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, Standard 13, Lawson College can only defer or temporarily suspend the enrolment of the student on the grounds of: <ul style="list-style-type: none"> <li>• compassionate or compelling circumstances; or</li> <li>• misbehaviour by the student.</li> </ul> Approved Leave is a period of approved absence from Lawson College based on the above.
<b>Action Plan</b>	An action plan is a detailed plan outlining actions needed to reach one or more goals. Reasons for creating an action plan. It is an organizational strategy to identify necessary steps towards a goal
<b>AQF</b>	Australian Qualifications Framework
<b>ASQA</b>	Australian Skills Quality Agency
<b>As soon as practicable</b>	'As soon as practicable' means as soon as the registered provider is aware that changes to ownership will take place
<b>Assessing</b>	Assessing' requires the provider to consider a student's demonstrated achievement, progress or competency.
<b>At risk</b>	An 'At Risk' student is a student for any reason who is considered as not, or potentially not, meeting course progression requirements
<b>At risk – lack of attendance</b>	In the case of attendance, an 'At Risk' student is identified as having an attendance calculation between 90% - 80% but still able to achieve satisfactory attendance for the monitoring period.
<b>Attendance calculation</b>	Attendance will be monitored and calculated for each study period. Calculation is based on actual time in class. Any periods of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations
<b>Award Course</b>	An AQF level course
<b>AVETMISS</b>	Australian Vocational Education and Training Management Information Statistical Standard. VETtrak enables provision of AVETMISS compliant data to ASQA on a regular basis. Lawson College collects and stores information in accordance with AVETMISS requirements and reports this information as required and in accordance with the Information Privacy Policy
<b>B</b>	
<b>Breach in course progress</b>	Failure to gain a Pass grade or Competency in 50% of units studied in consecutive terms (2)
<b>C</b>	
<b>Cancellation of Enrolment</b>	If a student's enrolment is cancelled, it means they can no longer attend classes at Lawson College Australia. DEEWR via PRISMS will be informed that cancellation of enrolment has occurred.
<b>CEO</b>	Chief Executive Officer, Lawson College Australia
<b>Census Date</b>	The date on which a student's enrolment is taken to be finalised.
<b>Cheating</b>	Cheating is the gaining of advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done
<b>CoE</b>	Confirmation of Enrolment. A CoE is issued to the student based on the registered duration of a course (or a shorter duration if the student has already completed part of the course). A student should complete the course within the length of the CoE unless the circumstances specified in National Code 2007 Standard 9.2 applies
<b>Complainant</b>	A person lodging a complaint or appeal
<b>Complaints and appeals process</b>	The <i>formal complaint or appeals process</i> outlined in Standard 8 is the process which takes place if a grievance cannot be resolved informally (for example, through affected parties discussing the matter). In some institutions, the words 'complaints' and 'appeals' have different meanings and result in different processes. The National Code 2007 allows the provider to differentiate between these terms and resulting processes, as long as the minimum requirements of Standard 8 are met and the differences are clearly explained in the provider's policies and procedures.

<b>Compliance</b>	The term compliance describes the ability to act according to an order, set of rules or request. Compliance in context of Lawson College Australia operates at two levels. Level 1 – compliance with the external rules that are imposed upon an organisation as a whole Level 2 – compliance with internal systems of control that are imposed to achieve compliance with the externally imposed rules
<b>Compliance Officer</b>	The Compliance Officer implements the above level 1 and 2 levels of compliance. The Compliance Officer has a <b>Duty</b> to his employer to work with management and staff to identify and manage regulatory risk <b>Objective</b> to ensure that an organisation has systems of internal control that adequately measure and manage risks that it faces <b>Responsibility</b> to provide an in-house compliance service that effectively supports academic and business areas in their duty to comply with relevant laws, regulations, standards and internal procedures
<b>Compulsory study period</b>	A <i>compulsory study period</i> is one in which the student must enroll unless granted a deferment or suspension from enrolment or leave of absence under Standard 13. A compulsory study period does not include periods in which the student can elect to undertake additional studies. See the notes under Standard 9.1 for further details.
<b>COPE</b>	Centre for Operations Partnerships and Excellence, Lawson College Australia
<b>Convenor</b>	The member of a group whose duty is to convene meetings for example at an educational organisation, a lecturer who takes on the mantle of managing a specific <b>course</b>
<b>Course</b>	A Full-time Registered course or program offered by the College and registered in accordance with the requirements of the ESOS Act. Also known as Program
<b>Course contact hours</b>	Defined hours for each course enrolled. A minimum of 20 hours per week attendance is required.
<b>Course Convenor</b>	A "Course <b>Convenor</b> " is the academic staff member of the educational organisation appointed by the CEO and is responsible for the coordination of a program (and the units offered within that program) leading to an award of the educational organisation. Also known as course/program/unit coordinator.
<b>Course Money [fees]</b>	The money received by the College for providing the Course to the Student and includes: <ul style="list-style-type: none"> <li>• tuition fees,</li> <li>• any amount received by the College that must be paid to a registered health benefits organisation on behalf of the Student; and</li> <li>• any other amount the Student has paid, directly or indirectly, to the College in order to undertake the Course.</li> </ul>
<b>Course Credit</b>	Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning. Credit cannot be rescinded unless compelling education reasons are presented.
<b>Course Governance Committee</b>	
<b>Course Progress/ Progression</b>	The measure of advancement through academic merit or skill based competencies towards the completion of a course as per course/unit/ module guidelines. The Lawson College Learning, Teaching and Training Committee have oversight of all aspects of assessment monitoring, recording and assessing of course progress as per the Terms of Reference.
<b>Compassionate and compelling circumstances</b>	As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, Standard 11, compassionate and compelling circumstances generally are circumstances beyond the control of the student and have had an impact upon the student's course progress or wellbeing. These may include, but are not limited to: <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li> <li>• bereavement of close family members such as parents or grandparents (death certificate must be provided);</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies;</li> <li>• a traumatic experience, such as 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 policy or psychologists' reports where possible); and</li> <li>• where Lawson College was unable to offer a pre-requisite unit</li> </ul>
<b>Corrective Action</b>	May include providing additional information/material or targeted training in, for example, the expectations of the provider. Corrective action may also include termination of the agreement with the education agent.
<b>Credit Transfer [CT]</b>	Students who have completed a Nationally Recognised qualification / unit that have the exact same code as a unit currently enrolled will be eligible for credit transfer for the particular unit(s). The student must provide the original certificate to be sighted by the Lawson College to verify the Credit Transfer.
<b>Critical Incident</b>	A critical incident is defined in the National Code 2007 as a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents could include, but are not limited to, events such as: <ul style="list-style-type: none"> <li>◆ Missing students</li> <li>◆ Severe verbal or psychological aggression</li> <li>◆ Death, serious injury or any threat of these</li> <li>◆ Natural disaster; and</li> <li>◆ Issues such as domestic violence, sexual assault, drug or alcohol abuse.</li> </ul>
<b>Critical incident action plan</b>	A critical incident action plan details actions needed to prevent risks or minimise risks of a critical nature.
<b>Critical Incident Kit</b>	This kit is intended to serve as a useful resource for ISANA members handling critical ... it assist you action plan in the event of a critical incident..... <a href="https://isana.org.au/files/ISANACriticalIncidentsKit.pdf">isana.org.au/files/ISANACriticalIncidentsKit.pdf</a>
<b>Critical Incident Team</b>	A group of persons specified by Lawson College to plan an immediate response, allocate responsibilities and determine ongoing strategies.

<b>CRICOS</b>	Commonwealth Register for Institutions and Courses for Overseas Students
<b>D</b>	
<b>DEEWR</b>	<i>Department of Education, Employment and Workplace Relations</i>
<b>Defer or Suspend enrolment [course]</b>	<p>To <i>defer or suspend enrolment</i> means to <i>temporarily put studies on hold</i> (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student.</p> <p>It is important to note the meanings of the terms for this context – <b>suspension</b> of enrolment is not necessarily due to misbehaviour – suspension of enrolment may also be initiated by the student [ESOS Part D, Standard 13].</p> <p>The maximum time to defer from a course [pre-enrolment and post enrolment] at Lawson College is a period of up to 12 months, normally covering the academic year, before a student who has been offered a place in a Lawson College course, enrolls in that course.</p> <p>Please note that course intakes are offered subject to numbers so there is no guarantee that the course deferred will be offered at a later date or that the course curriculum will not have been subject to significant changes or processes during the deferral period.</p>
<b>Designated authority</b>	In this policy the designated authority is an organisation that Lawson College Australia is required to inform any changes of ownership, prospective changes of ownership and date planned or actual.
<b>Designated person</b>	Any Lawson College staff member who either witnesses or is informed about an actual or potential incident. The designated person should immediately inform the most senior member of staff available of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site including, for example, calling emergency services, alerting other staff, assisting with first aid, crowd control etc.
<b>Distance learning</b>	Distance learning is study in which the teacher and overseas student are separated in time or space throughout the duration of the unit of study. Distance learning differs from online learning in that the study may be undertaken through written correspondence and exchange of hard copy materials.
<b>Domestic Place</b>	Commonwealth assisted funded place.
<b>Domestic Student</b>	Refers to all students who are not overseas fee paying students. May also be referred to as a candidate.
<b>DIBP</b>	Department of Immigration and Border Protection
<b>E</b>	
<b>EATC</b>	Educational Agent Training Course
<b>Education Agent</b>	Education agent is defined as an individual, company or other organisation providing services on a commercial basis to help students and their parents gain places on study programmes overseas
<b>End of term course progress</b>	At the end of each study period, the results for each student are assessed against the course progress policy
<b>English language proficiency</b>	<i>English language proficiency</i> is the demonstrated ability to speak, write, read and comprehend English to a standard set by the institution [Lawson College Australia] or regulatory authorities [example Nursing and Midwifery Board, Australia]
<b>Enrolment</b>	The process whereby a person registers as a student of Lawson College.
<b>Enrolment load</b>	The number or value of courses that a student is enrolled in per compulsory study period. International students must have a full time enrolment load.
<b>ESOS</b>	<a href="#">The Education Services for Overseas Students Act 2000</a> of the Commonwealth of Australia, as amended from time to time.
<b>ESOS Assurance Fund</b>	
<b>Evaluation</b>	The making of a judgement about the amount, number, or value of something; assessment. "the evaluation of each method"
<b>Evidence</b>	<p>Evidence is the material that is presented as an indicator of competence. Evidence is proof of having reached a level of performance that meets that outlined in the unit of competency. Evidence may be collected via</p> <ul style="list-style-type: none"> <li>Documentation of practical experiences in the workplace or the community including photos, newspaper articles, reports etc.</li> <li>Statements of results from both formal and informal training that you have completed</li> <li>Copies of projects that you have undertaken</li> <li>Documents you create that link your training and assessment to the units of competency</li> </ul>
<b>Expected duration</b>	For the purposes of Standard 9, the <i>expected duration</i> of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The expected duration for overseas students should not differ from the expected duration for domestic students.
<b>F</b>	
<b>Fit and proper person test</b>	This instrument determines fit and proper person requirements for persons who exercise a degree of control or influence over the operation of a registered training organisation (RTO)
<b>Full time</b>	The normal amount of study for a particular Course which is approved by the accrediting authority for the Course.
<b>G</b>	
<b>General misconduct</b>	General misconduct is where a student acts dishonestly, harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Lawson College's property or the property of others; alters/defaces Lawson College's documents or records; prejudices the good name of Lawson College, or otherwise acts in an improper manner.
<b>General [non-academic]</b>	This procedure relates to: customer services and administration, marketing and information, facilities, fees and finance related matters and welfare.
<b>Governance &amp; governance committee</b>	The action or manner of governing an organization. The system of rules, practices and processes by which a company is directed and controlled. A committee made up of relevant persons may be formed to implement/oversee governance



	of certain areas, for example academic governance.
<b>H</b>	
<b>Hazard</b>	A hazard is defined as a situation or thing that has the potential to cause harm
<b>HOD</b>	Head of Department
<b>Head of School / nominee</b>	Responsible for course discipline and academic outcomes. Nominee is a qualified person the responsibility is deferred
<b>High managerial agents</b>	<p>High managerial agents: Section 5 of the ESOS Act defines 'high managerial agent' as 'an employee, agent or officer of the provider with duties of such responsibility that his or her conduct may fairly be assumed to represent the provider in relation to the business of providing courses'.</p> <p>High managerial agents may be responsible for:</p> <ul style="list-style-type: none"> <li>the operations of the institution at a senior level</li> <li>determining, approving and <b>overseeing</b> the implementation of high level policies in relation to international students</li> <li>making business decisions relating to the international student programme</li> <li>representing the institution, with the authority to speak on behalf of the institution and to sign high level agreements on the institution's behalf</li> <li>setting the direction of the institution in relation to international education activities.</li> </ul> <p>If a provider is uncertain about who would be considered high managerial agents, they should contact their designated authority for further assistance. The Department of Education will be working with designated authorities to address any issues of interpretation.</p> <p>For Lawson College its 'high managerial agents' are the Chief Executive Officer, Director of operations and Executive Dean.</p>
<b>Holding Account for Overseas Students</b>	Individual bank account where fees are deposited at the time of collection. Fees are not accessed until after the course commences.
<b>I</b>	
<b>Intervention management tool/s</b>	<p>Management and tools include:</p> <ul style="list-style-type: none"> <li>-Recording of attendance</li> <li>-Recording of submission of assessment tasks and the grade awarded</li> <li>-Identifying if the student is above or below the designated 'At Risk' level</li> <li>-Recording of communication with student</li> </ul>
<b>Intervention Strategy</b>	Any documented action targeted at addressing the needs of an 'at risk' student.
<b>ISANA</b>	<b>ISANA is the representative body for professionals in Australia and New Zealand who work in international student services, advocacy, teaching and policy development in international education</b> <a href="http://isana.org.au/">isana.org.au/</a>
<b>ISANA Critical Incident Kit</b>	This kit is intended to serve as a useful resource for ISANA members handling critical ... it assist you action plan in the event of a critical incident..... <a href="http://isana.org.au/files/ISANACriticalIncidentsKit.pdf">isana.org.au/files/ISANACriticalIncidentsKit.pdf</a>
<b>International Student</b>	A person holding an Australian student visa and defined as an 'Overseas Student' in the ESOS Act. May also be referred to as a candidate.
<b>J</b>	
<b>K</b>	
<b>L</b>	
<b>LLN</b>	Language, Literacy and Numeracy
<b>Lawson Quality Assurance Framework [LQAF]</b>	<p>LQAF is applied to verify what will be made meets specifications and legislation requirements by validating LQAF policies and procedures to meet Lawson's objectives and specified quality controls by the authorities.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Australian Registration and Qualifications Authority (ASQA)</li> <li><input type="checkbox"/> Australian Qualifications Framework (AQF)</li> <li><input type="checkbox"/> The Australian Quality Training Framework (AQTF)</li> <li><input type="checkbox"/> Standards for Registered Training Organisations (2010)</li> <li><input type="checkbox"/> National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (7 March 2007)</li> <li><input type="checkbox"/> Education Services for Overseas Student (ESOS) Act 2000</li> <li><input type="checkbox"/> Standards for NVR Registered Training Organisations 2012</li> <li><input type="checkbox"/> Standards for National VET Regulator (NVR) Registered Training Organisations</li> </ul>
<b>Legal entity</b>	A lawful or legally standing <a href="#">association</a> , <a href="#">corporation</a> , <a href="#">partnership</a> , <a href="#">proprietorship</a> , trust, or <a href="#">individual</a> . Has <a href="#">legal capacity</a> to (1) enter into agreements or contracts, (2) assume obligations, (3) incur and pay debts, (4) sue and be sued in its own right, and (5) to be <a href="#">accountable</a> for illegal activities.
<b>Leave of Absence</b>	<i>Leave of absence</i> is an approved period of time during which you are not enrolled in any subjects.
<b>M</b>	
<b>Management</b>	The function that coordinates the efforts of people to accomplish goals and objectives using available resources



<b>Marketing Checklist</b>	Document that acts as a guideline to ensure that specific aspects of marketing materials is checked and signed off as complying to requirements [for example ESOS]
<b>Marketing Plan</b>	A marketing plan is a comprehensive blueprint which outlines an organization's overall marketing efforts
<b>Marketing Register</b>	Document used to register marketing activities
<b>MARA</b>	Migration Agent Registration Authority
<b>Mid-term course progress</b>	Progress assessment is undertaken at the mid-point of the term of study to identify any students at risk of failing in the current term due to a range of factors including lack of attendance and poor results for formative assessments. This mid-term monitoring of course progress is undertaken by the course coordinator and/or program coordinator and reported to Lawson College Governance Committee [Learning Teaching and Training Committee] along with proposed intervention strategies.
<b>Misbehaviour</b>	To behave (oneself) in an inappropriate way
<b>Misconduct</b>	Behaviour not confirming to prevailing standards or laws; impropriety
<b>Monitoring &amp; monitoring activities</b>	Means an active checking of course progress. Each unit of each course must be checked.
<b>Monitoring period</b>	A period of time within a course compulsory study period that attendance will be monitored and calculated
<b>N</b>	
<b>National Code</b>	<a href="#">The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students</a> , established pursuant to Part 4 of the ESOS Act, as amended from time to time.
<b>Notice of Intention to Report</b>	Written notice [Letter of intent to report] forwarded to student via email and letter to the students identified address recorded on Lawson College Learning Management System. Students are sent a <b>registered letter of Notice of intention to report</b> informing them of Lawson College's intention to report. This letter will advise the process for appealing against this decision via Lawson College's Complaints and Appeals process and advise they <b>have 20 working days from when the student signs the delivery slip to appeal the decision.</b>
<b>Non-award course</b>	A non-AQF course.
<b>O</b>	
<b>Online learning</b>	Online learning is study in which the teacher and overseas student communicate mainly through electronic technologies for the unit. The terms online learning and distance learning do not apply where the student: Does not hold a student visa Is resident in a country other than Australia; and Is undertaking a unit of study with a registered provider in Australia. Study of this sort is outside of the scope of the National Code 2007 as the student does not hold a student visa.
<b>Owner</b>	Entity that has an enforceable claim or title to an asset or property, and is recognized as such by <b>law</b> .
<b>Ownership</b>	Legal title coupled with exclusive legal right to possession
<b>OSHC</b>	Overseas Student Health Cover.
<b>P</b>	
<b>Performance Benchmarks</b>	<i>Benchmarking</i> is the process of comparing one's business processes and <i>performance</i> metrics to industry bests or best practices from other companies
<b>Policy</b>	A policy is a principle or protocol to guide decisions and achieve rational outcomes. A policy is a statement of intent, and is implemented as a procedure or protocol.
<b>Portfolio of evidence</b>	A portfolio is a collection of items – in this case, a collection of evidence of competence. Portfolios will usually include a combination of many different types of evidence. Evidence can take the form of: <ul style="list-style-type: none"> <li>• Products or things a student has made</li> <li>• Reports a student has written</li> <li>• Statements made by a student (written or verbal)</li> <li>• Video or audio tapes a student has produced</li> <li>• Participation in exactly the same or modified versions of the assessment you would be required to complete as part of the full course;</li> <li>• Assessment based on a portfolio of evidence;</li> <li>• Direct observation of demonstration of skill or competence;</li> <li>• Reflective papers, journals or portfolios that relate past learning to the learning or competency outcomes of the current course or qualification;</li> <li>• Provision of examples of work drawn from the workplace, social, community or other setting in which you may apply your learning, skill or competence;</li> <li>• Testimonials of learning, skill or competence; and</li> <li>• Combinations of any of the above</li> </ul>
<b>PIER</b>	Professional International Education Resources
<b>Plagiarism</b>	Plagiarism is the use of another person's concepts, results or conclusions and passing them off as their own.
<b>Preventative action</b>	Could include training sessions for agents and ensuring they have all the material they need to represent the provider accurately and professionally.
<b>Principal Course</b>	The main course or program of study to be undertaken by a Student where a Student visa has been issued for multiple courses of study. The principal course or program of study would normally be the final course or program of study where the overseas Student arrives in Australia with a student visa that covers multiple courses
<b>PRISMS</b>	Provider Registration and International Students Management System used to process information to DIBP by registered providers
<b>Procedure</b>	A fixed, step-by-step sequence of activities or course of action (with definite start and end points) that must be followed in the same order to correctly perform a task.
<b>Progress report</b>	Report to be completed by course coordinator listing student's academic progress and any interventions in place (if applicable)
<b>Published Dates</b>	Important dates relating to an academic or course calendar. Published dates include commencement of orientation / courses, exam timetables and publication of results.
<b>Q</b>	
<b>R</b>	

<b>Reasonably suspects</b>	*Grounds for believing or becomes aware of [reasonably suspects] could arise as the result of monitoring activities or reports from a number of students and that number is proportionate to the total number of students recruited from an agent. Complaints about an education agent from three students of 100 recruited may not create grounds for reasonable suspicion, but complaints from three students of a cohort of ten students recruited by an education agent may be grounds for reasonable suspicion. The National Code 2007 does not prescribe the behaviour that should be regarded as suspicious. Lawson College is in a position to judge from the circumstances (for example, the scale) of their operation.
<b>Recognition of Prior Learning</b> [Also known as Recognition of Current Competencies (RCC)]	The acknowledgment of skills and knowledge that have been gained through training, work, or life experiences into formal competencies. The assessment of RPL is made from the evidence provided against the units of competency (elements and performance criteria) as described in the relevant endorsed Training Package. To support this type of application evidence of where and how the skills were obtained are required. I.e. A certificate where the codes do not match but are of similar skills and knowledge would require an ability to assess the learning the outcomes against the learning outcomes of the current course. RPL is awarded for a total unit of competency (no partial RPL of a unit will be awarded)
<b>Recording</b>	Recording means that there must be a documented record of the student's achievement within each unit.
<b>Referral</b>	An act of referring someone or something for consultation, review, or further action. the directing of a patient to a medical specialist by a GP
<b>Refund</b>	To give back [in this case in accordance with Lawson College Australia refund policy and procedure]
<b>Registrar</b>	A <b>registrar</b> is an official in an academic institution (consisting of a college, university or secondary school who handles student records
<b>Regular assessment</b>	'Regular assessment' means that attendance should be assessed frequently enough that a provider is able to make judgments about the student's level of attendance in each study period
<b>Respondent</b>	A person responding to a complaint or appeal
<b>Risk</b>	A <b>risk</b> is an uncertain event or condition that, if it occurs, has a positive or negative effect on a project's objectives.
<b>Risk Management Plan</b>	A document that a project manager prepares to foresee <b>risks</b> , estimate impacts, and <b>define</b> responses to issues. It also contains a <b>risk</b> assessment matrix.
<b>S</b>	
<b>Safety Hazard Control Plan</b>	A formal process for hazard identification, risk assessment and control to effectively manage workplace and safety hazards
<b>Satisfactory attendance</b>	Is attendance at least 80% of the scheduled course contact hours. This attendance rate reflects the requirements of the Department of Immigration and Border Protection (DIBP) for international students studying on a Student Visa.
<b>Satisfactory progress</b>	Satisfactory completion of the academic merit or skill based competency requirements as per course/unit/module guidelines. Any student who achieves competency in <b>50% of the units/subjects studied in the current term of a course</b> is identified as progressing satisfactorily. Students will be required to re-enrol in the units/subjects failed/not yet competent and undertake when next offered.
<b>Semester</b>	Study Period. Also known as term or teaching period.
<b>Six Months</b>	Six months means six calendar months from the date that the student commences their studies
<b>Student</b>	A Student who is enrolled at the College and includes both prospective Students and enrolled Students who are 'overseas students' as defined in the National Code and hold student visas as defined by the ESOS Act, and to students of the College who do not hold student visas and are studying off shore but does <b>not</b> include Domestic Students. May also be referred to as a candidate.
<b>Student Support Services</b>	Services provided to students studying courses namely Student learning and welfare services
<b>Student Visa</b>	Student visas are non-immigrant visas that do not require the holder to obtain citizenship. Any prospective student seeking higher education in another country must obtain a student visa for that country
<b>Study period</b>	Period of study within a course in which the student must enrol unless granted a deferment or leave of absence. This period is up to but not exceeding six months as defined by the timetable or study plan.
<b>Study plan</b>	Suggested arrangement of study to improve student progress
<b>Suspension or cancellation</b>	Once a course has commenced students may initiate a suspension or cancellation of their studies due to extenuating circumstances. Lawson College may also initiate suspension or cancellation of a student's enrolment for compelling or extenuating circumstances. <i>The Department of Immigration and Border Protection's (DIBP's) policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether a student may remain in Australia during a period of suspension of enrolment to DIBP.</i>
<b>T</b>	
<b>Teaching period</b>	The time between the commencement of teaching and the conclusion of teaching in any given unit/subject/module
<b>Term</b>	Study Period. Also known as semester or teaching period.
<b>TPS</b>	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: <ul style="list-style-type: none"> <li>complete their studies in another course or with another education provider or</li> <li>receive a refund of their unspent tuition fees</li> </ul> <a href="https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Review/Documents/TPSPProviderBrochure.pdf">https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Review/Documents/TPSPProviderBrochure.pdf</a>
<b>Tuition Fees</b>	The fees for enrolment in a Course or Program determined by Lawson College and advised in both the Student Agreement, as being the tuition fees for the Course or program (per term).
<b>TPS</b>	Tuition Protection Service
<b>U</b>	
<b>Unsatisfactory course progress</b>	At a minimum where student has failed or is not deemed competent in 50% or more of units/courses/attempted in a study period [one term]. Students may only repeat a unit twice before not meeting academic progress for individual units which may affect their overall academic progress for the study period.
<b>Units</b>	A discrete component of a course/program. Also known as subjects/modules

<b>V</b>	
<b>VETtrak</b>	Student management system used by Lawson College to maintain student records and enable collection of AVETMISS [Australian Vocational Education and Training Management Information Statistical Standard] data for reporting
<b>W</b>	
<b>Withdrawal</b>	Withdrawal from all studies [student initiated]
<b>WHS</b>	Work Health Safety
<b>Written Agreement</b>	Formal document signed between Education Agent and Lawson College Australia that outlines responsibilities, processes for monitoring activities of the education agent, where corrective action may be required, termination conditions, up-to date marketing information
<b>X</b>	
<b>Y</b>	
<b>Z</b>	

## Lawson College support service contacts

Service	Phone Number
Fire, ambulance and police emergency	Phone <b>000</b> to report any emergency
Translating and interpreting service	Phone 131 450
Lifeline (24 hour counselling service)	Phone 131 114
Overseas student Ombudsman	Website: <a href="http://www.oso.gov.au">www.oso.gov.au</a> or phone 1300 362 072
Counselling directory	<a href="http://www.healthdirectory.com.au/Allied_health/Counselling/search">http://www.healthdirectory.com.au/Allied_health/Counselling/search</a>
Legal assistance	<a href="http://www.communitylaw/or.au/">http://www.communitylaw/or.au/</a>
Lawson College	Phone: 9791 2211
Registrar	Email: <a href="mailto:registrar@lawsoncollege.edu.au">registrar@lawsoncollege.edu.au</a>
Director of studies	Email: <a href="mailto:study@lawsoncollege.edu.au">study@lawsoncollege.edu.au</a>
Academic support	Email: <a href="mailto:support@lawsoncollege.edu.au">support@lawsoncollege.edu.au</a>
Student support	Email: <a href="mailto:support@lawsoncollege.edu.au">support@lawsoncollege.edu.au</a>
Lawson College 24 hour emergency contact	Mobile: 0422 205 794
IT support	<a href="mailto:ITSUPPORT@lawsoncollege.edu.au">ITSUPPORT@lawsoncollege.edu.au</a>

## Important phone numbers

Service	Phone Number
Ambulance/Fire/Police	<b>000</b>
Police (non-emergency)	131 444
Lifeline	13 11 14
Suicide Helpline	1300 651 251
Poisons Information Centre	13 11 26
Abortion Trauma and Pregnancy Help	1300 737 732
Advocate for Survivors of Child Abuse	1300 657 380
Al-Anon & Alateen Family Groups	03 9642 3330
Alcohol and Drugs Direct Line	03 9416 1818
Australian-Chinese Association	(02) 9281 1377
CARE RING - Your Crisis Line	13 61 69 (24 hour counselling)
Australian Taxation Office (ATO)	13 28 61
Centre-link Multilingual Contact Centre	13 12 02
Carer Respite Centre Southern	1800 059 059
Carers Association VIC	1800 242 636
CASA (Centre against sexual assault)	9349 1212
Crisis Pregnancy	9417 7622
Dentist – Dental Hospital Service	9341 1040 (emergency only)
Department of Immigration and Border Patrol	131 881
Disability Support Services	<a href="http://www.yellowpages.com.au/find/disability-services-support-organisations/dandenong-south-vic">http://www.yellowpages.com.au/find/disability-services-support-organisations/dandenong-south-vic</a>
Domestic Violence Line (24 hours)	1800 656 463
Eating Disorders Foundation of Victoria	9885 0318
Family Drug Support	1300 368 186
Dandenong Hospital	9554 1000

Gambler's Help	1800 156 789
Grief line	03 9596 7799
Life Line Australia	13 11 14 (24 hour service)
Legal Aid (free legal advice)	1300 792 387
Men's Help Line	1300 78 99 78
Men's Referral Service	03 9428 2899 or 1800 065 973
Medical Centre (Young Street, Frankston)	03 9771 8111 (or 8112)
Medibank	132 331
Narcotics Anonymous	03 9525 2833
Nurse on Call	1300 60 60 24
Poisons Information Centre	13 11 26
SANE Helpline	1800 18 SANE (7263)
Public Transport Information (timetables, routes etc.)	13 15 00
Schizophrenia FV Helpline	03 9482 4189
Sexual Assault	03 9344 2210 or 1800 806 292
Telstra Telephone Directory Service 12455	12455
Telstra International Directory Service 12 25	12 25
TTY Service	03 9662 9030
Women's Domestic Violence Crisis	1800 015 188

## Student induction and orientation declaration

(Student must complete and return this form to the Student Support Services-Enrolment will not be finalised until the completed form is received by COPE)

SECTION 1 – PERSONAL DETAILS	
Provider name:	Provider location:
Title: Mr / Miss / Ms / Mrs	Given names:
Family name:	Date of birth: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Telephone number:	Email:
Semester address:	
SECTION 2 – PROGRAM DETAILS	
Program name:	Program code:
Commencement date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Expected completion date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
SECTION 3 – INTERNATIONAL STUDENT MUST PROVIDE VISA DETAILS	
Nationality:	Passport no:
Place and date of issue: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Student Visa Number :	
(Please provide copy of your current student visa)- evidence attached	

## Induction and Orientation

Please tick your attendance during the orientation and induction program.. The below will be retained on the student file as evidence of completion of the Lawson College orientation and induction program. ☒

O'Week-1	O'Week-2	O'Week-3	O'Week-4
Welcome Week	International Student Week	Welfare and Learning Skills Week	Academic Week
<input type="checkbox"/> Welcome and introductions from Lawson College staff <input type="checkbox"/> Transition into life in Australia <input type="checkbox"/> legal services <input type="checkbox"/> emergency and health services <input type="checkbox"/> facilities and resources <input type="checkbox"/> ANZ Bank - Information session <input type="checkbox"/> External Speaker- DIBP, Dandenong <input type="checkbox"/> Medibank Information session <input type="checkbox"/> Privacy Policy <input type="checkbox"/> Consent to the disclosure of personal information <input type="checkbox"/> Passport and Visa Copy Collection	<input type="checkbox"/> Social Activities <input type="checkbox"/> Dandenong Ranges Tour <input type="checkbox"/> Melbourne Tours	<input type="checkbox"/> Introductions from Student Welfare Officer and Learning Skills Advisor <input type="checkbox"/> CRICOS, the National Code, ESOS legislation, staff responsibilities for overseas students, cultural issues, relevant legislation <input type="checkbox"/> complaints and appeals processes; and <input type="checkbox"/> any student visa condition relating to course progress and/or attendance as appropriate <input type="checkbox"/> Student/client support including external agencies/programs <input type="checkbox"/> OSHC <input type="checkbox"/> Privacy, copyright, anti-discrimination, racial vilification and disability discrimination, WH&S Act <input type="checkbox"/> Critical incident policy/procedure/follow-up <input type="checkbox"/> Consent to the disclosure of personal information form <input type="checkbox"/> Refund <input type="checkbox"/> Student support services <input type="checkbox"/> Transfer between registered providers <input type="checkbox"/> Complaints and appeals <input type="checkbox"/> Completion within the expected duration of study <input type="checkbox"/> Monitoring course progress <input type="checkbox"/> Monitoring attendance <input type="checkbox"/> Course credit <input type="checkbox"/> Deferring, suspending or cancelling student enrolment <input type="checkbox"/> Course credit	<input type="checkbox"/> Introduction from Academic Staff <input type="checkbox"/> Enrolment session (passport/paperwork collection) <input type="checkbox"/> How to use Moodle (online teaching resource) <input type="checkbox"/> Timetable <input type="checkbox"/> Attendance <input type="checkbox"/> Tutorial- Scholarly Writing <input type="checkbox"/> Plagiarism, Library database

## DECLARATION

I,..... acknowledge that I have read and understood all of the information included during my induction and orientation program as well as International student handbook (Section-3). This includes the Lawson College course information, enrolment terms and conditions, registration and course fees and refund policy, procedures and visa terms and conditions have been provided and fully explained to me and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions Lawson College will initiate a warning and reporting procedure
- that if I am in breach of any of these terms and conditions, my enrolment from Lawson College will be cancelled and if I am on a visa my details will be forwarded to the Department of Immigration and Australian Citizenship with a recommendation for the cancellation of (temporary) visa
- that while I am on a (temporary) visa in Australia, I am obligated to attend Lawson College for at least 20 hours of supervised tuition on-site and maintain an attendance of not less than 80% at any time
- that I am required to maintain, as Lawson College defines, a satisfactory rate of academic progress, doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions
- that I will notify Lawson College of any change of contact details
- that I must remain 'financial' at all times and will pay all my fees including tuition fees on time
- that I will maintain my health insurance at all times
- that I have read and understood all Lawson College rules, policies and procedures as detailed in the International student handbook, legislative requirements student information folder, all course and marketing information and student orientation; and
- that I again understand and agree that if I am in breach of any of these conditions my enrolment will be cancelled.

STUDENT	WITNESS
<b>Student name:</b>	<b>Witness name:</b>
<b>Student signature:</b>	<b>Witness signature:</b>
<b>Date:</b>	<b>Date:</b>

STUDENT ID NO:

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# Change of personal and contact details

This form is used to change your name or address details with Lawson College. Changes must be provided within seven (7) days of the change.

## SECTION 1. PREVIOUS PERSONAL AND CONTACT DETAILS

Title: Mr / Miss / Ms / Mrs	Given Names:
Preferred name:	Family Name:
Date of birth: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Gender:
Email:	Mobile:
PREVIOUS Australian address:	

**Important note: Only complete the sections which have changed.**

**Evidence must be attached if you are changing your name, for example: Marriage Certificate; Birth Extract; Passport or Change of name by Deed Poll).**

## SECTION 1. NEW PERSONAL AND CONTACT DETAILS

Title: Mr / Miss / Ms / Mrs	Given Names:
Preferred name:	Family Name:
Date of birth: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Gender:
Email:	Mobile:
NEW Australian address:	
Changes effective from:	
Comments:	

Declaration: I declare that the provision of incorrect information may result in the termination of my enrolment with Lawson College Australia. I agree to release and indemnify Lawson College, employees, agents, partners and contractors from and against any liability, claim, action, demand, loss or expense (including legal costs) arising out of or in any way connected with the provision of incorrect information.

I authorise Lawson College to amend my personal details effective from the date indicated above.

Student signature:	Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
--------------------	---



### OFFICE USE ONLY

Received by:	Student Administration	Date: <input type="text"/>
VETtrak updated:	<input type="checkbox"/>	Date: <input type="text"/>
Student ID card replaced:	<input type="checkbox"/>	Date: <input type="text"/>
PRISMS updated (if applicable)	<input type="checkbox"/>	Date: <input type="text"/>
Copy placed in student file:	<input type="checkbox"/>	Date: <input type="text"/>
Actioned by (name):		Date: <input type="text"/>

### Partner provided (PP) or COPE

PP or COPE Program coordinators name:	
PP or COPE Program coordinators signature:	
Date:	<input type="text"/>

### Comments:

## Facility and Educational Resources

### Facilities

Lawson College operates from approved premises location at Level-2, 228-334 Lonsdale Street, Dandenong in Victoria.

Lawson College premises are approved and classified with Building Code of Australia (BCA) as 'Class 9b buildings' and a permit certificate is issued by the Grater Dandenong Council.

Lawson College has secured the use of the following premises/facilities for events such as orientation and graduation ceremonies at the Drum Theatre, 226 Lonsdale Street, and Dandenong in Victoria.

### Education resources

Lawson College will retain and maintain adequate education resources, including facilities, equipment, learning and library resources and premises as required by the Quality Assurance Framework applying to the courses.

### Premises

Lawson College operates from approved premises location at 3/228 Lonsdale Street, Dandenong in Victoria.

Lawson College premises are:

- ☑ **approved** with Building Code of Australia (BCA) and local legislative requirements related to health and safety and classified as 9B.
- ☑ **approved** by ASQA for delivery of programs on scope [training.gov.au].
- ☑ **approved** by Australian Nursing and Midwifery Council (ANMAC) and Nursing Midwifery Board of Australia (NMBA) for delivery of nursing programs leading to registration as nurse with AHPRA [ahpra.gov.au].

### Resources

Lawson College has:

- ◆ **Classroom** capacity adequate for delivering its programs.
- ◆ Classrooms are equipped with projectors and whiteboards.
- ◆ Classrooms are furnished with comfortable and appropriate furniture and equipment for effective learning to take place.
- ◆ **Training room** is fully equipped with student training chairs with tablet including laptop and data projector.
- ◆ All classrooms provide cooling and heating.
- ◆ **Printing facilities** for students and staff
- ◆ Student Learning Management System [Moodle]
- ◆ **Staff offices** equipped with furniture, lockable cupboard/filing cabinet, internet and printer.
- ◆ **Library**: equipped with an excellent selection of textbooks, tapes and videos, magazines and periodicals and available for use on campus.
- ◆ **Computer Lab** equipped with personal computers with laptops. Students have full use of computers/laptops provided in the computer lab.
- ◆ **Wireless Internet** is available throughout the Lawson College premises. Students can obtain the Wi-Fi pin number during their Orientation Program.
- ◆ **Clinical Lab** equipped for all the health programs and set-up with 6 hospital beds and clinical consumables and the lab is accredited by The Australian Nursing and Midwifery Accreditation Council (ANMAC) and approved by the Nursing and Midwifery Board of Australia.

### Learning and library resources

Lawson College has access and maintains staff and training/assessment resources to meet the requirements of candidates with special needs and has an assessment process that incorporates reasonable adjustment procedures.

Lawson College has reviewed and maintains the equipment quality and facility requirements for each Training Program and guarantees it has access to equipment needed to implement the program.

Lawson College ensures that the requirement to maintain an adequate academic and student support staff to student ratio is in place. The teaching and support staff to student ratio is adequate and guided by ISANA

- ◆ 1:24. For academic/teaching/training staff; and
- ◆ 1:100 for Student Support Services Staff to Student Ratio is 1:100 is provided as adequate to support staff the students.

Lawson College ensures that it has sufficient timetabling systems and processes to accommodate the international students.

### **Timetable**

The timetable for students will be available during the orientation of each intake. Please note that the classes operate from Monday to Friday between 9.00am and 5.00pm.

The timetabling function is undertaken by the Director of Studies and Program coordinator ensuring no clashes in classroom allocations and trainer availability as well as students enrolments.

Lawson College ensures that it has sufficient timetabling systems and processes to accommodate the international students.

### **Information Technology and Learning Management System**

Lawson College has a Learning Management System [Moodle] and students and staff have access to contemporary learning and teaching resources.

The Lawson College reference library is equipped with an excellent selection of textbooks, journals, CD and videos, for use on campus by students and staff.

The Lawson College Computer Laboratory is equipped with personal computers and laptops. Lawson College has wireless internet available throughout the Lawson College premises and students are provided the Wi-Fi pin number during Orientation.

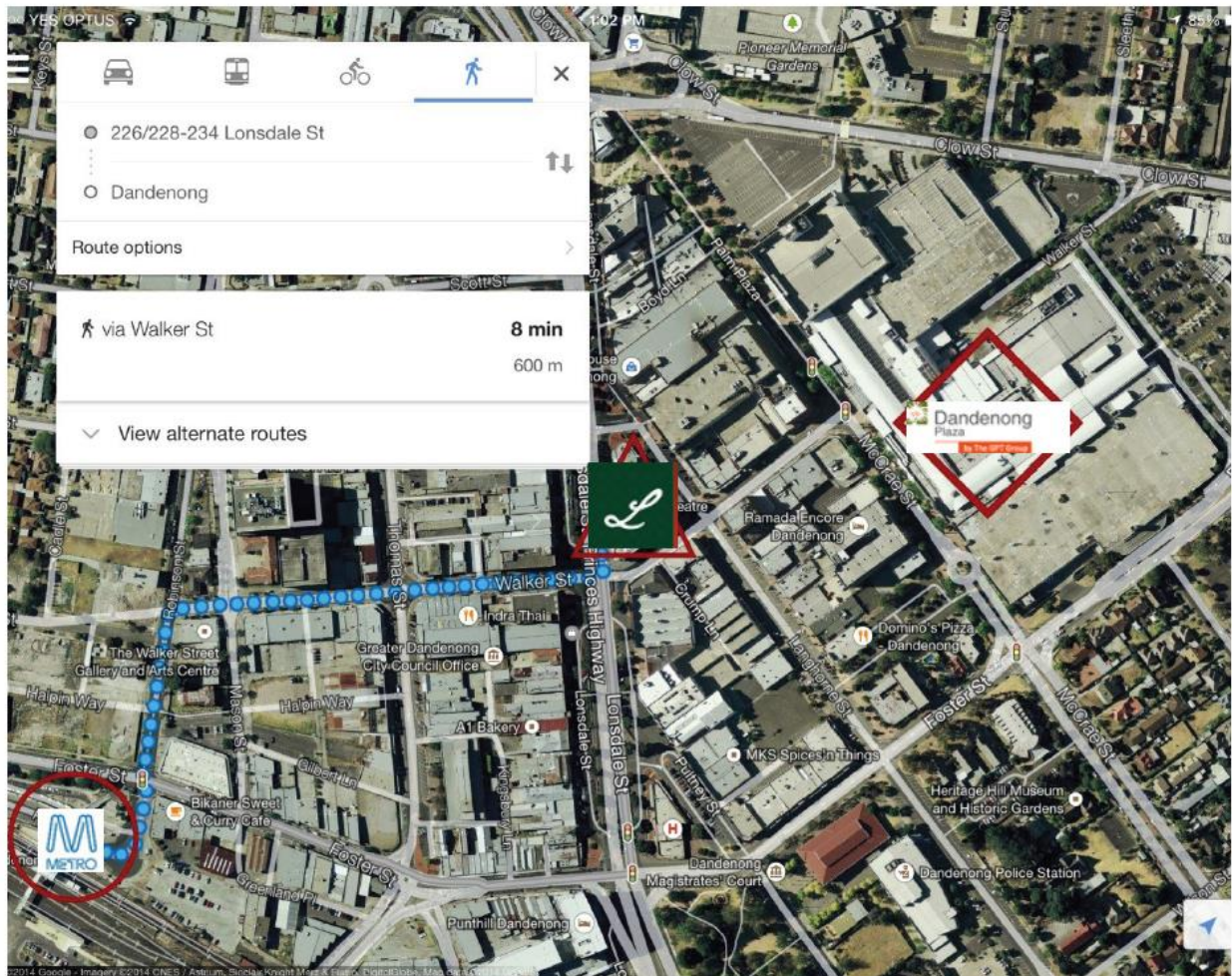
### **Campus and surroundings**

*Your community!*

Campus location is surrounded Drum theatre, Dandenong Palm Plaza, Dandenong Market, Post office, National Banks, City of Greater Dandenong Council office.

# Lawson College and surroundings

## Train Station, Bus Stops, Shopping Plaza



### Lawson College Australia

Level 3/228 Lonsdale Street

Dandenong 3175

Phone: (03) 9791 2211

Email: [info@lawsoncollege.edu.au](mailto:info@lawsoncollege.edu.au)

Website: [lawsoncollege.edu.au](http://lawsoncollege.edu.au)



Dandenong Railway Station

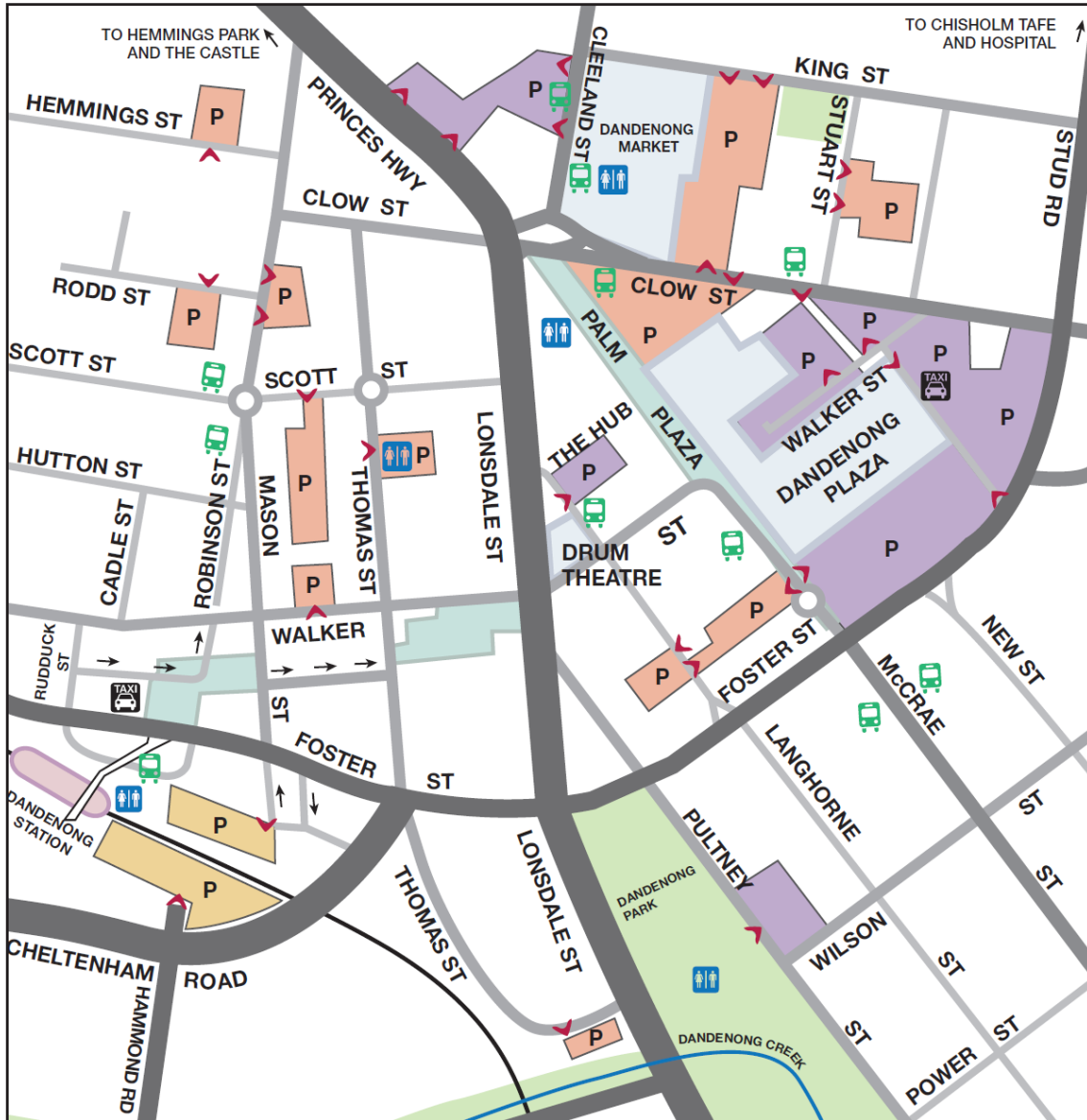


Dandenong Plaza Shopping Centre



# Car Parking at Dandenong Site

## CENTRAL DANDENONG PARKING MAP



### KEY



### FREE CITY SHUTTLE

Council offers a free shuttle bus which runs from 9.15am – 5.15pm. Monday to Saturday (30 minute round trip).

Stops include Dandenong Station, Langhorne Place, Dandenong Market, Dandenong Hospital and Dandenong Plaza Shopping Centre.

### DISABLED PARKING

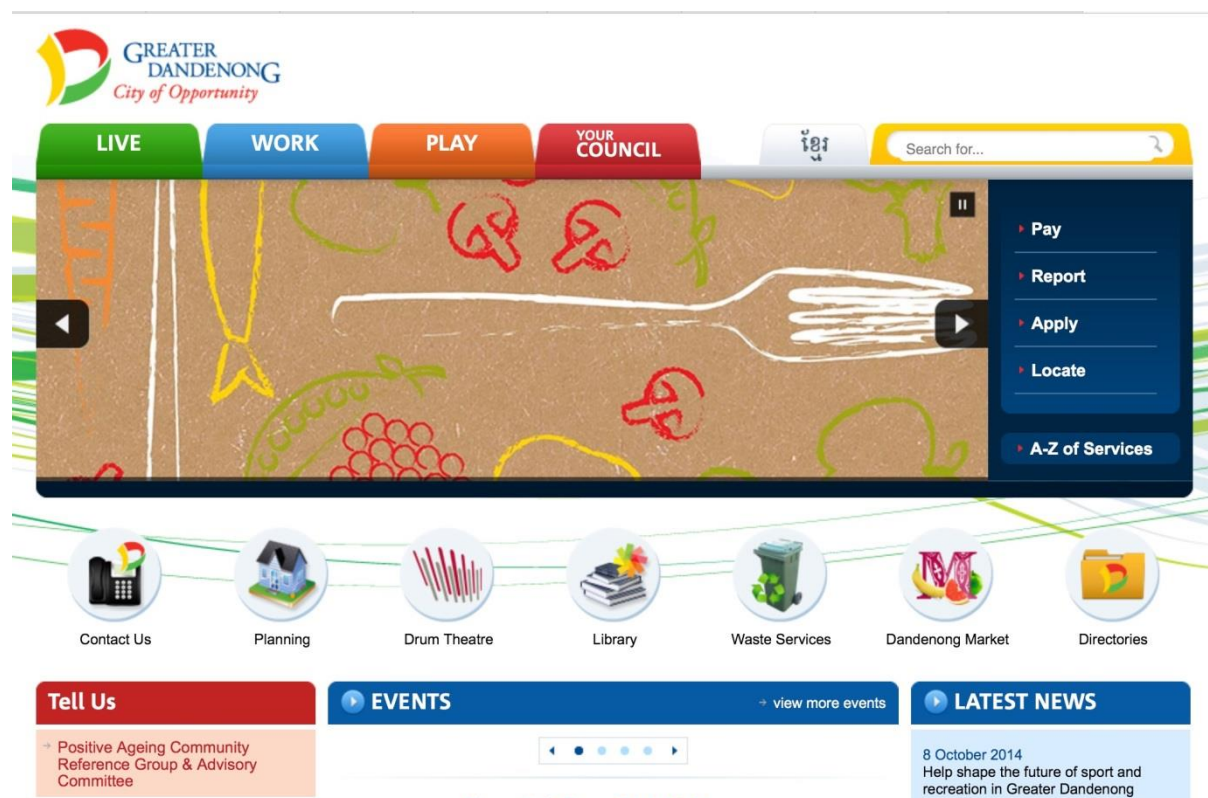
Cars displaying a valid accessible parking permit are exempt from parking fees in Council managed car parks on this map.


### ON-STREET PARKING

On street parking in central Dandenong is mainly 1 or 2 hour ticket parking.

### CAR PARKS

Council managed car parks offer short term or all day parking. Signs at each car park indicate times and fees.





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YOUR COUNCIL

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Visit Greater Dandenong

Dandenong Market

The Kitchen at Dandenong Market

Shopping

Cultural and Food Tours

Free Dandenong City Shuttle

Great Bites Food Guides

## Dandenong Market



Corner Clow and Cleeland Streets, Dandenong

Situated in the heart of Dandenong, the market embraces many cultures and provides a vibrant, cosmopolitan atmosphere. It has been operating since 1866 and is one of Victoria's oldest markets.

Following a \$26 million redevelopment, the market now has an exciting new Meat, Fish and Deli Hall, a refurbished and expanded fruit and vegetable section, new Produce Hall and a bustling General Merchandise Hall.

With friendly service, an amazing range of fresh produce and general merchandise items, the market has something for everyone.

### Hours of operation

- **Tuesday:** 7am - 4pm (general merchandise 8am - 4pm)
- **Friday:** 7am - 5pm (general merchandise 8am - 4pm)
- **Saturday:** 7am - 4pm (general merchandise 8am - 4pm)
- **Sunday:** 10am - 3pm (starting Sunday 6 October)


### Contact the Dandenong Market


- **Website:** [www.dandenongmarket.com.au](http://www.dandenongmarket.com.au)
- **Email:** [info@dandenongmarket.com.au](mailto:info@dandenongmarket.com.au)
- **Phone:** Market office (Tuesday to Saturday) 9701 3850

### The Kitchen

Cooking every Tuesday and Friday, 12pm-1pm!

Once a week, chef Russell Bald demonstrates quick, cheap and healthy recipes prepared with simple ingredients from Dandenong Market.






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Visit Greater Dandenong

Dandenong Market

Shopping

Central Dandenong Shopping Precinct

Springvale Shopping Precinct

Noble Park Shopping Precinct

Keysborough Shopping Precinct

Neighbourhood Shopping Precincts

Homemaker Precincts

Afghan Bazaar Cultural Precinct

Little India Cultural Precinct


Cultural and Food Tours

Free Dandenong City Shuttle


Great Bites Food Guides

## Shopping


Greater Dandenong is home to a wide range of fantastic shopping precincts. Get a great idea of what each suburb and precinct has to offer by browsing the nine sections below.




[Central Dandenong](#)




[Dandenong Market](#)




[Free Dandenong City Shuttle](#)




[Noble Park](#)




[Springvale](#)




[Keysborough](#)



[Homemaker precincts](#)



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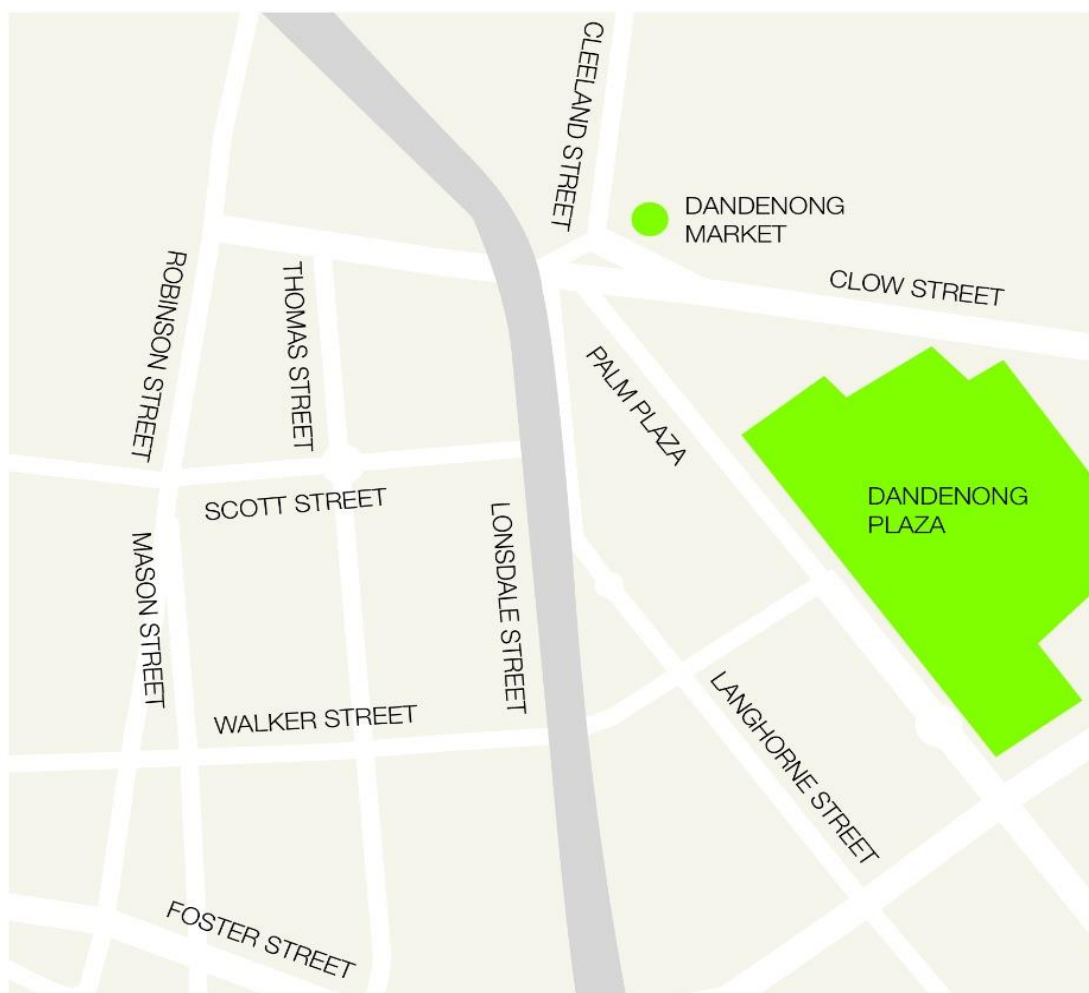


Dandenong is home to a wide range of tasty food choices, whether it is for breakfast, lunch or dinner you will always be able to find something to eat. If you are here for work or play, there are plenty of great bites available.

With over 60 bakeries, cafes and restaurants you are spoilt for choice. A selection of businesses from the area is promoting their wonderful food offer in this publication and would love to welcome you.

This is only a sample of the food in the area, so explore Dandenong and see what you can discover.

Also refer to [dandenongmarket.com.au](http://dandenongmarket.com.au) and [dandenongplaza.com.au](http://dandenongplaza.com.au) directories for their food outlets.





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Search for...

### Arts and Culture

Drum Theatre  
Walker Street Gallery  
Heritage Hill  
Greater Dandenong Children's Festival  
The Hive Creative Network

[more...](#)

### Plan Your Event

Venues for hire  
Events in council parks and reserves  
Event on private land

[more...](#)

### Events calendar

Library events  
Festivals and large events  
List your local event

[more...](#)

### Visit Greater Dandenong

Dandenong Market  
Cultural and Food Tours  
Great Bites Food Guides  
Shopping Precincts

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### Open Spaces

Parks and Reserves  
Playgrounds  
Dog off-leash parks

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### Sport and Recreation

Sports Grounds  
Sports Clubs  
Noble Park Aquatic Centre  
Dandenong Oasis

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### I WANT TO...

→ Do a food or cultural tour

→ Join a walking groups

→ Hire a local venue

### ▶ WHAT'S ON



### ▶ LOCATE

→ Leisure and Aquatic Centres  
→ Parks and Reserves  
→ Playgrounds



City of Greater Dandenong

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What's On | Box Office | About Us | Get Involved | Function Hire | Theatre Hire | Your Visit | Contact Us

Home | Function Hire | Our Function Rooms

## Our Function Rooms


### Magistrates Room

Located on street level, this room has been designed specifically for the training and meeting sector. With capacity for up to 32 people in Classroom style, or 20 people in a U-shape with separate facilitator head table, this room is equipped with a tea and coffee station and a whiteboard.




### Reading Room

Located on the first floor, this room has been fully restored back to its original glory and is an ideal venue for small meetings or intimate gatherings. It can comfortably seat 18-20 guests in a U-shape configuration or Boardroom layout.




### Committee Room

The Committee Room is also located on the first floor and has also been restored to its former glory. With high ceilings and ample natural light, this is an excellent room for events ranging in size up to 60 guests.




### Paul Streefkerk Rehearsal Room

The Paul Streefkerk Rehearsal Room is located at the back of the building and is a modern multi-purpose room ideal for theatre style presentations up to 100 guests or sit down dining for 70 people. With plenty of natural light and modern sprung floors, it is popular for corporate lunches, large workshops and business presentations.



### Bar and Foyer

This unique and contemporary space is ideal for cocktail parties, presentations or exhibitions from 50 to 400 guests. On Ground level, with striking architectural features, it is a memorable and one-of-a-kind space for your special event or party.



Please note: Room capacities may vary depending on function requirements.

[Function Catering](#)


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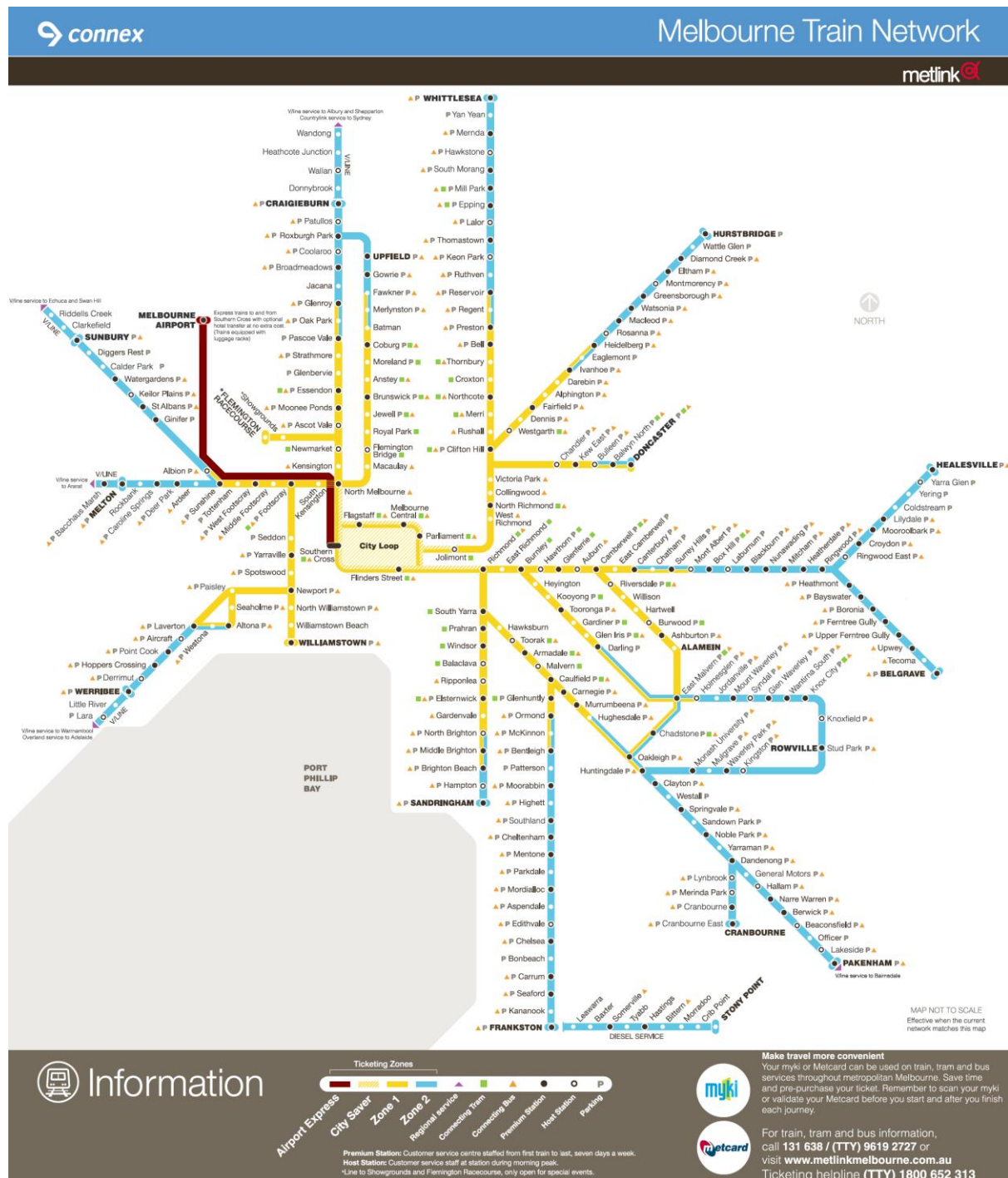
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Drum Theatre  
Cnr Lonsdale and Walker Streets  
Dandenong  
Hours: 10am - 5pm, Monday - Friday  
Telephone: 03 8571 1666  
Email: [drumtheatre@cgd.vic.gov.au](mailto:drumtheatre@cgd.vic.gov.au)  


The Drum Theatre is a Cultural Facility of the City of Greater Dandenong



# Melbourne train network



For information on Melbourne train system visit: <http://ptv.vic.gov.au/>

## Melbourne smart bus service



For more information visit: <http://ptv.vic.gov.au/> or call 1800 800 007 (6am – midnight)

# Lawson

## College Australia

● Education

● Future

● Success

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