



**TRINITY**  
INSTITUTE (AUSTRALIA)

# Student Handbook

## TABLE OF CONTENTS

TABLE OF CONTENTS .....	2
ABOUT US .....	4
OUR OBLIGATIONS AS YOUR EDUCATION PROVIDER.....	4
EDUCATION AGENTS .....	4
COURSE LOCATIONS .....	5
SELECTION AND ENROLMENT .....	6
VISAS .....	7
VISA CONDITIONS.....	7
UNIQUE STUDENT IDENTIFIER (USI).....	7
CREDIT .....	8
RECOGNITION OF PRIOR LEARNING .....	8
ARRIVING IN AUSTRALIA .....	9
ARRANGING TRAVEL AND DOCUMENTS TO BRING .....	9
ENTRY INTO AUSTRALIA.....	10
ARRANGING YOUR FINANCES .....	10
LIVING COSTS IN AUSTRALIA.....	11
BRINGING YOUR FAMILY WITH YOU .....	11
HEALTH and MEDICAL .....	12
DAY-TO-DAY LIFE IN AUSTRALIA.....	13
EMERGENCY CONTACTS .....	14
CONTACTS.....	15
STUDYING AT TRINITY INSTITUTE (AUSTRALIA).....	16
STUDENT CODE OF CONDUCT .....	17
STUDENT SUPPORT AND WELLBEING SERVICES .....	18
STARTING YOUR COURSE .....	20
COURSE EXPECTATIONS AND REQUIREMENTS .....	20
MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS .....	21
ASSESSMENT ARRANGEMENTS .....	22
STUDENT PLAGIARISM, CHEATING AND COLLUSION .....	23
VOCATIONAL PLACEMENT .....	24
ISSUING CERTIFICATION DOCUMENTS.....	24
COURSE TRANSFERS .....	25
NOTIFYING CHANGES .....	25
YOUR FEEDBACK.....	26
DEFERRAL, SUSPENSION AND CANCELLATION .....	26
YOUR RECORDS .....	27
FEES AND REFUNDS .....	28
REFUND SUMMARY TABLE.....	31
NON-TUITION FEES AND OTHER COSTS.....	32
LEGISLATION AND YOU .....	33
COMPLAINTS AND APPEALS .....	34

## Welcome



It is with great pleasure that we welcome you to Trinity Institute (Australia).

We believe students make a wise decision to study at the Trinity Institute (Australia). Our academic programs adhere to our commitment to excellence. Our quality education is aimed at the global environment, and helps young students explore various aspects of the business world.

Our teaching staff recognise that their responsibilities go far beyond studies. In addition to our academic excellence, we believe in providing students with a special experience. Owing to our smaller size, we have been able to offer students an inclusive and unique study experience in which strong connections can be formed. Each of our students is offered a vibrant, supportive, and welcoming community to study within. We have a strong tradition of students and staff working together and take great pride in the success of our students.

Trinity Institute (Australia) strives to ensure its courses are of high quality. We believe that students must be reflective learners and should be active learners. These skills are important regardless of your industry; you must still work with various clients and people, and convey confidence in your ability to solve any problem presented. We want our students to start learning this here with the support of our experienced and professional staff.

We take pride in offering quality education and believe that we can provide students with an unforgettable and enriching experience. A great number of our graduates have gone on to secure key positions both within Australia and overseas. For students joining us this year, we extend a warm welcome. Those students looking to study with us, please feel free to get in contact and discuss the exciting opportunities we offer.

**~ Anne Murray-Bergan**  
Chief Executive Officer and  
Principal Executive Officer

## ABOUT US

Here at Trinity Institute (Australia), we are driven by our goal to empower our students to meet their full potential. We aim to do so by delivering an effective learning environment that challenges and stimulates the minds of our students. We have found that learning is more effective when fun is involved, and students have the opportunity to develop a sense of belonging.

A college may be an academic entity, but its responsibilities go far beyond studies. Trinity Institute (Australia) recognises this, and endeavours to ensure that each and every student has the opportunity to develop themselves and become well-rounded individuals in the professional world. Our commitment to achieving this is evident in the strong work ethic of our teaching staff, our cultural mix and our emphasis on personal and academic development. We value the diverse background of our learners and demonstrate this in our teaching, curriculum and services.

Our mission at Trinity Institute (Australia) is to be a centre for learning, bringing in students from all around the world. We are committed to providing education, celebrating diversity and adopting a proactive approach to personal and professional development.

## OUR OBLIGATIONS AS YOUR EDUCATION PROVIDER

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with the Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the *Education Services for Overseas Students Act 2000* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our AQF Certification Policy and Procedure, and as outlined in this Handbook.

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

## EDUCATION AGENTS

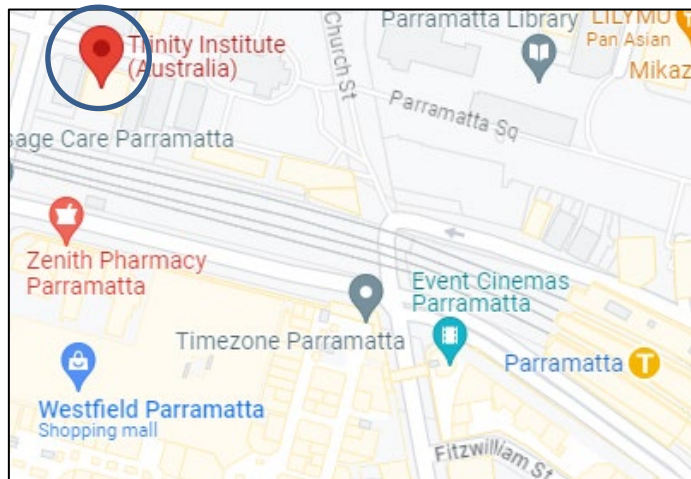
Trinity Institute (Australia) uses education agents to assist us in recruiting students. We have agreements with all of our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students, and to ensure that the reputation of the Australian international education sector is upheld.

A list of the education agents with whom we have an agreement is included on our website.

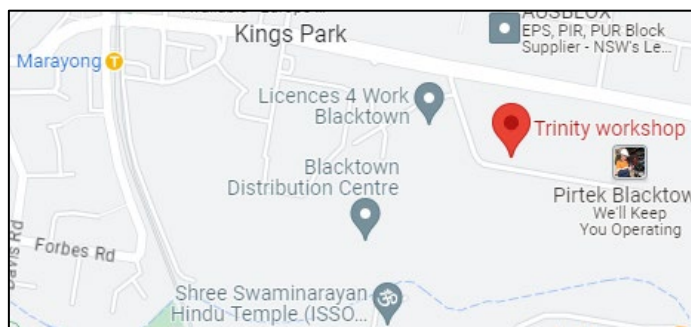


## COURSE LOCATIONS

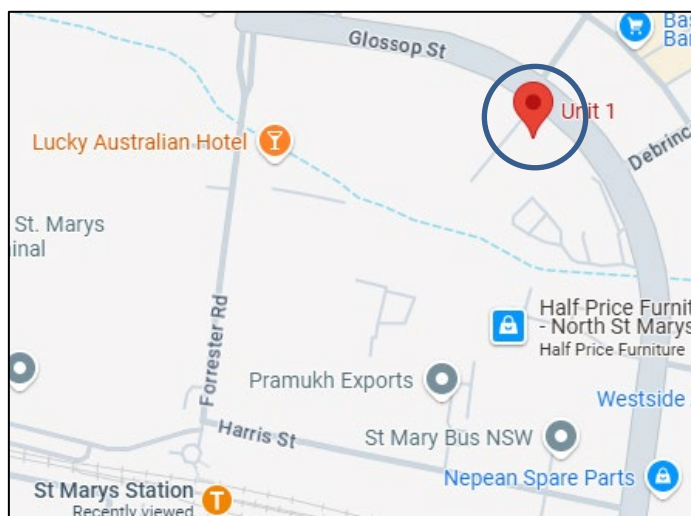
**Parramatta CBD Campus and head office:**  
43 Hunter Street Parramatta NSW 2150



**Carpentry and Automotive Workshops:**  
62 Tattersall Road Kings Park NSW 2148



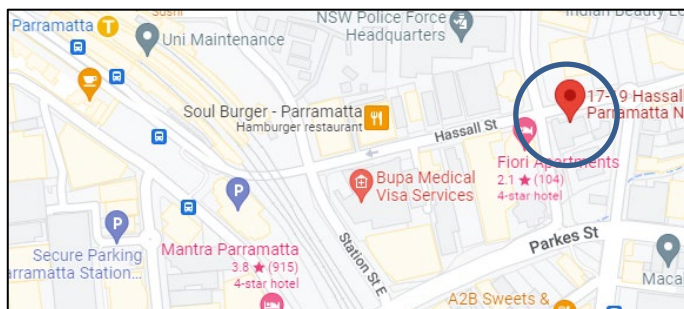
**Carpentry and Woodworking Workshops:**  
Unit 1, 43-45 Glossop Street St Marys NSW 2760



**Sydney CBD Campus:**  
Level 5, 770 George Street Sydney NSW 2000



**Commercial Training Kitchen:**  
Shop 1, 17-19 Hassall Street Parramatta NSW 2150



## SELECTION AND ENROLMENT

Trinity Institute (Australia) accepts applications from all international students who meet published course entry requirements. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Application Form. If you are applying for a course that has entry requirements, you will also need to provide the necessary evidence such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS Academic or TOEFL.

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

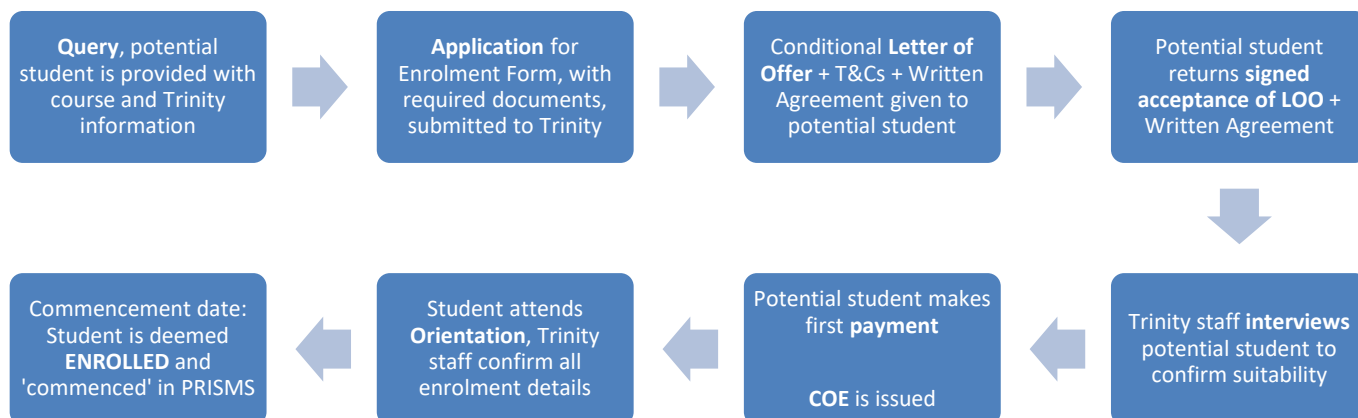
Once you have completed your Application Form and gathered all the necessary evidence, send it to [admissions@trinityinstitute.edu.au](mailto:admissions@trinityinstitute.edu.au). Trinity Institute (Australia) will contact you to let you know the status of your application/ enrolment, and to conduct an entry interview. At this interview Trinity staff will confirm your details, review any relevant existing skills, and ensure the course you have selected is the most appropriate for your needs.

Upon approval of your application you will be offered a place in your course and sent further information about the next steps, terms and conditions, payment arrangements and how you can get started in your course. This will be your Letter of Offer and Written Agreement. When you receive your Letter of Offer and Written Agreement including Terms and Conditions of Enrolment, make sure you read all the information carefully and make sure it is correct.

To accept your offer and secure your place in the course you will need to:

- Provide copies of documents to confirm you meet entry requirements
- Read the Letter of Offer, attached pages and included documentation
- Read, fill-in and sign the Acceptance of Offer and Written Agreement
- Pay the deposit and provide proof of payment.

Once these steps are complete the Confirmation of Enrolment (CoE) will be finalised and issued to you. Your enrolment will be finalised and you will be able to commence your enrolment only if you have provided all relevant documents, had your interview and been confirmed as suitable, made your first payment, and attended Orientation. The course entry, admission and enrolments stages can be displayed as:





## VISAS

Once you receive your electronic Confirmation of Enrolment (CoE), you will need to apply for your visa. Information about applying for a visa can be found at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#aboutVisa-index-3>. Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

This Australian Government website explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with applying for a course at Trinity Institute (Australia) and assistance with visas.

Please know that it is your responsibility to apply for and maintain the appropriate visa sub-class, including if you wish to study more than one course. Trinity Institute (Australia) staff do not have expertise in the requirements of Australian visa sub-classes.

## VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#aboutVisa-index-3>

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider studying the principal course for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

## UNIQUE STUDENT IDENTIFIER (USI)

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

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

For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/exemptions>

If you provide us with permission to access or create your USI we will need a valid form of identification. The copy that you provide will be destroyed once we have used it for this purpose. If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>. We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

## **CREDIT**

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units that you are required to complete in the course you are enrolled in with us.

Trinity Institute (Australia) can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit in your course, and the subject or unit you have completed. There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not need to. Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

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

## **RECOGNITION OF PRIOR LEARNING**

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

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

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence. A trainer/assessor will be available to assist you throughout this process. Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

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

### **REDUCTION OF COURSE DURATION AS A RESULT OF CREDIT OR RPL**

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Trinity Institute (Australia) will provide you with a new Confirmation of Enrolment letter (CoE) including the new duration.





## ARRIVING IN AUSTRALIA



## ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Sydney at least 2 weeks before your course orientation to give you time to settle in.

The nearest International Airport is Sydney International Airport.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Trinity Institute (Australia) at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

## **ENTRY INTO AUSTRALIA**

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

## **GETTING FROM SYDNEY AIRPORT TO YOUR ACCOMMODATION**

There are a number of travel options from Sydney Airport. These include train, taxi, Uber and shuttle busses.

## **KEEPING IN CONTACT**

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

## **ARRANGING YOUR FINANCES**

The currency of Australia is the Australian Dollar (\$AUD). Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into location you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <https://www.studyaustralia.gov.au/en/plan-your-move/your-first-week-in-australia>.

## **LIVING COSTS IN AUSTRALIA**

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The following web site includes information about average living costs in Australia:

<https://www.studyaustralia.gov.au/english/live/living-costs>

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

### **BUDGETING**

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable. It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes. Read more about budgeting at <https://moneysmart.gov.au/budgeting/budget-planner>

Costs associated with living in Australia are included at: <https://www.studyaustralia.gov.au/english/live/living-costs>.

## **BRINGING YOUR FAMILY WITH YOU**

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#aboutVisa-index-3>.

Where you have dependent children that need to attend childcare or school, you should be aware of the typical costs (Find out more about typical childcare costs at: <https://www.careforkids.com.au/>):

Typical childcare costs in Sydney are estimated as follows:

- Centre-based childcare \$70-\$188 per day
- Family day care \$7.50-\$16.80 per hour dependent on location and service
- Nannies \$30-\$45 per hour live in \$17-\$35 per hour live out (+agency fee)
- Au pairs (living in your home) \$350-\$450 per week (+agency fee).

For school children, current costs in NSW average about AUD\$13,700-\$19,000 for a year. Budget for all school years as costs vary depending on the school year: <https://www.deinternational.nsw.edu.au/study-options/fees>. You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

## **HEALTH and MEDICAL**

### **MEDICAL ASSISTANCE**

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Hospitals and other medical services can be located via the National Health Services Directory at <https://www.healthdirect.gov.au/australian-health-services>.

If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

### **OVERSEAS STUDENT HEALTH COVER**

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). OSHC is a condition of entry into Australia for all international students. You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are currently five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia <https://www.bupa.com.au/>
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- Allianz <https://www.allianzcare.com.au/en.html>
- NIB [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Aged Care: <https://www.health.gov.au/resources/collections/overseas-student-health-cover-oshc-resources>.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au).



## **DAY-TO-DAY LIFE IN AUSTRALIA**

### **ACCOMMODATION**

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through: There are a range of long-term accommodation options for international students.

#### **Private rental**

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

#### **Share house**

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

#### **Boarding or homestay**

Boarding or homestay is when you rent a room in a home, and live with the home owners. This is a private agreement between you and the home owner. Boarding and homestay often also includes meals, electricity and internet.

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants rights in NSW.

<https://www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-students>

### **YOUR SAFETY**

Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips: <https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological.

### **SHOPPING**

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer, David Jones, Big W, Kmart and Target.

### **CLOTHING**

While there are no set rules on clothing in Australia, many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as Kmart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

## WORKING IN AUSTRALIA

Most student visa holders can work up to 48 hours per fortnight during term time and unlimited hours during scheduled holidays/term breaks. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#aboutVisa-index-3>.

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions: <https://www.studyaustralia.gov.au/en/work-in-australia.html>.

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at [www.fairwork.gov.au](http://www.fairwork.gov.au).

## EMERGENCY CONTACTS

### Emergency:

Police, Fire, Ambulance: phone **000**

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police, and why you want this assistance. You will also be asked for your name and address and telephone number.

### Police

Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

### Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

### Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

## CONTACTS

### Trinity Institute (Australia) Main Contact Details

**Address:** 43 Hunter Street Parramatta NSW 2150

**Support Services Contact:** Student Support Officer

**Phone:** 1300 980 497

**Emergency contact phone:** 0431 160 297

### Local Medical Centres:

#### Myhealth Medical Centre

**Address:** Shop 110, Level 1, Westfield Parramatta 159-175 Church Street Parramatta

**Phone:** 02 8624 6977

#### Parramatta Park View Medical Centre

**Address:** 45/1 Macquarie Street Parramatta

**Phone:** 02 9633 3377

#### Rivaside Medical Practice

**Address:** Suite4, Level 3, 1 Horwood Place Parramatta

**Phone:** 02 9635 5588

### Public transport:

For transportation information, please click <https://transportnsw.info>

**Phone:** 131 500

For transportation through public transport, it is important to buy an Opal Card and more information can be found at <https://transportnsw.info/tickets-opal/opal>

### Local taxi companies:

#### 13cabs

<https://book.13cabs.com.au>

**Phone:** 13 22 27

#### Premier Cabs

<https://www.premiercabs.com.au>

**Phone:** 13 10 17

### Local banks and ATMs:

#### Commonwealth Bank

**Address:** 159-175 Church Street Parramatta

**Phone:** 02 9635 3522

#### Cashcard ATMs

**Address:** 74 Church Street Parramatta

**Address:** 295 Church Street Parramatta



## ***STUDYING AT TRINITY INSTITUTE (AUSTRALIA)***





## **STUDENT CODE OF CONDUCT**

### **Student Rights**

All students have the right to:

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

### **Student Responsibilities**

All students, throughout their training and involvement with Trinity Institute (Australia), are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Wear a clean and well-kept Trinity Institute (Australia) uniform on vocational placements and during practical sessions (if applicable to your course).
- Notify Trinity Institute (Australia) if any of their personal or contact details change.
- Provide relevant and accurate information to Trinity Institute (Australia) in a timely manner.
- Approach their course with due personal commitment and integrity, including no mobile phone use during sessions.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet on or before the due date.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Trinity Institute (Australia) if any difficulties arise as part of their involvement in the program.
- Immediately notify Trinity Institute (Australia) if they are unable to attend a training session for any reason.
- Make payments for their training within agreed timeframes.
- Speak and communicate in English when on Trinity Institute (Australia) campuses and facilities or on vocational placement.



## **STUDENT SUPPORT AND WELLBEING SERVICES**

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths. Trinity Institute (Australia) has a list of resources available on its website at [www.trinityinstitute.edu.au/studentsupport&wellbeing](http://www.trinityinstitute.edu.au/studentsupport&wellbeing).

You can choose to contact our Student Support Officer on 1300 980 497 or contact your Academic Coordinator to discuss any support needs you might have. Academic Coordinators are available 9:30am to 5:30pm Monday to Friday. You can find their direct phone numbers and email addresses on our website at [www.trinityinstitute.edu.au/studentsupport&wellbeing](http://www.trinityinstitute.edu.au/studentsupport&wellbeing).

Services that Trinity Institute (Australia) can offer to you include:

- One to one support from our trainers/assessors.
- Extra classes.
- Academic support.
- Reasonable adjustments.
- Adjustments for disability.
- Administrative support and helpful conversations, especially for queries or concerns.
- Referral to relevant external services.
- IT/technical support for Trinity platforms.

### **GOVERNMENT SUPPORT**

The NSW government and the Australian Commonwealth government also provide support services to international students. These services can include:

- Networking and community events.
- Budgeting and financial advice.
- Links to legal, financial, accommodation and personal support.
- Employability assistance and job opportunities.

You are able to access Study Australia at: <https://www.studyaustralia.gov.au/>

You can access Study NSW at: <https://www.study.nsw.gov.au/>

### **WELFARE SERVICES**

We can also offer you a range of welfare services. These services may include, through direct provision or referral, information/advice about academic and study issues, and:

- accommodation
- counselling
- crisis services
- disabilities and equity issues
- financial matters
- legal issues
- medical and mental health issues
- peer mentoring
- programs promoting social interaction
- religious and spiritual matters
- stress-management.

Internal welfare services will be provided at no additional cost to the student. However, where a student is

referred to an external provider, the student will be responsible for meeting the costs of the provider. Trinity Institute (Australia) does not charge for such referrals to the provider. Contact us for details about welfare services we can offer.

### **EXTERNAL SUPPORT SERVICES**

For students requiring additional support with their studies, work or life, Trinity Institute (Australia) provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

#### **Reading and Writing Hotline – also providing numeracy and maths support**

**Phone:** 1300 655 506

**Website:** <http://www.readingwritinghotline.edu.au/>

The Hotline can provide you information about:

- Classes close to you
- Help by mail or computer
- Teachers and other people who can help
- Websites and books that can help you to learn.

#### **Beyond Blue**

Anyone can call Beyond Blue for immediate support with any problems or concerns.

**Phone:** 1300 22 4636 24 hours a day 7 days a week . Also view the web site at

<https://www.beyondblue.org.au/>

#### **Lifeline**

**Phone:** 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

#### **Redfern Legal Centre**

<http://rlc.org.au/our-services/international-students>

The Redfern Legal Centre gives free, confidential legal advice to international students living in NSW.

#### **Fair Work Australia**

**Phone:** 1300 799 675

**Website:** <https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students>

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

#### **Reach Out**

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

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

## **STARTING YOUR COURSE**

At the start of your course you will attend an orientation. This orientation provides specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student you will also be provided with 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
- safety and awareness relevant to life in Australia
- information on how to seek assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- organisational 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.

The orientation will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The orientation also provides an opportunity for you to ask any questions you might have about studying with us. During this orientation, we also make sure that we have all the required forms and paperwork complete.

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

## **COURSE EXPECTATIONS AND REQUIREMENTS**

The training and assessment offered by Trinity Institute (Australia) focuses on providing you with knowledge and skills relevant to the standard of performance that's required in a typical Australian workplace. This is known as competency-based training and assessment. Each of the components or subjects of your course is a "unit of competency". You may be studying a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge of a person performing a specific role in the workplace.

As our courses are vocational in nature, we place a strong emphasis on hands-on and practical training. You will not only learn the foundation theory for your course, but will have many opportunities to learn, practice and demonstrate practical skills too. Details for your course are included in the course outline – these are available on the Trinity Institute (Australia) website and each student is provided with one at their orientation.



## **MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS**

Trinity Institute (Australia) courses typically include the following modes of learning:

- Face-to-face practical sessions – depending on the course chosen, these are either held on campus or in our workshops or kitchens. They are hands-on, practical sessions where trainers recreate realistic workplace scenarios for students to use the relevant learning materials and resources. Students are given time to observe, learn and practice their skills. Activities are often conducted in small or large groups.
- Online theory sessions – synchronous online sessions are conducted online in real-time, with Trainers delivering engaging and interactive learning content. Include interactive trainer-led presentations and demonstrations, using real examples, videos and slides. Trainers coordinate activities for individuals and small groups.
- Supervised study sessions – face-to-face on our campuses, these sessions are scheduled weekly to allow students to embed their learning by providing a dedicated and supportive study time. At these sessions students can choose which areas they wish to focus on, with options such as discussions and debate with their student peers, completing learning or assessment activities, catching up on course content, practising skills learnt in class, prepare for upcoming practical sessions or vocational placement.
- Self-directed learning – each course has an expectation that students will complete between 4-6 hours of their own self-directed learning each week, depending on the course chosen. Self-directed learning will help you to reinforce what you learned during sessions, prepares you for future sessions, and helps you to complete your assessments. You could spend this time:
  - practicing skills learnt in practical sessions
  - revision of learning materials or terminology
  - completing extra readings or activities in learning materials
  - research and reflection
  - preparing assessments.

### **ATTENDANCE REQUIREMENTS**

It is an expectation that you attend every session so as to not fall behind in your learning. As an international student it is also a condition of your visa that you attend your sessions. All Trinity Institute (Australia) courses are timetabled in such a way that will help you to meet this visa condition. Trinity Institute (Australia)'s Course Progress and Attendance Policy and Procedure is available on our website at [www.trinityinstitute.edu.au](http://www.trinityinstitute.edu.au) and provides more detail about how Trinity Institute (Australia) monitors student attendance. These requirements will also be clearly explained to you during the orientation program.

Please notify your Academic Coordinator immediately if you are unable to attend a session for any reason.

### **MAINTAINING COURSE PROGRESS**

You must meet course progress requirements in order to satisfy the conditions of your visa. This means that you must successfully complete units/subjects and progress through your course according to the dates set out in your CoE. These course progress requirements are detailed in Trinity Institute (Australia)'s Course Progress and Attendance Policy and Procedure, and are summarised below. These requirements will also be clearly explained to you during the orientation program.

Trinity Institute (Australia) assists students to meet course progress requirements by monitoring progress and providing students with relevant support at an early stage. Trinity Institute (Australia) uses a range of methods to monitor course progress including review of participation in activities and satisfactory completion of units of competency. Where we consider a student is at risk of not meeting course progress requirements, we issue them with a warning letter requiring them to attend a meeting to discuss their course progress and agree on any support that can assist them with academic progression. This is called an Intervention Plan. Agreed support will be documented in the Intervention Plan.

Following the provision of this support, if the student's progress is still unsatisfactory over the following Study Period, they may be sent another warning letter and another invitation to meet and discuss why they are still not meeting satisfactory course progress requirements. New support arrangements can be put in place.

Following this and where the student continues to not meet course progress requirements, this means the student has breached their student visa conditions for "unsatisfactory course progress". When this happens we will send the student a formal "Notice" stating that we intend to report the breach of the student's visa conditions to the Australian government: the Department of Education, and the Department of Home Affairs (DHA). Students have 20 business days to appeal this decision if they choose. Please note that DHA will make the final decision on whether a student's visa will be cancelled.

Students may appeal Trinity Institute (Australia)'s decision to report the breach to the Australian government by following our Complaints and Appeals Policy and Procedure. Trinity Institute (Australia) will report the breach to the Australian government if the complaints and appeals process upholds the original decision or if the student does not access the complaints and appeals process within 20 business days.

Trinity Institute (Australia) will only report the breach of unsatisfactory course progress to the Australian government if:

- the internal and external complaints and appeals processes have been completed and the decision to report the student stands, or
- the student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
- the student has chosen not to access the external complaints and appeals process, or
- the student withdraws from the internal or external appeals processes by notifying Trinity Institute (Australia) in writing.

## **ASSESSMENT ARRANGEMENTS**

Firstly – **there are no exams in your course!** Your course outline includes the details of how we deliver your course, as well as the specific assessment methods that will be used.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical tasks which the Trainer observes. At the beginning of each unit, your Trainer will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements. You can ask your Trainer any questions you may have about assessment.

At the beginning of each new unit you will:

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

## **SUBMITTING YOUR ASSESSMENTS**

- You must submit assessment tasks on or before the due date.
- **Remember: penalty fees apply for late submissions**
- Late submissions are only approved if there are compelling or compassionate circumstances.
- You must keep a copy of all tasks that you submit.
- Your assessor will provide you with feedback and confirm the outcome of the task.

### **REASONABLE ADJUSTMENT IN ASSESSMENT**

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

Reasonable adjustment can involve:

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

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

### **ASSESSMENT OUTCOMES**

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). If you receive a Not Satisfactory, you will be offered one further attempt to complete the task and resubmit the assessment in order to try and achieve a Satisfactory outcome. You will be given a short timeframe for your resubmission – usually only 4 days – and advised what you must include in your re- submission.

### **UNIT OF COMPETENCY OUTCOMES**

- You must complete all assessment tasks for a unit and receive Satisfactory outcomes for them to achieve an overall outcome of Competent (C) for a unit.
- If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC).
- If you have not submitted all tasks for a unit, the final outcome will be recorded as Withdrawn (W).

Students who receive Not Yet Competent (NYC) or Withdrawn (W) results for any unit/s will be required to re-enrol for the unit. This will incur an additional fee as identified in the Fees and Charges information below. Please also note that any Not Yet Competent (NYC) or Withdrawn (W) results might affect your course progression and meeting your visa conditions.

### **APPEALING ASSESSMENT DECISIONS**

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

## **STUDENT PLAGIARISM, CHEATING AND COLLUSION**

Trinity Institute (Australia) has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times, only submit work that is their own or that has been appropriately referenced, and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

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

## VOCATIONAL PLACEMENT

Some courses offered at Trinity Institute (Australia) include a vocational placement. Vocational placements are a compulsory period of time where a student performs unpaid activities related to their course at a host workplace. The host workplace enters into a written agreement with Trinity Institute (Australia) to supervise the student and provide them with fitting activities to complete.

When you are on your vocational placement, timings are scheduled for you to attend the host workplace for 20-30 hours per week instead of attending sessions at Trinity Institute (Australia) locations.

Vocational placement gives students the opportunity to:

- Gain additional exposure to real-world workplace environments including real life situations and clients, including normal operating procedures and unplanned contingencies.
- Further develop and enhance skills developed during the course.
- Observe and learn from skilled and experienced workers in action.

For most courses, each student is responsible for locating their own vocational placement. Trinity Institute (Australia) takes all reasonable precautions to ensure that the vocational placement is undertaken in a safe and secure host employer workplace, and in alignment with the skills developed during the student's course.

**Please note that if your course includes vocational placement, it is compulsory to successfully complete your vocational placement in order to be eligible to graduate your course.**

During the vocational placement Trinity Institute (Australia) visits and monitors the student and the host workplace. When at vocational placement, the student is required to:

- Wear the Trinity Institute (Australia) prescribed uniform and any items of PPE as appropriate or directed.
- Attend the Host Employer's workplace on the agreed dates and times.
- Only perform activities that they are skilled to perform, diligently and to the best of their abilities.
- Use resources at the Host Employer's workplace for the purposes they are intended.
- Follow all health and safety requirements and other reasonable directions.
- Record relevant details in the Vocational Placement Logbook.
- Maintain confidentiality of information held by the Host Employer.
- If unwell, notify the Placement Supervisor and Trinity Institute (Australia). Certification may be required.
- Notify Trinity Institute (Australia) of any issues or incidents.
- Follow all other requirements as specified in the Vocational Placement Agreement.

## ISSUING CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within 30 days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment for units where students have received competent outcomes will be issued within 30 days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Trinity Institute (Australia) reserves the right to withhold the issuance of certification documents until all fees related to the course or qualification have been paid. Trinity Institute (Australia) must have a valid USI on file for the student to issue certification document/s.



## **RE-ISSUING STATEMENTS AND QUALIFICATIONS**

Records of qualifications and unit achievement are kept on record for a period of at least 30 years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

## **COURSE TRANSFERS**

All decisions made by Trinity Institute (Australia) regarding student transfer requests will be fair and take into account the student's individual circumstances. Trinity Institute (Australia)'s Course Transfer Policy and Procedure is available on our website at [www.trinityinstitute.edu.au](http://www.trinityinstitute.edu.au) and is summarised below.

- Trinity Institute (Australia) does not knowingly enrol a student wishing to transfer from another registered provider's principal course before the student completes 6 months in that course, except for in specific conditions.
- If a Trinity Institute (Australia) student seeks to transfer to another registered provider's course before the student has completed 6 months in their principal course, Trinity Institute (Australia) can grant the request if, for example:
  - The student cannot achieve satisfactory course progress even after following an intervention plan, or
  - There is evidence of compassionate or compelling circumstances, or
  - Trinity Institute (Australia) has not delivered the course as outlined in the Written Agreement.
- Requests for transfers between Trinity Institute (Australia) courses will be considered as per the Course Transfer Policy and Procedures.
- If you are considering a course transfer, or if you have had a course transfer request approved, you will need to contact the Department of Home Affairs to see if you need a new visa. To find out more about visa requirements, phone the Department of Home Affairs on 131 881 or visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#aboutVisa-index-3>.

## **NOTIFYING CHANGES**

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Written Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO. If this occurs, Trinity Institute (Australia) will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable. You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring.

## **YOUR FEEDBACK**

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students to contribute to our continuous improvement processes so we are always striving to do better.

All students will be provided with surveys throughout their course that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office. The Australian Skills Quality Agency may also contact you for feedback about Trinity Institute (Australia) and your course.

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

## **DEFERRAL, SUSPENSION AND CANCELLATION**

All decisions made by Trinity Institute (Australia) regarding deferrals, suspensions and cancellations will be fair and take into account the student's individual circumstances. Trinity Institute (Australia)'s Deferral, Suspension and Cancellation Policy and Procedure is available on our website at [www.trinityinstitute.edu.au](http://www.trinityinstitute.edu.au) and is summarised below.

- Requests from students to defer or suspend their studies will only be granted in compassionate or compelling circumstances which are generally beyond the control of the student and which have an impact on the student's course progress or wellbeing.
- Where a suspension of enrolment is granted, Trinity Institute (Australia) will suspend an enrolment for an agreed period – to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.
- Trinity Institute (Australia) may suspend or cancel a student's enrolment on the basis of (examples only, this is not an exhaustive list):
  - misbehaviour
  - plagiarism, collusion and/or cheating
  - failure to pay an amount owing to Trinity Institute (Australia)
  - breaching course progress or course attendance requirements
  - Students will be informed in writing and be able to access Trinity Institute (Australia)'s appeal process.
- Students can choose to cancel or withdraw from their studies at any time.
- Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Trinity Institute (Australia), the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

## **CHANGE IN VISA STATUS**

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Trinity Institute (Australia) will notify the Department of Education of their change in enrolment status.

Students are to refer to the DHA web site at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#aboutVisa-index-3> or telephone 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students can contact the Department of Home Affairs helpline on 131 881 to

query whether they may remain in Australia during a period of suspension of enrolment.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

## **YOUR RECORDS**

### **PRIVACY POLICY**

In collecting your personal information Trinity Institute (Australia) will comply with the requirements set out in the *Privacy Act 1988*, the *Privacy Amendment (Private Sector) Act 2001* and the relevant state privacy legislation. Trinity Institute (Australia) follows the Australian Privacy Principles.

This means that we will:

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

### **ACCESS TO RECORDS**

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

If you want to access or obtain a copy of records, you must make a request in writing using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records. Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

### **AMENDMENT TO RECORDS**

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

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

## FEES AND REFUNDS

Trinity Institute (Australia)'s Fees and Refunds Policy and Procedure is available on our website at [www.trinityinstitute.edu.au](http://www.trinityinstitute.edu.au) and is summarised below.

- Fees paid in advance are protected, and Trinity Institute (Australia) pays into the Tuition Protection Service (TPS) provided by the Australian Government.
- All potential students are provided with general fee information on course information and itemised fee information on Letters of Offer, prior to the student signing the Acceptance of Offer and enrolling.
- Fee information provided to students includes:
  - All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply.
  - Any additional charges that may apply and the circumstances in which they apply.
  - The potential for fees to change over the duration of the course.
  - Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences).
- The Letter of Offer and Written Agreement also clearly outlines all fees payable, as well as a payment schedule. Payments are usually made in instalments and are set out clearly in the Letter of Offer and Written Agreement.
- Tuition fees are compulsory for a student's enrolment and are directly related to the provision of a course. Tuition fees include:
  - Provision of all of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed, including conduct of practical and theoretical sessions by competent and qualified trainers and assessors, and provision of course learning materials.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
  - Materials fees are a type of tuition fee as they are fees directly associated with a particular course (Note that not all courses have materials fees), and include:
    - materials/items that are provided to each student – and become their property – so they can perform the skills associated with their course (for example, tool kits provided to carpentry students or protective chef uniforms)
    - consumables that are expended during the delivery of a particular course (for example, timber and nails for carpentry courses or ingredients for cookery students)
    - use of Trinity Institute (Australia) resources and equipment that are operated during the delivery of a particular course (for example, nail guns for carpentry courses or stoves for cookery).
- Non-tuition fees are fees that are not directly associated with any particular course and cover all instances in which additional fees may be charged. Current non-tuition fees are outlined in the Letter of Offer and on Trinity Institute (Australia)'s website. Non-tuition fees include:
  - The Application Fee, a fee covering the assessment of a potential student's admission, administration time for enrolment, and induction process.
  - Additional fees that apply for re-assessment, where a student fails to achieve a satisfactory outcome after two attempts at an assessment task.
  - Re-issuance or additional copies of certification documents.
  - Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- Otherwise course fees (tuition or non-tuition) do not include:
  - Textbooks and optional materials that may be recommended but not required to complete a course
  - Stationery such as paper and pens
  - Overseas Student Health Cover OR Airport pick ups.



- Trinity Institute (Australia) cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due. Trinity Institute (Australia) also has the right to commence legal proceedings for any outstanding amounts owed. Students are liable for and will pay all costs including debt collection, commission, solicitor's fees and any out of pocket expense, and Trinity Institute (Australia) may place a default against the student with a credit reporting agency. Students will indemnify Trinity Institute (Australia) for the full amount of our legal and debt recovery costs.
- Trinity Institute (Australia) reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to the Department of Education under student default.
- A full refund of any fees paid (including the deposit) will apply if Trinity Institute (Australia) is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A full refund of any tuition fees paid will be provided to students in any of the following circumstances:
  - Provider Default, where Trinity Institute (Australia) fails to start providing the course to the student at the location on the agreed starting day; and the student has not withdrawn from the course before the default day.
  - If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
  - At the discretion of Trinity Institute (Australia)'s CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
  - If an offer of a place is withdrawn by Trinity Institute (Australia) and this is not due to incorrect or incomplete information being provided by the student.
  - Where a student withdraws 29+ days before course commencement, the tuition fees will be refunded.
- In any of the above situations, Trinity Institute (Australia) will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 days.
- A partial refund of any tuition fees paid will also be provided in a range of circumstances as outlined below:
  - If Trinity Institute (Australia) fails to provide the course to the student after the course starts but before it is completed, or it ceases to be provided to the student at the location, and the student has not withdrawn from the course before the default day (Provider Default). The refund will be calculated from the day of the Default.
  - Refunds will also be provided where Trinity Institute (Australia) fails to enter into a Written Agreement with a student or the Written Agreement is not compliant with the requirements of the ESOS Act or the National Code 2018.
  - If a student has supplied incorrect or incomplete information and as a result Trinity Institute (Australia) withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all tuition fees paid less a 20% administration fee.
  - If an international student is refused a visa (Student Default) before commencing their course, Trinity Institute (Australia) will refund the total amount of all tuition fees received for the course less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.
  - Where a student withdraws from a course 0 – 28 days before course commencement, except for



compassionate or compelling circumstances, the deposit paid will be refunded less a 50% administration fee.

- Where a student withdraws or defers their course after the course has commenced and they have paid tuition fees for units that have not commenced, the refund will be calculated on a per unit cost calculated as the tuition fee less administration fees of 20%, divided by the total number of units in the course.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Trinity Institute (Australia) to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- Students are **not entitled to a refund** in the following circumstances:
  - Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due (Student Default).
  - Where Trinity Institute (Australia) terminates the student's enrolment because of a failure to:
    - comply with Trinity Institute (Australia) policies, or
    - breach of the Code of Conduct (misbehaviour), or
    - breach of visa conditions.
  - A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment does not entitle the student to a refund.



## REFUND SUMMARY TABLE

REFUND SUMMARY TABLE	
Circumstance:	Refund due:
Trinity Institute (Australia) cancels course before commencement	Full refund of all fees
Trinity Institute (Australia) withdraws the student's course offer before commencement and this is not due to incorrect or incomplete information being provided by the student	Full refund of all fees
The student has supplied incorrect or incomplete information causing Trinity Institute (Australia) to withdraw the offer of the course prior to commencement	Application fee not refunded. Refund of tuition fees (including Materials fees) less a 20% administration fee
Trinity Institute (Australia) has not provided a Student Agreement that meets the requirements of the National Code 2018	Refund of all unspent fees calculated as follows: <ul style="list-style-type: none"> <li>Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default)</li> </ul>
Student withdraws 29+ days before course commencement	Application fee not refunded. Full refund of tuition fees (including material fees)
Student withdraws 0 - 28 days before course commencement	Application fee not refunded. Refund of tuition fees (including material fees) less a 50% administration fee
Student visa refusal before course commencement	Application fee not refunded. Refund of tuition fees (including material fees) less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500
Student does not commence due to illness, disability or where there is death of a close family member of the student (supported by sufficient documentary evidence)	Full refund of all fees
At the discretion of Trinity Institute (Australia)'s CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events (supported by sufficient documentary evidence)	Full refund of all fees
The student does not commence on the agreed start date and has not previously withdrawn	No refund
The student does not commence on the agreed start date and did not pay fees due	No refund
Trinity Institute (Australia) cancels course after commencement	Materials fees not refunded. Full refund of all unspent tuition fees calculated as follows: <ul style="list-style-type: none"> <li>Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default)</li> </ul>
Student withdraws or defers after course commencement	No refund for current term. Materials fees not refunded. Refund of unspent tuition fees for future unit/s of study not yet commenced less a 20% administration fee. Materials fees not refunded.
The student's enrolment is cancelled due to failure to comply with Trinity Institute (Australia) policies; breach of the Code of Conduct; or breach of visa condition/s	No refund
The student does not achieve the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment	No refund

## NON-TUITION FEES AND OTHER COSTS

Please note that fees and costs are subject to change. Refer to our website for current non-tuition fees.

Non-Tuition Fees		
<b>Application Fee</b>	\$500	Non-refundable
<b>Student ID Card</b>	\$35	Non-refundable
<b>Late Assessment or Re-Assessment Fee</b> All course fees include up to 2 attempts at each assessment task <b>within due dates</b> . If a student submits an assessment after the due dates, or needs to be re-assessed after the second attempt, this fee applies. This fee is incurred per unit required to be reassessed	\$500	Non-refundable
<b>Catch-up Practical Session</b> Where a student did not attend a scheduled practical session during term, and the student must attend a catch-up session in order to do assessment, this fee applies per unit.	\$500	Non-refundable
<b>Trinity Uniform replacements</b> Course materials Fees for some courses include one Trinity branded uniform. If any part of the uniform is lost or damaged by a student, these fees are for a replacement: <ul style="list-style-type: none"> <li>• Chef jacket</li> <li>• Chef white skull cap</li> <li>• Chef apron</li> <li>• Uniform polo shirt</li> <li>• Trades workshirt</li> </ul>		
	\$150	Non-refundable
	\$50	Non-refundable
	\$75	Non-refundable
	\$75	Non-refundable
	\$100	Non-refundable
<b>Change of campus</b> To change a student's enrolment from one Trinity Institute (Australia) campus to another	\$1,500	Non-refundable
<b>Internal Course Transfer Fee (on-shore student)</b> For transferring to a different Trinity Institute (Australia) course	\$250	Non-refundable
<b>Internal Course Transfer Fee (off-shore student)</b> For transferring to a different Trinity Institute (Australia) course	\$500	Non-refundable
<b>RPL fee per unit</b> Charge per unit of competency assessed through RPL	\$500	Non-refundable
<b>Re-issue of Certificate/testamur and Results</b> All course fees include the cost for issuing of one copy of Certificate and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	\$80	Non-refundable
<b>Document Processing Fee</b>	\$150	Non-refundable
<b>Course Deferment Administration Fee</b>	\$150	Non-refundable
<b>Release Letter</b>	No charge	Not applicable
<b>Late Payment Fee</b> Charged per week after fees due dates	\$100	Non-refundable
<b>Early Completion Fee</b> Charged when a student requests to finish their course early	\$500	Non-refundable
<b>CoE Reactivation Fee</b> For a student to be re-admitted with a new CoE after cancellation	\$1,000	Non-refundable

NOTE: Other costs could include: textbooks, PPE, tools, ancillary.



## LEGISLATION AND YOU

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

### EDUCATION SERVICES FOR OVERSEAS STUDENTS

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the *Education Services for Overseas Students Act 2000* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*. For more information about your rights and responsibilities under the ESOS Framework, visit the following website: <https://www.studyaustralia.gov.au/en/plan-your-studies/australias-education-system>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

### WORK HEALTH AND SAFETY

Under the *Work Health and Safety Act 2011*, the *Work Health and Safety Act 2011* and *Workers Compensation Act 1998* (NSW), Trinity Institute (Australia) is committed to providing safe environments for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Trinity Institute (Australia) has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

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

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

### HARASSMENT, VICTIMISATION OR BULLYING

Trinity Institute (Australia) is committed to providing all staff and students with an environment free from all forms of harassment, victimisation and bullying. Trinity Institute (Australia) will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

- Harassment is any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.
- Victimisation is where a person is treated unfairly because they have made a discrimination complaint.
- Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Trinity Institute (Australia) Complaints and Appeals Policy and Procedure.

## **EQUAL OPPORTUNITY**

The principles and practices adopted by Trinity Institute (Australia) aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Trinity Institute.

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

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

## **STUDENT IDENTIFIERS ACT 2014**

Under this legislation, Trinity Institute (Australia) is required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for any student if we don't have their USI on file.

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed in Australia. More information about the USI can be found at <http://www.usi.gov.au/About/Pages/default.aspx>

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

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

## **COMPLAINTS AND APPEALS**

Trinity Institute (Australia)'s Complaints and Appeals Policy and Procedure is available on our website at [www.trinityinstitute.edu.au](http://www.trinityinstitute.edu.au) and is summarised below.

- Students are entitled to make complaints to Trinity Institute (Australia) about their course or Trinity Institute (Australia) staff and representatives, including education agents.
- Students are entitled to appeal to Trinity Institute (Australia) about decisions made by Trinity Institute (Australia).
- Trinity Institute (Australia) is committed to ensuring its processes to manage complaints and appeals is free from bias and follows the principles of natural justice. Trinity Institute (Australia) ensures that complaints and appeals:
  - Are responded to in a professional, consistent and transparent manner.
  - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Complaints about an incident should be made as soon as possible after the incident occurring.
- Appeals must be made within 20 business days of the original decision being made.

- Trinity Institute (Australia) will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit a complaint or appeal to Trinity Institute (Australia), or to seek information or advice about doing so.
- Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format, and sent to Trinity Institute (Australia)'s head office attention to the RTO Manager.
- When making a complaint or appeal, provide as much information as possible to enable Trinity Institute (Australia) to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing, that is describe what happened and how it affected you.
  - Any evidence you have that supports your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.
- Trinity Institute (Australia) will acknowledge the complaint or appeal in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 20 business days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- Trinity Institute (Australia) will maintain a student's enrolment throughout the internal appeals processes without notifying the Department of Education of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Trinity Institute (Australia) maintains the student's enrolment as follows:
  - If the appeal is against Trinity Institute (Australia)'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 Trinity Institute (Australia)'s decision to report.
  - If the appeal is against Trinity Institute (Australia)'s decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Trinity Institute (Australia) will notify the Department of Education of a change to the student's enrolment after the outcome of the internal appeals process.
- Trinity Institute (Australia) acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Trinity Institute (Australia).
  - For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information below about external complaint avenues.
  - Trinity Institute (Australia) will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
  - The CEO will ensure that any recommendations made are implemented within 20 business days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Trinity Institute (Australia).



- Trinity Institute (Australia)'s policies or procedures, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies, and it does not circumscribe an individual's rights to pursue other legal remedies.
- Complaints can also be made to external organisations, as listed below.

### **NATIONAL TRAINING COMPLAINTS HOTLINE**

**Phone:** 13 38 73

**Website:** <https://www.dewr.gov.au/national-training-complaints-hotline>

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint.

### **AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)**

Complainants may also complain to our registering body, ASQA. It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and their training providers.

ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted Trinity Institute (Australia)'s formal internal complaints process as above.

More information can be found at: <https://www.asqa.gov.au/complaints>

### **THE OVERSEAS STUDENT OMBUDSMAN (OSO)**

**Phone:** 13 11 14

Where Trinity Institute (Australia)'s internal processes have failed to resolve a complaint or appeal, you are able to take your case to the OSO. International students may complain to the OSO about a range of circumstances including:

- refusing admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- incorrect advice given by an education agent
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Written Agreement.

**You can access this service at no cost in relation to matters that cannot be resolved through Trinity Institute (Australia)'s internal processes.**

**Trinity Institute (Australia) will cooperate in full with the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.**

**We will communicate all actions to you in writing based on the OSO's decision.** More information can be found at: <https://www.ombudsman.gov.au/complaints/international-student-complaints>