



Mid City College

The Evolution of Training

Canberra

INTERNATIONAL AND DOMESTIC STUDENT HANDBOOK

Information for prospective and enrolled international and domestic students

Mid City Education Pty Ltd

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WELCOME TO MID CITY COLLEGE

Thank you for enrolling at Mid City College. We know you will find the time you share with us challenging, rewarding, and fun. We aim to equip you with the knowledge, and confidence you need to undertake further studies, gain employment, or participate in Australian social life with a high degree of confidence and skill.

Studying with Mid City College will expose you to a variety of experiences and challenges. Our courses provide a mix of theory and practical training and offer you numerous opportunities to build your confidence and motivation, so preparing you for a competitive workplace market. Our courses are always kept current and up to industry standards to provide the best study experience to our students.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. Please ask us for further information if you have questions that are not covered.

As International Students on International Student visas, Australian legislation protects you while you are studying in Australia. The legislative requirements (for students and education providers) are explained in this Handbook.

Australia provides the world's most rigorous protection for students through strong legislation. This legislation provides tuition and financial assurance for international and domestic students if an institution cannot meet its commitments. This provides security for prospective international and domestic students.

This Handbook contains links to direct you to various government and private services as well as to the various legislation relevant to International and domestic Students.

The quality of your experience with Mid City College depends largely on your motivation and commitment. Our role is to provide the ideal learning environment and yours is to meet the challenge. We will do our very best to ensure that the benefits to you exceed your expectations.

Mr. Sunil Baby
Chief Executive Officer
Mid City College
Canberra, ACT 2601



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International and Domestic Student Handbook



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SECTION 1 MID CITY COLLEGE



About Us

Mid City College is an experienced, vibrant Registered Training Organisation (RTO). We offer anationally recognised Diploma level course in Business and Leadership and Management.

Mid City College offers brand new facilities to our students and staff. When you walk through our main door one of our friendly staff members will assist you with your inquiries and guide you through to the appropriate staff member. Our administration block also has a lounge area where you can enjoy a cup of tea or coffee.

Our college is equipped with a fully functional computer lab with internet facilities to ensure you are well equipped for your learning experience with us. Free Wi-Fi is available in the college. Students have full access to our campus area. This is a large student area with a lounge suite, and TV to provide a relaxing environment for students when they are on breaks. There is a fully equipped lunchroom for students with fridge and microwave facilities, and free daily supply of milk, tea, and coffee for staff and students.

If you have any queries about our campus, please email us or phone us on 02 8052 3231. One of our friendly staff will be able to help you with your queries. You can always find more information on our campus and facilities on our web site.

Our campus is open from 8:30 am to 5:30 pm on Monday to Friday.

Address: Suite 22, Level 4, 28 University Avenue City, ACT 2601



Courses

At the time of publication, we offer the following courses to international and domestic students.

Visit official website of Mid City College to see the courses we offer: <https://midcity.edu.au/>

Class Timing

Students must attend a minimum of 20 hours of classes per week or as per timetable.

Class hours - as per student timetable.

College opening hours: Monday to Friday: 8.30 am to 5:30 pm

Important phone numbers and address

MID CITY COLLEGE

Phone: 02 8052 3231

Email: info@midcity.edu.au

Website: <https://midcity.edu.au/>

CEO

Mr. Sunil Baby

Ph. 02 8052 3231

International and domestic student 24-hour emergency contact: 0423 375 291

<p>Police, Fire, Ambulance: Call 000</p>	<p>Chemist/Pharmacy https://www.truelocal.com.au/search/chemist/canberra</p>
<p>Post Office Australia Post 53 Alinga Street Canberra ACT 2601</p>	<p>Location of Automatic Teller Machines (ATMs) https://www.truelocal.com.au/find/atm/act/canberra-city/Canberra</p>
<p>Department of HomeAffairs (DHA) Phone (02) 6275 6666 Lonsdale St, Braddon ACT 2612</p> <p>HOURS OF OPERATION: 9 am to 4 pm Monday to Friday</p>	<p>Transport: Transport Canberra https://www.transport.act.gov.au/</p> <p>Taxi: 13 31 00</p>
<p>Naturopaths: https://www.naturaltherapypages.com.au/natural_medicine/act/%20canberra%20/naturopath https://www.truelocal.com.au/search/naturopathy/canberra</p>	<p>Medical Centres: https://www.health.act.gov.au/services-and-programs http://findahealthservice.act.gov.au/c/fahs?a=&pid=1316133581&se_tricategory=18</p>



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SECTION 2 PRE-ARRIVAL



Things to do before leaving home

- Apply for passport
- Arrange student visa
- Contact institution
- Arrange for immunisations and medications from doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange/ check accommodation
- Arrange / check transport from airport to accommodation

Pack bags being sure to include the following:

- Name and contact details of an institution representative
- Enough money/local currency for taxis, buses, phone calls etc. in the event of an emergency

Important documents:

- This Handbook
- Passport
- Letter of offer
- eCoE
- Certified copies of qualifications and certificates
- Travel insurance policy
- ID cards, drivers' licence, birth certificate (or copy)
- Health Insurance (OSHC)

***NOTE:** Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.*

Upon arrival in Australia

- Call home
- Settle into accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend student orientation
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account



- Attend faculty/course specific orientation sessions
 - Get textbooks
 - Start classes
 - Apply for tax file number (if seeking work)
 - Get involved in student life and associations (e.g., Music, sporting, and cultural clubs)



Canberra

Canberra is the capital city of Australia. Founded following the federation of the colonies of Australia as the seat of government for the new nation, it is Australia's largest inland city and the eighth-largest city overall.





Local School information:

https://www.education.act.gov.au/public-school-life/enrolling-in-a-public-school/priority_placement_areas

<https://www.truelocal.com.au/search/schools/canberra-act>

Sporting clubs

<https://www.truelocal.com.au/search/sporting-club/canberra-act>

Community Groups

https://www.mycommunitydirectory.com.au/Australian_Capital_Territory/Canberra/Community_Clubs_Interest_Groups?PageNo=1

Childcare

<https://www.careforkids.com.au/child-care/canberra>

Community and Health

https://www.mycommunitydirectory.com.au/Australian_Capital_Territory/Canberra/Community_Clubs_Interest_Groups?PageNo=1

More information

https://www.australianexplorer.com/canberra_information.htm

<https://visitcanberra.com.au/canberra-and-region-visitors-centre>

Canberra Weather

<http://www.bom.gov.au/act/forecasts/canberra.shtml>

Surrounding places to visit





Things to do and top attractions in Sydney: just 2 hours' drive from Canberra



Bondi Icebergs Pool, Sydney, New South Wales

Discover Australia's most famous stretch of sand - Bondi Beach

There are plenty of reasons to love Bondi Beach. Just minutes from the city centre, you can immerse yourself in "the Bondi Bubble". You'll find incredible surfing, fantastic cafes and restaurants, designer shops and plenty to keep you busy. Join the locals for a casual stroll along the Bondi to Coogee coastal trail - one of Sydney's most scenic treks. Begin at the Bondi Icebergs ocean pool and traverse the six-kilometre (3.7-mile) clifftop trail between Tamarama and Coogee beaches. If you're in town during Sculpture by the Sea, you'll see the route transformed with temporary art pieces.



Roar and Snore, Taronga Zoo Sydney, New South Wales

Get up close and personal to the animals at the zoo.

Visit the animals at Taronga Zoo Sydney with their incredible waterside address just a 12-minute ferry ride north from Circular Quay. Taronga Zoo Sydney houses more than 4,000 animals both native and exotic, including gorillas, tigers, leopards, chimpanzees, giraffes, Australian sea lions, kangaroos, and koalas. Once you've been up close with the animals, experience the wildlife from a new perspective by tackling the treetop Wild Ropes – more



than 60 high rope challenges over four courses, including zip-lines, rope climbs and suspended bridges. For the ultimate sleepover, book the Roar and Snore experience, allowing you to stay in safari-style tents at the zoo and encounter animals up close.



Sydney Opera House, Sydney, New South Wales

Spend the day at the Sydney Opera House.

There are many ways you can experience what the Sydney Opera House has to offer. A masterpiece of 20th-century architecture, the Sydney Opera House in Circular Quay hosts more than 40 performances each week. Book tickets to Opera Australia's latest show and tick this truly iconic Sydney experience off your bucket list. If what happens off-stage intrigues you, sign up for a two-hour backstage tour, which takes guests behind-the-scenes into the exclusive domain of performers, with a full cooked breakfast in the green room. Tours operate daily at 7am. To cap it all off, dine overlooking the harbour at Peter Gilmore's restaurant Bennelong - one of Australia's most awarded fine dining restaurants.

Useful Student and Tourist Websites

Canberra: <https://visitcanberra.com.au/>

Study in Australia

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

Living in Australia

<http://studyinaustralia.gov.au/Sia/en/LivingInAustralia/LivingInAustralia.htm>

Life in Australia Book (translated versions)

<http://www.immi.gov.au/living-in-australia/values/book/>

Student Life in Australia

The Australia Network provides extensive programming about life in Australia, which is very informative for students intending to study in Australia. The Network is a 24/7 international television and online service <http://australianetwork.com>, funded by the Commonwealth



Department of Foreign Affairs and Trade operated by the Australian Broadcasting Corporation
<http://australiannetwork.com/>.

Other important websites

Training Australia

<https://training.gov.au/home/TGA>

Skills Canberra

<https://www.skills.act.gov.au/>

Overseas Student Ombudsman

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

Arranging Visas:

To apply for a visa, you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed CAAW form to ensure your accommodation and welfare is approved by your education provider.

NOTE: Mid City College does not enrol under 18-year-old students.

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs (DHA) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#> Overview for the latest information.

Department of Home Affairs (DHA)

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

Student Visa options

http://www.border.gov.au/e_visas/students.htm

Applying for a Student Visa – rules and requirements

<http://www.border.gov.au/allforms/pdf/applying-student.pdf>

Provider default (if your provider can no longer offer your course for study)

<http://www.border.gov.au/students/pdf/edu-provider-default.pdf>



Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website the Department of Foreign Affairs and Trade website <http://www.dfat.gov.au/embassies.html> has a comprehensive list of Australian embassies, high commissions, consulates, and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

Country	Contact Number
China PR	(03) 9822 0604
France	(03) 9820 0921
Germany	(02) 6270 1911
India	(02) 6273 3999
Greece	(03) 9866 4524
Indonesia	(03) 9525 2755
Japan	(03) 9639 3244
Korea South	(02) 6273 3044
Malaysia	(03) 9820 0921
Taiwan	(03) 9650 8611
Thailand	(03) 9650 1714
U.K.	(03) 9650 4155
Vietnam	(02) 6268 6059

For a complete list of foreign embassies in Australia visit:
<http://protocol.dfat.gov.au/Mission/list.rails>

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

Visit our website for a list of the current Education Agents that we have an agreement with.



Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa.

These conditions include (but are not limited to):

- Complete the course within the duration specific on the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- You cannot work more than 40 hours per fortnight when your course is in sessions.
- You cannot start working until your course commences.

For a full list of mandatory and discretionary student visa conditions please visit <http://www.border.gov.au/students/visa-conditions-students.htm>.

Arranging Travel:

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jetlag.

You should fly into Canberra International Airport which is an international airport serving Australia's capital city. Visit <https://www.canberraairport.com.au/> for more information.

Mid City College is located approximately 9 kms from Canberra Airport, about 12-minute drive. If students have arranged for their pickup services prior to their arrival at the Canberra Airport, they will be met at the airport by a Mid City College representative or pick up service.

Alternatively, students can catch train to the Canberra airport station to reach Mid City College. There is also a taxi and uber rank outside the airport should the student wish to travel by taxi.

Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from Mid City College
- Confirmation of Enrolment (eCoE) issued by Mid City College
- Receipts of payments (e.g., tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g., Birth certificate, ID card, Driver's licence, medical records and/or prescriptions



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.

What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au :

- Read “What can't I take into Australia?”
- And let your family and friends know “What can't be mailed to Australia?”

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February. If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

Clothing

At Mid City College students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months. A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Other Items You Might Want to Include (most can be purchased in Australia)

- alarm clock
- bath towels, bed sheets, pillowcases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home



The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.



Note: In the picture, the red dot indicates that the switch is on, and power is flowing through that socket.

Bringing Your Computer

Bringing a PC or laptop into Australia may be a little more complicated. Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether you intend to export the computer after your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austell Approved to function in Australia.

On Your Flight

Wear comfortable, layered clothing so that you can adjust according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be very HOT so wear light weight clothing underneath and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document.



You must tick YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than AU\$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.



Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS). For more detailed information about bringing food, animals, or plant materials or their derivatives visit: www.daff.gov.au/aqis

Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find several retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

Getting from the Airport:

If students have arranged for their pickup services before their arrival at the Canberra Airport or Train station, they will be met at the airport by a Mid City College representative or pickup service. Alternatively, students can catch a taxi to Mid City College, which will take approximately \$30 AUD, and then there is also a bus to Mid City College from the airport or train station, which will take approximately \$3.22 AUD.

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. It is important to ALWAYS let someone know where you are and how to contact you by phone or by post.

Also contact our Student Support Officer on 0423 375 291 or our admin staff on 02 8052 3231 to inform your safe arrival in Australia. We can then provide you further instruction on “Where to go from there?”

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some foreign currency with you, you will need to exchange it to Australian currency as soon as possible after arrival. You can do this at the airport. Once you have arrived in ACT, you can also change money at any bank or at currency exchanges.

<https://www.truelocal.com.au/search/foreign+currency+exchange/canberra>

Electronic Transfer

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.



ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this with your financial institution before leaving home.



Credit Cards

All major international credit cards are accepted in Australia, but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Living costs in Australia

Canberra is a reasonably priced city, providing good quality affordable living and abundant accommodation. Students will need a minimum of AUD\$20,000 to AUD\$26,000 per year (excluding tuition fees) to cover living expenses.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well. Fruit, vegetables, and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source:

Food	Personal Effects/Services
Rice 1 kg - \$3.00	T-shirt - \$20.00
Milk 1 litre - \$2.00	Newspaper - \$2.00
Apples 1 kg - \$4.00	Jeans 1 pair - \$80.00
Bread 1 loaf - \$2.20	Shoes 1 pair - \$70.00
Cereal \$5.00 - \$7.00	Cinema ticket - \$18.00
Potatoes 1 kg - \$2.50	Shampoo 500ml - \$4.50
Eggs 1 dozen - \$4.00	Toothpaste 175g - \$3.30
Beefsteak 1 kg - \$15.00	Hairdresser - \$20.00 to \$50.00
Fruit Juice 2 litres - \$4.00	Public transport city and inner suburbs – Approximately zone 1-\$6.80 zone2-\$4.80for a day pass

Arranging Accommodation

Students are to arrange your own accommodation. Please visit our website for the latest details on accommodation available and current information.

Temporary Accommodation: Hotels, Motels & Backpackers



Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive, but you may need to bring your own pillow and sleeping bag if you choose this option.

Staying with Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support, and encouragement in your first days in Australia.

Bringing My Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home Affairs See: Arranging Visas). Family members including your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family. Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

For more information, visit:

<https://www.homeaffairs.gov.au/Schools:>

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.

1. You will need to provisionally enrol your child in a school before you leave your home country, and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
2. You will be responsible for school fees and other costs including school uniforms, books, excursions, and stationery.
3. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact:

Education Canberra: <https://www.education.act.gov.au/>

Directory of State and Independent Schools:

<https://www.education.act.gov.au/schooling/non-government-schools/list-of-non-government-schools>



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SECTION 3 SETTLING IN



Permanent Accommodation:

Choosing Where to Live

Most students want to live within walking distance of the campus, but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

However, you can find lots of convenient places to rent around Canberra. Canberra is very convenient to transportation and your daily shopping needs. You can always log on to the internet and search through the following web sites to find suitable accommodation for you.

<http://www.realestate.com.au> and [go to share accommodation section](#)

<http://www.domain.com.au>

<http://www.studenthomestay.com.au>

<http://au.easyroommate.com>

<http://www.share-accommodation.net/index.htm>

<http://www.homestaydirect.com.au>

Sharing accommodation is very popular with international and domestic students. You should look for advertisements on campus notice boards and local newspapers. Expect that you will have to provide your own furniture when renting a house, apartment, or bedsitter. Landlords require rent to be paid in advance and will require a security bond equal to one month's rent.

Mid City College offers limited accommodation services.

Telephones

Calling Emergency Services: Dial 000

In Australia dial 000 from any phone for fire, police, or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service, you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist.

It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

Making Phone Calls

To make international phone calls:

Dial – international access code (0011)

+ the country codes

+ the area code (if required)




+ phone number (when adding a country code to a number, any leading 0(zero) on the area code following it is NOT dialled)

To make domestic phone calls:

Dial – the area code + phone number

Area Code	States
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT



Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (**61**) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number. Example: International access number +61 7 XXXX XXXX.

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service.

There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: <http://www.mobiles.com.au/mobile-phone-plans/>

Wireless internet

Students will have free access to unlimited internet usage whilst on campus. However, they will be limited to one-hour sessions at any given time to make sure waiting student is not waiting longer than one hour.

Yellow Pages

The Yellow Pages are a telephone directory or section of a directory (usually printed on yellow paper) where business products and services are listed alphabetically. They are a GREAT time-



saver and very useful when you are looking for specific products or services. These books may be provided in rental properties and are available at Post Offices around Australia.
www.yellowpages.com.au

Health

Emergencies – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.



Police

In Australia 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. In a non-emergency situation, you can contact the local police station directly on:

Canberra Police Station

Address: 16-18 London Circuit, Canberra ACT 2601

Phone: (02) 6256 7777

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 and emergency transportation to hospital.

Dial 000: State Emergency Service.

The State Emergency Service (SES) is an emergency and rescue service dedicated to aiding in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood, and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.



Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Emergency Translation

For translation service in an emergency dial 000.

Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist, you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation, and Interpreter Service (TIS) can be used.

For more information, visit www.border.gov.au or phone 131 450.

Mental Health

Please contact the student support officer if you have any feelings of homesickness, grief, bullying, stress, anxiety, relationships, etc. Our staff will assist you to find help quickly.

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC? who arranges OSHC?

OSHC may be arranged for you by Mid City College and the cost will be added to your invoice. Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC.



Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at any time but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC Providers

OSHC World care: www.oshcworldcare.com.au

BUPA OSHC: www.overseasstudenthealth.com

Australian Health Management: www.ahm.com.au

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-private-health-consumers-ovc.htm>

If you come to Australia on a visa other than a student visa and undertake a short course of study of three months' duration or less, you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, like that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover, and benefits for pharmaceuticals.

Banking Hours

Most bank branches are open from Monday to Friday, from 9:00 am to 4:00 pm (except on public holidays). Some branches have extended trading hours during the week and maybe open Saturdays (check with your bank). ATMs remain open 24 hours a day.

However, you should be aware of your safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to always keep a record of this number handy, just in case. If you don't know the number, ask your bank.

Safety When Carrying Money

The first and fundamental rule of safety when carry money is: "Don't carry large amountsof cash! "The second is: "Don't advertise the fact that you are carrying money!"



Working While Studying

1. You are not permitted to start work until you have commenced your course of study
2. You can work a maximum of 40 hours per fortnight during the term and unlimited hours when your course is not in session.
3. The Department of Immigration and Border Protection (DIBP) considers your course to be 'in-session':
 - for the advertised semesters (including periods when exams are being held)
 - if you have completed your studies and your Confirmation of Enrolment is still in effect
 - if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Immigration and Border Protection)

For a full list of mandatory and discretionary student visa conditions please visit www.immi.gov.au/students/index.htm

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore, you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many ways to find a job in Australia:

- Newspapers
- Online - try these online companies

	www.seek.com.au
	www.careerone.com.au
	www.getjobs.com.au
	www.mycareer.com.au
	www.jobsearch.com.au



Earning an Income

Taxes: Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Laws and Safety in Australia

Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at: www.australia.gov.au. Legal Services & Advice

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

Home Contents Insurance

It is recommended that if you are in a rental property that you obtain Contents Insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance, but your belongings will not be covered.

Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire, and your belongings are destroyed or damaged. This may cost you up to \$200 per year depending on the value of your belongings.



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SECTION 4 SOCIAL AND CULTURE



Personal Safety

When you are out and about it is important to be alert and aware of your safety. If you are going out at night remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socializing in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol, Smoking, and Drugs'.

If you are out and about:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)



Public Transport Safety

The best public transport to travel to campus is by bus. We are only at 3 minutes' walk from Marcus Clarke St before Rammer St bus stop.

Traveling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximize the safety of travellers including security officers, police, guards, help points, good lighting, and security cameras. Most drivers also have two-way radios and can call for assistance.

Buses

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus -have your money/pass already in hand
- At night, wait in well-lit areas and near other people
- Check timetables to avoid long waits.



Riding on the bus:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding, or pushing you
- If you see any suspicious activity, inform the driver



Trains

Many of the same safety tips when traveling by bus apply for trains. Besides:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable moving to another carriage with other people or closer to the driver.



Taxis

Traveling by taxi is generally quite a safe method of public transport. To increase your confidence when traveling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean traveling in the back seat of the



taxi.

- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required.
- If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details.g., “Look after my friend, Mr/Ms Yellow Cab No.436”
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a fewhouses away from your destination



(Source: Canberra Police Service)

Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, **YOU MUST KNOW THE ROAD RULES** before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the “white line” (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

Owning a Car

Registration:

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver's licence details and your residential address in Australia.

Insurance:

It is recommended that you have car insurance if you own a car, this will protect you in case of accident that is your fault as it will help pay for any damage you may have caused to your car or another car.



Drinking Alcohol and Driving:

If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol. Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-thirdof all serious motor vehicle accidents. As the level of alcohol increasesin your body, you have more risk of being involved in an accident. Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply. If you are above the prescribed blood alcohol content level, as



the level of alcohol in your body increases, so does the severity of your fine and/or jail term.

Blood Alcohol Concentration (BAC) Levels

The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream.

There are legal limits as to the BAC level permissible if you are driving refer the link below for Canberra rules: <https://police.act.gov.au/safety-and-security/alcohol-and-drugs/alcohol>

Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. For more detailed information about alcohol and how it affects you, please see the Australian Drug Foundation website: www.druginfo.adf.org.au.

Social Activities

The following social activities are planned for students:

- Parkland excursion during excursion days
- Great Barrier Reef trip at end of term



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SECTION 5 STUDYING AT MID CITY COLLEGE



Courses

Details of qualifications offer by Mid City College are provided on our website and NTIS:

<https://midcity.edu.au/>

<https://training.gov.au/Organisation/Details/45100>

Course Details

Hours Per Week	20 Hours
Orientation Date	One week before commencement of your course
Total Tuition cost of course	Refer to the Mid City College Fee Structure at Mid City website: https://midcity.edu.au/
Enrolment Fee	\$250
Material Fee	Refer to the Mid City College Fee Structure
Deposit:	Refer to the Mid City College Fee Structure
Credit application:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Recognition of Prior Learning application:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Prerequisites	NIL, there are no formal prerequisites required to enter the Diploma of Leadership and Management.
Course Outline	Please refer to the website for a detailed Course outline at: https://midcity.edu.au/

Additional charges:

Mid City College has the following of additional charges which may apply in some circumstances:

Non-Tuition Fees – all students	Charge
Re-issuing of test amur and statements of results All course fees include the cost for issuing of one copy of the AQFtest amur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	\$50 per document plus the cost of postage if required.
Additional copies of textbooks or any other learning and assessment resources Where the original provided is lost or misplaced. 1 copy of each required resource is included in course fees.	A fee of \$100 per textbook or \$20 per printed document applies if required.



Printing and photocopying Printing costs as may be required to complete assessments, or homework activities, or if students require a copy of any records that Mid City College holds about them.	Mid City College provides printing or copying for a cost of 20c per page, however students may use their own or other printing facilities.
Re-enrolment fee (per unit) Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question.	Pro-rata course fee based on the number of units required to be undertaken.
Late Submission fee	\$100 per unit
Recognition of Prior Learning (RPL) Application Fee Application Fee Per unit, the fee is outlined above. Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.	\$500
RPL Fee per unit	Pro-rata course fee based on the number of units required to be undertaken.

Admissions & Enrolment

Getting Started

If you are applying through an education agent, please ensure it is an authorized agent of Mid City College. The list of authorized agents will be regularly updated on our website <https://midcity.edu.au/>. However, please note Mid City College does not have any approved authorized agent as of date. If you wish to apply for admission please contact us directly in college, please email info@midcity.edu.au.

For information on our courses and other information please visit our website:
<https://midcity.edu.au/>

NOTE: Every application is individually assessed

Assessment strategy:

The trainer/assessor will explain to students the context and purpose of the assessment and the assessment process, explain the units of competency to be assessed and the evidence to be collected and the approximate time students will need to complete the assessments. Trainers/assessors will assess the needs of the student and, where applicable, negotiate reasonable adjustment for assessing students with individual needs, provide additional learning material where gaps are identified in either the participant's underpinning knowledge or skills.



Learning support time for consultation with trainers/assessors may be allocated to allow students to revise their learning or understanding, perform any required tasks, practice their skills, reinforce their knowledge, and prepare themselves for the assessments.

Assessment methods:

A range of assessment methods employed by Mid City College ensures that assessments are fair, valid, reliable, and reasonable while ensuring that Mid City College meets the requirements of the relevant Training Package and the rules of evidence. Assessments for this course have been designed for classroom-based face-to-face delivery and assessment.

Based on the assessment methods for each unit of competency, the assessment will include a range of assessment tasks such as written, practical, project, case study, and observation tasks, undertaken at prescribed assessment schedules. Some of the tasks will require in-class work to evidence aspects of skills and knowledge as well as ensure a consistent approach to the unit of competency through continuous engagement and feedback.

The assessment schedule will be discussed at the beginning of each unit and negotiated between the trainer/assessor and the students, including in-class assessments and due dates. Within the modular structure, assessment due dates for units may be negotiated between the assessor and the students for submissions during and within the academic term.

- Assessments will be organized into formative (classroom activities) and summative tasks, to be completed within a specified period.
- Assessments will be scheduled according to session plans, enabling students to learn and practice before undertaking assessment tasks.
- Where needed in-class project time and group activities will be scheduled to support the assessment process.
- Practical assessment tasks will be provided to address the required skills and applicable performance criteria.
- Multiple choice test and/or examination will be developed to test the required knowledge.
- A major project will be given as a summative task encompassing a range of competency elements.
- A portfolio of evidence may be required to demonstrate relevant skills and knowledge as well as evidence of participation.
- Where possible, integrated, and holistic approach to the assessment will be encouraged and applied RPL or Credit transfer will be facilitated as applicable.

Assessment outcomes & submission of assessment:

Completed written assessments are due to be submitted either (a) electronically or (b) in some cases handed in to your Trainer (e.g., hard copy assignment, projects, portfolios, etc.) by the specified time on the date advised by your Trainer.



For students who have been assessed as Not Yet Competent (NYC), the following options will be available:

Assessment feedback

Trainers/assessors will provide assessment feedback to students and advise how they can improve their performance. Further evidence for assessment might be required if the student has partially completed the assessments and some of the works/assignments can be corrected or completed for resubmission. To be eligible for resubmission, the student must participate in learning and classroom activities and undertake the given assessment tasks. Resubmission is an informal process and can be arranged between student and trainer/assessor through mutual understanding.

Reassessment

If a student does not qualify for resubmission or is still deemed Not Yet Competent (NYC) after the resubmission, they will need to go through the reassessment process. To qualify for reassessment the student must have completed and submitted the required assessments for the unit of competency as per the unit assessment schedule. Students will get **three reassessments attempt**, without any additional penalty/ fee.

However, if 3 attempts have not resulted in a Competent “C” outcome. Separate assessment sessions may need to be organized under supervision for assessment tasks.

Reassessment will occur only for those assessment tasks in which the student is deemed NYC. Reassessment is a formal process and students must apply for reassessment through the *Request for Reassessment Form* available from the reception. ON approval, a reassessment schedule will be advised.

If still failed in three reassessment attempts, the student will need to repeat (re-sit) the unit.

Resit (or repeat)

The student will need to re-sit the unit in the following term/semester if they are not deemed eligible for any of the above post-assessment options, i.e., both the options of resubmission and reassessment have been exhausted. The student will also need to re-sit the unit if the result from reassessment is still Not Yet Competent (NYC).

Re-sit may result in an extension of course duration and may affect the student’s original completion date of the course. Students will need to pay a pro-rata fee of the course fee to resit for the unit. The student should contact the admin department if he/she remains NYC after 3 attempts of reassessment. The admin team/ studentsupport officer will liaise with the accounts and academic team and issue the special training plan and the invoice for the resit attempt to the student. Students will be advised if there is a need to amend the COE at this stage.

If a course is extended by an academic term, a pro-rata term fee based on the total course fee will apply as per the course fees specified in the Student Agreement.



Resit means repeating the entire unit of competency. Resit is a formal process and students will be advised of their resit options once all the term results are published. In the event where a student has been deemed NYC in 50% or more units within a study period, they will be asked to attend a course progress interview and go through the course progress process according to the college's *Course Progress Policy*.

Late submission fee

A late fee of \$100 per unit will be charged if students fail to submit assessments on due dates.

Absentees

Students are absent the day of the assessment without prior approval or a valid reason (e.g. medical certificate) will be marked Not Yet Competent and will be subject to the college's Course Progress Policy.

Appealing assessment decision:

A student may appeal against a decision in writing to the Academic Manager within seven (14) days of publication of the results.

If the appeal is in respect of an assessment or an outcome from the reassessment process, a review of available information/data is conducted within a reasonable timeframe by the course coordinator in consultation with the CEO. The appellant will be allowed to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.

If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case.

Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. Please refer to the Complaints & Appeals Policy for further details.

Assessment

Examinations/ Course Assessments and Results

You are entitled to sit for your assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive, or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area and maybe deemed 'not competent' in the assessment by Mid City College.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantage another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorized notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to



disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from Mid City College courses for a specific period.

Referencing

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of the original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

The following are examples of plagiarism where a student intentionally does not acknowledge or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence, or significant parts of a sentence
 - Direct copying of paragraphs, sentences, a single sentence, or significant parts of a sentence with an end reference but without quotation marks around the copied text
 - Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these
 - Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation
 - Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is
 - A 'cut and paste' of statements from multiple sources
 - Presenting as independent, work done in collaboration with others
 - Copying or adapting another student's original work into a submitted assessment item
 - Copying or adapting a student's work submitted in a previous essay or assessment
- Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately.

Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assignment.

How to reference

At Mid City College, students are to be encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the student's work.



This information is:

- The name of the author or authors
- The year of publication
- The page numbers
- Examples: Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, e.g.: To succeed, the team will rely on both the task process and group process (Dwyer, Hopwood 2010, p. 239) A reference may be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, e.g.: Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both the task process and the group process.

Reference List

At the end of the student's work, a List of References must be included. This should include all the books, journal articles, and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicized.

Each reference must include:

- The name of the author or authors
- The year of publication
- The title of the publication
- The edition of the publication
- The publisher
- Place of publication
- Example: Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia Common Knowledge.

In every field, there is a body of knowledge and material that has become part of the public domain and can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common-sense information, accepted folklore, and aphorisms that have been adopted as part of the common English language.

As examples, it would not be necessary to reference the following:

- That John Howard was the Prime Minister of Australia (common fact of history)
- That humans need food and water for survival (common sense observation)
- That the "Bunyip" is man-eating Australian animals that live in waterholes, swamps, and creeks (accepted folklore)



Cheating

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Chief Executive Officer for appropriate action as outlined in disciplinary action.

Plagiarism

In the case of suspected plagiarism, the staff member will report the incident to the AM. The AM, in consultation with the staff member, will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

The AM and a staff member will:

- Consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional)
- Review the course profile and other information provided to students by the trainer to determine if adequate information had been given
- Identify if the student has been previously warned of plagiarism
- Determine whether the student is new to adult vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its consequences).

If the above factors have been considered and it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment. If, after consideration of the above factors it is determined that the plagiarism was intentional, the student's work is not to be accepted and the student is to be issued with an alternative assessment assignment to complete. The student is to be given a formal warning (in writing) by the AM explaining the seriousness of the incident and the consequences if the student is found to plagiarize again.

Students who commit plagiarism after being formally warned are to be cancelled on Academic Misconduct from the program they are enrolled.

Appeals against decisions regarding plagiarism will be managed as per the compliant and appeals policy of Mid City College.



Misconduct

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of Mid City College operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

- Vandalism / Theft
- Defaced equipment, furniture, or fixtures on premises under the control of Mid City College
- Was caught stealing

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

Failure to Comply with Directions:

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

Cheating / Plagiarism:

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

Verbal Abuse:

- Shouted at a member of staff, student, or another person
- Used inappropriate or offensive language, signs, or body gestures
- Used language to threaten a member of staff

Physical Abuse:

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member



Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of Mid City College
- Intoxicated and disorderly on premises under the control of Mid City College Engaging in the taking or selling of drugs

Weapons:

- Carried a weapon on their person on premises under the control of Mid City College
- Used an object as a weapon to threaten or intimidate another person on premises under the control of Mid City College

Exposure / Decency:

- Acted in a lewd way
- Engaged in sexual behaviour

Misconduct is a disciplinary offense and includes but is not limited to:

- Wilfully obstructing or disrupting any Mid City College meeting, activity, class or assessment
- Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging, or wrongfully dealing with, any Mid City College property or the property within premises under the control of Mid City College personnel
- Assaulting or attempting to assault any person within Mid City College
- Drunken and disorderly behaviour on premises under the control of Mid City College
- Cheating and plagiarism
- Making a false representation as to a matter affecting student/trainee status
- Breach any rules relating to conduct of assessment
- Any indictable offence which impinges on Mid City College operations
- Possession of prohibited or dangerous articles
- Breaching Workplace Health & Safety responsibilities

Disciplinary Action

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.



Consequences of Misconduct:

If the student has acted in or engaged in any misconduct other than ‘Serious Misconduct’ the following steps shall be taken.

In the 1st instance (a first offence) – a verbal warning shall be issued, and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated, and signed by the Chief Executive Officer, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence – This will result in the removal of academic privilege by Mid City College. The student/trainee will be advised of the time to attend a meeting with the Chief Executive Officer and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any ‘Serious Misconduct’ the following steps shall be taken:

1. The student / trainee shall be immediately suspended for 24 hours from attendance at class.
2. The supervisor/trainer shall advise the Chief Executive Officer immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
3. The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Chief Executive Officer.
4. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.
5. The student/trainee shall also be advised in relation to their right of appeal against certain penalties.
6. The Chief Executive Officer shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
7. Modify or dismiss the charge



8. Reprimand and warn the student/trainee against repetition of the breach of discipline
9. Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
10. Remove Academic Privilege

Award

A Certificate is awarded within 30 Calendar days when all units of competency identified within a specific qualification, have been successfully completed. On completion of an individual unit of competency contained within an accredited course or nationally recognised training package qualification, participants will be issued with a Statement of Attainment. A Statement of Attainment can be used to gain a credit for the competency(s) with Mid City College, or another registered training provider either within the state of Queensland or interstate, should the participant wish to complete the course at a later time.

Application process

When you are ready to apply for the course of your choice you need to:

1. Apply for expression of interest to enrol for the course
2. College staff will direct you to Read the International and Domestic Student Handbook and/or visit our website completely ensuring you fully understand what is required of you as a student.
3. Visit our website <https://midcity.edu.au/> and download the International and Domestic Student Application Form. This can also be sent to you post or email. Make sure you complete the form in full and sign the Student Declaration page. This acknowledgement states that you have read, understood and agree to abide by the Rules and Regulations contained within this International and Domestic Student Handbook.
4. Once College receives your application form you will receive a pre-enrolment assessment to complete to ensure your chosen course is suitable to your career pathway based on your prior learning and experience.
5. Send the following items with the Enrolment Form & Pre enrolment assessment:
 - Copy of current passport (certified/original signed) – Photo page and relevant visa page
 - Evidence of current English proficiency or equivalent; IELTS, PTE, TOEFL with minimum 5.5 overall band or equivalent (certified/original signed) if required.
 - English Translations where applicable
 - Academic documents (Year12) including academic history (certified/original signed)
 - Evidence of overseas Student Health Cover (original signed)
 - RPL/Course credit details - if applicable
 - Copy of visa - if applicable
 - Letter of release - if applicable
6. Send in your Application Form and supporting documents along with your application fee to: info@midcity.edu.au



Offer Placement

Once the International and Domestic Application Form and you've been approved for enrolment based on your pre-enrolment, your supporting documentation have been received and accepted, we will send you an official Letter of Offer & Acceptance for entry into your chosen course.

This will occur within 3 working days.

- An offer of placement will only be given to those students who meet the requirements and who are enrolling in a full-time course and who have been approved based on their pre-enrolment assessment.
- After you have received the Letter of Offer you will need to Accept the Offer and pay the required fees to confirm your place in the course. Total fees for the course are included on our website and the Letter of Offer you receive will include a detailed payment schedule.
- Upon receipt of payment, you will be issued with a Confirmation of Enrolment (CoE) and Student Identification Number. This will complete the enrolment process.
- When you receive the CoE, you may apply for an Australian Student Visa. Information about applying for a visa can be found at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Mid City College also reserves the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the assessment/performance criteria and conditions as set out in the relevant accredited course, syllabus, or Training Package. Where some doubt exists as to the applicant's ability to commence a course, they will be offered counselling including opportunities for other avenues of study or possible bridging programs to develop entry level competencies.

Unique Student Identifier

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 recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015.

This means 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.

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

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.



Course, Results & Fees

Course Credit/ Recognition of Prior Learning

Course Credit is defined as ‘Exemption from enrolment in a particular part of the course because of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.’

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL). RPL may reduce the length of a student's course.

Mid City College requires students to complete the *Application for Recognition of course credit/RPL form* for assessment by the relevant trainer/assessor. Evidence is required to substantiate previous knowledge/qualifications. Mid City College may require students to complete an assessment to demonstrate competency.

If Mid City College grants the student course credit/RPL which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

If course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to DET via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

For further information about Course Credit please ask for a full copy of our *Course Credit Policy*.

NOTE: Every application is individually assessed

Results

On completing the training program with Mid City College, you will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Mid City College will be accompanied by a transcript which will detail the units of competence issued within the qualification.

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

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



Replacement Certificate or Statement of Attainment

Should a graduate of Mid City College lose, misplace or damage their certificate / statement of results / statement of attainment; the College will reissue the documents.

Graduates seeking a replacement copy of a certificate / statement of attainment must contact the College office. Upon proof of identity and payment of fee \$50, the Academic Manager will reissue the document.

Tuition fee protection

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

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



Mid City College

The Evolution of Training

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International and Domestic Student Handbook

SECTION 6 DELIVERY ARRANGEMENT AND STUDENT SUPPORT



Delivery arrangements

A training plan will be supplied to each student prior to course commencement. Students will also be provided with an orientation to the course to outline the learning and assessment processes, support services and other relevant information. This forms part of the general orientation that Mid City College provides to students.

All students will be provided with a range of learning support options and resources to help them achieve competency. These are further listed in the support arrangements later in the document.

Students can also be supported through e-mail and telephone contact with their trainer or student support officer/s. Students are provided with their trainer and student support officer's contact details at their orientation. Students are encouraged to contact their trainer or student support officer/s at any time and trainers and student support officer/s will liaise with students regarding their progress and provide advice as required, including any relevant course content and concepts, due dates of assessments, learning opportunities, assessment requirements, feedback on assessments and any issues the student is experiencing related to training and assessment including student learning system Moodle.

Mid City College uses a range of techniques during face-to-face delivery including trainer presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations, and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students will complete tasks to appropriate workplace standards. Delivery methodologies employ terminology, equipment, resources, materials, contexts, practices and activities associated with the business (or related) role in the workplace.

Vocational Placement

The units which require work placement as part of their assessment and training product requirements is collected by Logbook and assessment tasks to be completed from observation and workplace tasks. Students are required and directed within the assessments and logbook to undertake a range of tasks to meet the competency requirements for the specified units.

During visits and discussions with the vocational placement supervisor if it is identified that all tasks were unable to be completed in the placement facility, the trainer will inform the vocational placement officer and alternative arrangements will be made to fulfil the training products assessment requirements.

Classroom simulated environment

In the classroom, this is achieved by using equipment, technology, workplace conditions, legislation, quality standards and approaches to work that match those currently employed in the industry.

Student's understanding of the workplace and its requirements will be developed throughout the course.



The environment is created to suit the specific unit requirements and the trainer reinforces understanding through relating to their own experience and using learning materials e.g., textbooks, handouts, or videos. Depending on the unit content and context the classroom environment is adapted to recreate the simulated work environment.

Appropriate simulated contexts and activities are incorporated into delivery and prepare students for assessment. These align to the contexts and activities indicated in the units of competency. The simulated assessment contexts and activities also align to the requirements of each unit of competency.

Assessment simulated environment

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability related to each unit of competency. This may be achieved via:

- workplace documents
- workplace policies and procedures
- business technology
- case studies
- real situations (where possible and applicable)
- office equipment and resources
- interaction with others

Facilities and Equipment

The following facilities, equipment and resources will be used to deliver and assess this qualification:

- Training rooms, including desks, chairs, whiteboard, and overhead projector
- Computers with Microsoft Office and access to the Internet.
- Learning and assessment materials as outlined in this TAS.

Student Support

Mid City College has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non- English-speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Mid City College.

Mid City College will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.



Mid City College

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International and Domestic Student Handbook

SECTION 7 LEGISLATION AND POLICIES



Legislative Requirements for CRICOS Providers

Mid City College will meet all additional State and Commonwealth Government legislative requirements for providing education to students on International Student visas as below. We commit to always meet all ESOS and RTO standards legislative requirements.

Current CRICOS legislation

- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2019
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

Mid City College will endeavour to always remain current with changes to the Commonwealth and State legislation and compliances.

Mid City College - Policies & Procedures

Below is a list of the required policies/procedures to be provided to international and domestic students including requirements of the legislation. It is the responsibility of students and all staff to comply with the policies and all legislation governing students on international student visas. If you wish for any of these policies or procedures to be printed in hard copy, please ask our administration staff or otherwise all these policies are available on college's website:

<https://midcity.edu.au/>

1. Fee Policy
2. Privacy Policy
3. Student Transfer Policy
4. Student Code of Conduct
5. Intellectual Property Policy
6. Refund Policy & Procedure
7. Plagiarism Policy and Process
8. Attendance Policy & Procedure
9. Assessment Policy & Procedure
10. Access, Equity & Diversity Policy
11. Workplace Health & Safety Policy
12. Critical Incident Policy & Procedure
13. Core Skills and LLN Support Policy
14. Student Enrolment & Induction Policy
15. Successful Completion Policy & Procedure
16. Student Support & Welfare Services Policy
17. Course Progress Monitoring Policy & Procedure
18. Unique Student Identifier (USI) Policy and Procedure
19. Anti-Discrimination & Sexual Harassment Policy
20. Complaints and Appeals Handling Policy and Procedure
21. Deferral, Suspension and Cancellation Policy & Procedure
22. Issuance of Certification and Data Provision Policy and Procedure
23. Recognition of Prior Learning (RPL) & Credit Transfer (CT) Policy



Refund Policy and Procedure

Purpose of the policy:

The purpose of this policy is to ensure the RTO's understanding and adherence to the relevant legislation directly and indirectly to ESOS Act (2000), Education for Overseas Students Amendment Act 2014 National Code of Practice for Providers of Education and Training to Overseas Students • The National Code 2018: In accordance with The Standards for RTOs (2015) Clause 5.3,

Policy statement:

This Policy and Procedure applies to all students enrolling in Mid City College. It is also applicable to Accounts and Management staff who are required to record and issue financial statements to relevant parties. Mid City College Fees, Charges and Refunds Policy Procedure is reviewed annually. Mid City College will issue itemized invoices that clearly state the rate charged for each qualification and where a concession applies, the invoice will clearly state the reduced rate. Mid City College will report, in full, the actual course and ancillary fees charged to everyone. Students are required to pay fees within seven (7) days of issue of invoice. Mid City College will maintain records of all student courses and ancillary fees via our accounting system (Xero). In accordance with Australian legislation and Mid City 'Fees Protection' policy and procedure, all refunds will be paid directly to the student / applicant bank account only."

Refund Policy in the case of Provider Default

1.1 Provider default is defined where either:

- a) The course does not start on the agreed starting day.
- b) The course ceases to be provided before it is completed.
- c) The course is not provided in full and/or is significantly different to that which was marketed to the student.

1.2 Where this occurs, the total amount of course money received from the student is to be refunded.

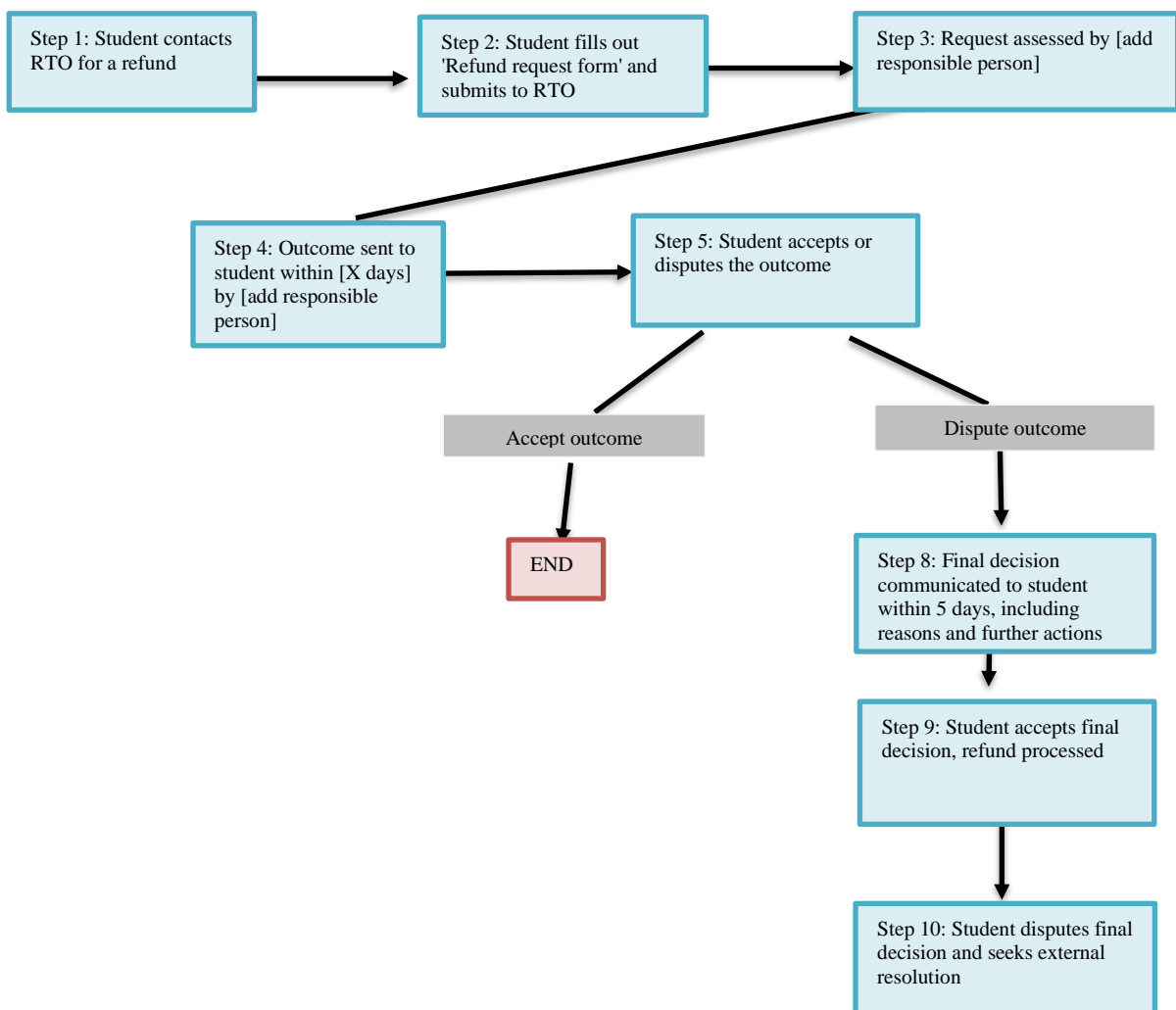
1.3 Process for payment of Refund in the case of Provider Default:

- a) The refund will be made in Australian currency.
- b) The refund payment will be made to the credit card or bank account from which payment was received. Where required, the student will be asked to advise the college of bank account details within five (5) working days of default to enable payments to be made direct to account. Verification of bank account ownership will be required. If money paid by the agent on the student's behalf, it will go back to the student's own bank account.



- c) The refund payment is to be processed within 10 working days after the provider's default date when correct and verified account details are held by the college.
- d) Mid City College will give the student a statement that explains how the amount has been calculated. This statement will identify refunds for course-related fees such as application and materials fees (where relevant).

Should the student agree to move onto another course monies otherwise refunded can be used for payment in the new course. However, the students will not be disadvantaged through being charged additional costs that they otherwise wouldn't have to pay by continuing their current course if it were offered. For example, an additional application fee (where relevant) will not be charged





Refund Policy in circumstances other than Provider Default

The refund policy considers the commitment the college must make to its trainers in deciding if courses/subjects/units have enough students enrolled to proceed.

If tuition fees have been paid, Mid City College will refund all or part of your fees on the following basis:

1. All Students

- a) Student application fees (where applicable) are non-refundable.
- b) There is no refund for late commencements (A late commencement is up to a maximum of two weeks after the commencement date).
- c) Refund decisions will consider timing of the receipt of the refund request in writing, payment dates and the reason for the refund request, including evidence of compassionate or compelling circumstances.
- d) Refunds will be made in Australian dollars even if the initial payment was made in another currency and paid in accordance with Policy. The student is liable for any currency conversion costs.
- e) The CEO of Mid City College or delegate will make the final decision about refunds for domestic and international students.
- f) Compassionate or compelling circumstances (beyond the student's control) will be taken into consideration when assessing the student's refund application, these can and may include:
 - i. Serious illness of the student or immediate family member
 - ii. Family or personal tragedy
 - iii. Events in the student's home country or Australia preventing the student from travelling or attending the college

2. International students:

Before commencement of study:

- a) If a visa application is refused:
 - i. All fees are refundable in full except for enrolment fees of the total amount of course fees received.
 - ii. Documentary evidence of the visa refusal must be provided with a refund request.
 - iii. Refunds will be paid within 10 working days after written advice is received.
- b) Once a student visa has been granted, or if no application for a student visa is lodged:
 - i. Withdrawal more than 4 weeks (28 calendar days) before the course start date,



total course fees paid less an enrolment fee will be refunded.

- ii. Withdrawal up to 28 calendar days prior to course start – 50% (of total course fees paid will be refunded, minus the enrolment fee (non-refundable)
- iii. In all cases the final amount of a refund will be at the discretion of the principal or delegate and will consider the provision of documentary evidence of compassionate or compelling circumstances.
- iv. In cases Mid City College cancels or withdraws a course by any reason full refund of tuition fees will be paid.

After course commencement:

This may be in the instance such as onshore student visa renewal, or application to move to a student visa from another visa type, or delayed issuance of a student visa.

- a. In case of visa refusal, as above in 2 (a) except no refund is available for the tuition time already expended, calculated on a pro rata basis by week or part thereof.
- b. Once study has commenced, and a student visa has not been refused, no refund is available for the relevant study period for which a payment is due if a student withdraws from a course or defaults (including cancellation by the college). This policy may be reviewed in case of compassionate or compelling circumstances (documentary evidence will be required)
- c. Once a course has commenced and a student visa application has not been finalised, the student may choose to defer course commencement in which case no refund applies. Course fees paid may apply to the new course period. Documentary evidence of the visa application must be provided.

Process for payment of refunds in circumstances other than Provider Default or Student Visa Refusal

Where a student chooses to withdraw from a course or part of a course and requests a refund the following process shall be followed:

- a. The date for the request for a refund is the date that Mid City College receives a written claim. This is equivalent to a written signed notification of withdrawal.
- b. In accordance with the Australian Legislation and Mid City College “Fees Protection Policy and Procedure”. All Refunds will be paid directly to the student/applicant bank account only.
- c. All refunds are to be paid within 20 working days of the college receiving the refund request in writing and where correct and verified account details are held by the college.
- d. The student will receive information on how the refund was calculated, according to the relevant refund policy clause.



Appeals

1. Any disputes to the proposed level of refund are to be taken up in writing with the campus Principal who will review the circumstances and advise the student of the outcome. The student may access further stages of Mid City College's Complaints and Appeals Process if agreement is not reached.
2. Refunds are to be made within 20 working days once the agreement has been reached.
3. Students are advised at time of application that they can take further action under Australia's consumer protection laws and pursue other legal remedies outside of the college.

Procedures for dealing with Complaints, Grievances or Appeals

Student responsibilities during the Complaints and Appeals process:

- For certain matters the student has a maximum of 20 working days to access the Complaints and Appeals process. These matters include appeals against enrolment cancellation due to unsatisfactory attendance or course progress or non-approval of transfer requests (as per the National Code) and certain refund request decisions. Details are included in each relevant policy and procedure.
- Students will have their enrolment retained for the duration of the Complaints and Appeals process. This includes Overseas Students who will have their enrolment retained on PRISMS. The exception is where enrolment would have ceased for a reason unrelated to the complaint or matter being considered. Students, therefore, should maintain satisfactory attendance and course progress during the Complaints and Appeals process unless they have been suspended from the college, or where their attendance is not in the best interests of the student or other staff or students, or if there are other compassionate or compelling circumstances involved, supported by documentary evidence.

Stages of the Procedure

Note: The Appeals Process commences at Stage Two (Internal) in the case of an Overseas student on a student visa appealing a warning of enrolment cancellation due to a breach of attendance and/or course progress requirements. The student has 20 working days to access Stage Two from the date of warning of notification of cancellation.

1. Stage One (Internal)

A formal grievance or appeal should be submitted in writing to the Faculty Coordinator or International Student Registrar/Liaison Officer. The complainant is to outline their appeal or grievance clearly, stating the item or issue, the date/timeframe, the reason for the grievance and their request regarding review of the matter. They must submit all relevant evidence with their complaint/grievance.



The Student Support officer of MID CITY COLLEGE will then assess the appeal or grievance, determine the outcome and advise the complainant in writing of their decision, along with the reasons for the decision, within ten working days. If additional evidence or information is required or if the outcome is not able to be communicated within 10 working days the complainant will be contacted within the 10 working day timeframe and a new date for the outcome will be negotiated.

The complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

2. Stage Two (Internal)

If the complainant is not satisfied with the outcome of Stage One, or wishes to appeal an enrolment cancellation warning, they may lodge an appeal in writing with the Principal/Director. The complainant's appeal will be determined by a Reviewer, not previously involved in the grievance procedure. The Reviewer will be an independent and impartial senior officer of MID CITY COLLEGE (for example, the Principal, Director or a Board Director).

The Reviewer will conduct all necessary consultations with the complainant and other relevant persons and make a determination of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 10 working days of the submission of the appeal. If additional evidence or information is required or if the outcome is not able to be communicated within 10 working days, the complainant will be contacted within the 10-working days timeframe and a new date for the outcome will be negotiated.

The complainant will be advised of their right to progress to Stage Three of the Complaints and Appeals (Grievance) procedure if they consider the matter unresolved.

3. Stage Three (External)

If the complainant is not satisfied with the outcome of Stage Two, they may request that the matter be referred to an external dispute resolution process by an agency independent of Mid City College, such as:

- The Commonwealth Ombudsman at <http://www.ombudsman.gov.au>
- The Australian Government Department of Education at <https://www.education.gov.au>
- Australian Skills Quality Authority (ASQA) at <https://www.asqa.gov.au>

The student is expected to have contacted Mid City College and accessed the internal Complaints and Appeals process before contacting an external office or agency.

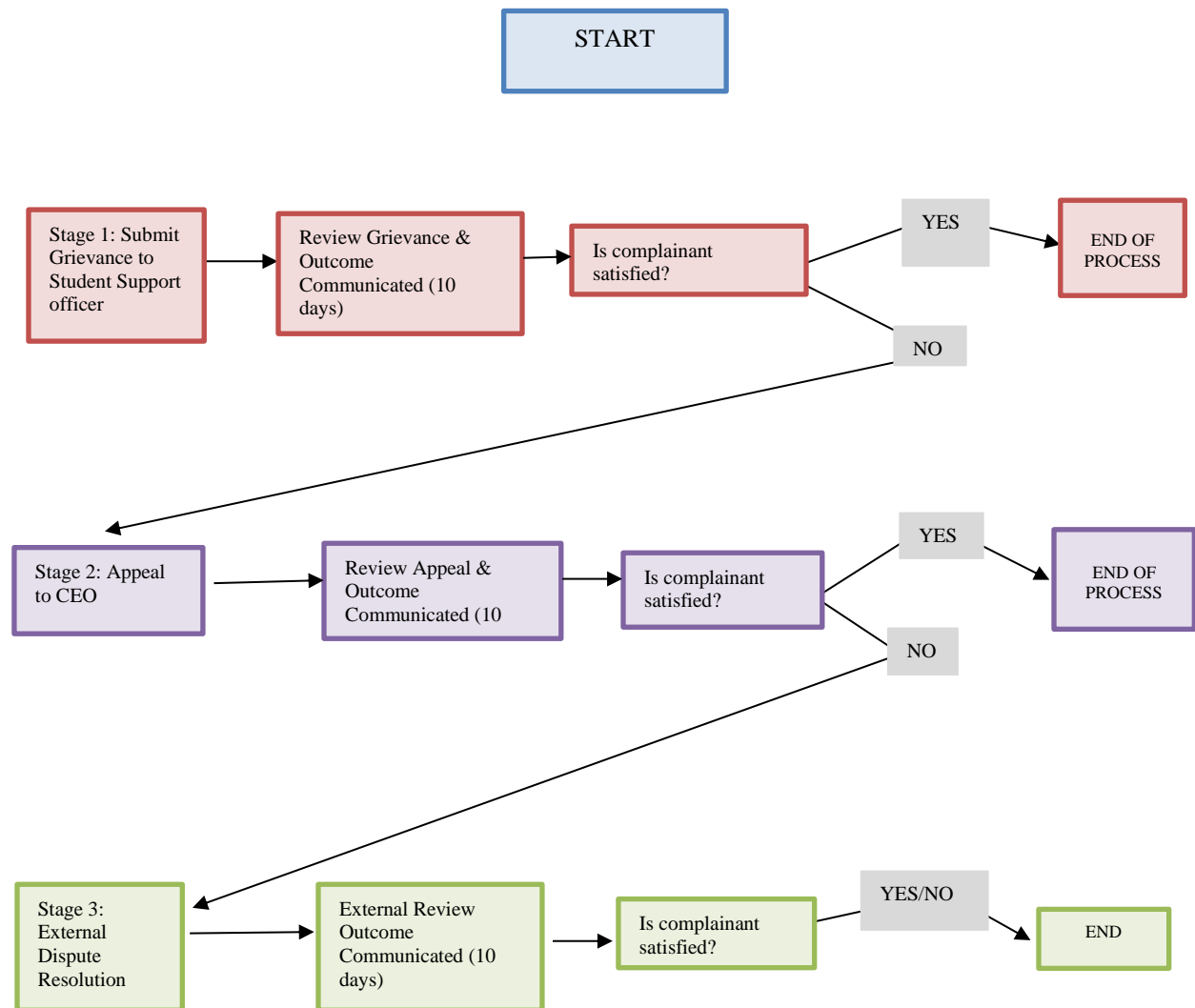
Mid City College will give due consideration to any recommendations arising from the external mediator within ten working days.

In the case of a student being issued a warning of enrolment cancellation the student's



enrolment will only be cancelled and reported:

- if the student chooses not to access the college's internal complaints and appeals process; or
- once the external appeals process has been completed and if the outcome of the external appeals process supports Mid City College; or
- if the student chooses not to access the external process; or
- if the student notifies Mid City College in writing of their decision to withdraw from the internal or external complaints and appeals process.



International student appeals Re Cancellation of Enrolment

Where a student on an International Study Visa chooses to appeal a potential enrolment cancellation due to unsatisfactory attendance or course progress, the following process will be followed:

- Once unsatisfactory attendance or course progress has been identified and failed to be rectified following the offer of appropriate counselling and support, a Notification of



Intention to Cancel Enrolment will be issued.

- The student will have 20 working days to submit an appeal re the notification stating reasons, with documentary evidence, as to why their enrolment should not be cancelled.
- If the appeal is accepted the student's enrolment will not be cancelled.
- If the appeal is not accepted the student will be notified within 10 working days. The student will have the opportunity to access the external stage of the Complaints and Appeals Process as outlined in this Handbook.
- The student should continue to attend classes and continue to progress through their studies during the appeal period unless the cancellation is also associated with a default on fee payments, or if circumstances deem attendance not to be in the best interests of the student or other students or staff (e.g. due to safety).
- The student's enrolment will only be cancelled if they withdraw from, or do not access, the internal and external appeals process, or if the final decision supports cancellation of enrolment.
- Note: this process does not apply where an enrolled student does not commence a course or is absent without explanation or contact for a period of up to 2 weeks. The college will report a student absent in these circumstances, and who has not responded to contact attempts, to the Australian Government to fulfil our duty of care.

Student counselling and Learner Support

An academic counselling process ensures the needs of students are identified and responses developed. It aims to ensure reliability, trust, expert knowledge, responsiveness, individual service and empathy. Such support of individual students in turn enriches the College community. Mid City College has procedures to address student welfare and guidance. The well-being and personal development of students is as important to the College as is the quality of our courses. Individual interviews are held each term for students in some courses and small classes enable staff to be aware of student issues. Members of the Faculty and staff provide a support structure for students and are available to discuss their needs. Several Mid City College staff and trainers are experienced in providing mentoring and guidance on a range of issues. Mid City College works in conjunction with local counselling provider services if external, professional or more specific counselling services are required

Overseas student transfers between providers

As a CRICOS provider under the ESOS National Code 2018, Mid City College has obligations to meet in relation to accepting students from, or allowing students to transfer to, another CRICOS provider. A student cannot transfer to or from a college before the end of the first 6 months of their principal course without release from the principal course provider. This 6-month period is called the "Restriction Period". The principal course of study is generally the final course of study covered by the overseas student's visa. Therefore, transfer restrictions apply to all courses of study prior to and including the first 6 months of the



overseas student's principal or final course.

Transfer to Mid City College

- Mid City College will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the overseas student completing six months of their principal course of study ("restriction period").
- Mid City College seeking to enrol at UCA should inform the college if they currently have enrolment at another college when applying for enrolment. • If the student is within the restriction period the student must have been granted a Letter of Release from their original course provider before enrolment at Mid City College will be confirmed.
- Transferring from Mid City College to another approved provider: A student will generally not be able to transfer from Mid City College to another provider until they have completed at least 6 months of study in their principal course at Mid City College. This policy may be waived in certain exceptional circumstances. • Students who wish to transfer from Mid City College within the restriction period must apply in writing to the Student Support Officer/CEO, detailing their reasons for the request.
- The application must be accompanied by the reason for the transfer request, including documentary evidence of compassionate and compelling circumstances, and proof of a valid Letter of Offer from the new CRICOS-approved course provider.

Suspension and Dismissal

Mid City College has the right to suspend (remove from classes and/or college premises) or dismiss students without prior notice in any of the following situations:

- any matter of a criminal nature (e.g. assault)
- use of, being under the influence of or handling of illegal drugs on the college premises
- consumption or being under the influence of alcohol while on campus
- theft or misuse of college equipment
- dishonesty
- use of obscene language
- harassment, verbal abuse or showing disrespect of a trainer, college staff member or student
- academic misconduct as defined above in such situations the student will not be entitled to any refund of tuition and related payments for the current period of study. In the case where the student wishes to appeal the decision, they have seven days to make an appeal to the Student Support officer as per Stage 1 of the Formal Grievances policy listed in Section 10 of this handbook. They are not entitled to have any suspension in place revoked while appeals are being considered.



Student Declaration

You are required to return this page to the Mid City College office with your enrolment application.

I have read and understand the information contained in this document the 'Mid City College International and Domestic Student Handbook'.

I am aware of the restrictions placed on my enrolment as I am on an International Student Visa, including:

- Completing the course within the duration specific on the CoE.
- Maintaining satisfactory attendance and academic progress.
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with my principal education provider for 6 calendar months, unless issued a letter of release from a provider to attend another institution.
- Notify my training provider of my Australian address and any subsequent changes of address, phone, or email within 7 days.
- I am only allowed to work up to 40 hours per fortnight during school study periods.
- I understand the student responsibilities, conditions of enrolment, visa conditions and policies outlined in this handbook and on the Mid City College's website.
- I am aware I must notify Mid City College
- I am aware of my obligation to pay all outstanding course fees and understand Mid City College will pursue outstanding fees under Australian Law.
- I am aware I can appeal externally to the International Student Ombudsman should I not be satisfied with the outcome of a complaints/appeals process.

Signed: _____ Date: _____

Name: _____

Date of birth (DD/MM/YYYY): _____

Please return this signed form with your enrolment form.

Scan and Email to: info@midcity.edu.au