# Table of Contents

**About this Guide** ........................................................................................................................................... 4

**Courses of Study at Macleay College** ........................................................................................................ 6

**Enrolling at Macleay College** .................................................................................................................... 7
  - Course Credit ............................................................................................................................................... 8
  - Tuition Fees & Associated Costs .................................................................................................................. 9

**Studying at Macleay** ...................................................................................................................................... 10
  - Academic Calendar for 2014 .......................................................................................................................... 11
  - Academic Calendar for 2015 .......................................................................................................................... 12
  - Access & Student ID Cards ........................................................................................................................... 13
  - Campus Facilities ......................................................................................................................................... 13
  - Conditions of a Student Visa ......................................................................................................................... 14
  - Language Support ....................................................................................................................................... 14
  - Course Progress & Attendance ..................................................................................................................... 15
  - Grievance & Appeals Process ....................................................................................................................... 16
  - Deferral, Suspension or Cancellation of Enrolment ....................................................................................... 17
  - Transferring to another Higher Education Provider ................................................................................ 17
  - Graduation ................................................................................................................................................... 18
  - School Aged Dependants ............................................................................................................................... 18
  - Student Advisors & Pastoral Care ................................................................................................................ 18
  - Timetables ................................................................................................................................................... 18
  - Internships ................................................................................................................................................... 18

**Living in Australia** ...................................................................................................................................... 19
  - Cost of Living ............................................................................................................................................... 19
  - Accommodation ......................................................................................................................................... 19
  - Consulates in Australia ................................................................................................................................. 20
  - Consumer Protection and Your Rights ....................................................................................................... 20
  - Legal Matters ........................................................................................................................................... 20
  - Emergency & Police Assistance .................................................................................................................. 21
  - Employment ................................................................................................................................................. 21
  - Health Insurance and Health Services ....................................................................................................... 22
  - Motor Vehicle Registration in NSW ........................................................................................................... 23
  - Opening a Bank Account ............................................................................................................................... 23
  - Translating & Interpreting (TIS) National .................................................................................................... 23
  - Transport & Getting Around Sydney .......................................................................................................... 23

**ESOS Framework** .................................................................................................................................... 24
  - Protection for Overseas Students ................................................................................................................ 24
  - Student Rights ............................................................................................................................................ 24
  - Student Responsibilities ............................................................................................................................... 25
  - Contact Details .......................................................................................................................................... 25

**Emergency Numbers & Contact Details** ................................................................................................. 26
  - Emergency Numbers ................................................................................................................................... 26
  - Abortion, Pregnancy & Grief Counselling ................................................................................................... 26
  - Alcohol & Drug Information ......................................................................................................................... 26
  - Australian Search & Rescue ......................................................................................................................... 26
  - Child Protection .......................................................................................................................................... 26
  - Consulates in Australia ................................................................................................................................. 27
  - Counselling ................................................................................................................................................ 27
  - Domestic Violence ..................................................................................................................................... 27
  - Interpreting Services .................................................................................................................................. 28
  - Legal Services ............................................................................................................................................ 28
  - Poisons Information Centre ......................................................................................................................... 28
  - Quitline (Smoking) .................................................................................................................................... 28
Policy Annexures
A. Admissions Policy for International Students ................................................................. 29
B. Course Credit for Recognition of Prior Learning Policy .................................................... 34
C. Monitoring Academic Progression Policy ........................................................................ 40
D. Deferral, Suspension or Cancellation of Enrolment Policy for International Students ........ 44
E. Course Completion within Expected Period ...................................................................... 52
F. International Student Transfer between Registered Providers Policy ............................... 54
G. Intervention Strategy Guidelines ...................................................................................... 58
About this Guide

Macleay College warmly welcomes our international students to Sydney.

At Macleay College the whole student experience is important. Travelling overseas to study can be a daunting experience. The College provides support to assist overseas students in adjusting to study and life in a new environment, initially through the orientation program, and through the course of the year through the provision of student advisors. Following your arrival in Sydney, each overseas student is required to make an appointment to meet with their Program Leader. The purpose of this appointment is to undertake a personal orientation program, which includes outlining the range of free academic and personal supports available at the College. In addition to this orientation, each faculty also has its own orientation lecture.

Orientation lectures are held during Orientation Week, which is held the week before the start of your first trimester. Student attendance at orientation is compulsory. The aim of orientation is to give students time to prepare for their year at Macleay. During the orientation lecture, students meet their Program Leader. All students are provided with a general overview of their course including learning outcomes and assessment strategies. Students are also provided with their timetable and a student handbook outlining student responsibilities and college rules and regulations. Students are assisted during orientation week in organising the following:

- student ID cards
- personal and emergency contacts
- applications for course credit
- permission to work applications through DIBP
- update of contact details to include current residential address

Students are advised on how to make appointments with the Program Leader (to discuss academic issues), the Registrar (to discuss issues such as student visas, work permits, finances or health cover and any personal issues, concerns or queries about transition to life and study in a new environment).

This guide should be read in conjunction with the Macleay Student Handbook which outlines Macleay policies and procedures and is applicable to all students, domestic and international. This is a guide specifically for international students to give you some important information about living and studying in our exciting city.

An online resource which may help you find information in relation to living and studying in Sydney is International Students Living in NSW. The Living in NSW website is published by the State Government of New South Wales and is designed to provide information and advice about living, working and studying in Sydney and NSW.
Key Terms & Acronyms

"DIBP" means the Department of Immigration and Border Protection, the Commonwealth department whose portfolio includes managing migration, humanitarian and citizenship policy and programmes such as student visas

"COE" means Confirmation of Enrolment

"ELICOS" means English Language Intensive Course for Overseas Students

"IELTS" means International English Language Testing System

"OSHC" refers to Overseas Students Health Cover

"RPE" refers to Recognition of Prior Experience

"RPL" refers to Recognition of Prior Learning

"TOEFL iBT" means Test of English as a Foreign Language
Courses of Study at Macleay College

<table>
<thead>
<tr>
<th>Course of Study</th>
<th>CRICOS Code</th>
<th>Visa Sub-Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor of Business</td>
<td>080556A</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Bachelor of Journalism</td>
<td>080557M</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Diploma of Advertising</td>
<td>056023G</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Diploma of Business Management</td>
<td>061395D</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Diploma of Marketing</td>
<td>061396C</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Diploma of Accounting</td>
<td>061394E</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Diploma of Journalism</td>
<td>056025F</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Advanced Diploma of Communications</td>
<td>069748G</td>
<td>Higher Education (573)</td>
</tr>
</tbody>
</table>

Future students may find information about units of study for each course of study listed above in the Student Handbook. The Student Handbook can be downloaded from the Student Resources section of our website at [http://www.macleay.edu.au/current-students/student-resources](http://www.macleay.edu.au/current-students/student-resources) (Current Students > Student Resources > Administration).

Once enrolled, students will be issued with unit outlines and assessment outlines which provide more detailed information about the requirements of each unit.
Enrolling at Macleay College

CRICOS Provider Number 00899G Macleay College Pty Limited

Macleay College has allocated 50 places for international students. With the relevant CRICOS accreditation in place, it is our objective to increase our number of international enrolments each year until we have optimised the permitted quota. Macleay College subscribes to the TPS (Tuition Protection Service) and to the prescribed national standards in Education Services for Overseas Students (ESOS) legislation.

International students will only be accepted into a course of study at Macleay College if they meet the minimum admission criteria (see section titled Criteria for Admission), and enrolment will only be finalised when the student is in possession of a valid student visa (see section titled Criteria for a Confirmation of Enrolment).

Criteria for Admission

1. An international student applicant must be at least 18 years of age.
2. The minimum entry requirement is the completion of the overseas equivalent to an Australian Senior Secondary Certificate, completed at the end of Year 12 in Australian secondary schools.
3. All applicants are required to complete the Macleay College “International Student Application Form” and copies of academic transcripts should be included with this application.
4. An international student whose first language is not English should be able to speak and write English well. To be accepted for enrolment, an international student should produce evidence of English Language Proficiency at the following levels (or equivalent):

<table>
<thead>
<tr>
<th>Course</th>
<th>IELTS Band Score</th>
<th>Cambridge CAE Range</th>
<th>Pearson Academic Range</th>
<th>TOEFL iBT Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising</td>
<td>6.0</td>
<td>52-57</td>
<td>48-52</td>
<td>60-78</td>
</tr>
<tr>
<td>Business</td>
<td>6.0</td>
<td>52-57</td>
<td>48-52</td>
<td>60-78</td>
</tr>
<tr>
<td>Journalism</td>
<td>6.5</td>
<td>58-66</td>
<td>56-60</td>
<td>79-93</td>
</tr>
</tbody>
</table>

Applicants who do not meet the required minimum proficiency levels can take an English course with a recognised English Provider to gain the required English proficiency levels. A list of the recognised Macleay College providers can be found at the International Student page of the college website.

5. Applicants must also participate in a short interview to ensure the applicant clearly understands the nature of the program and the commitment they are making and that any questions are addressed. Where the applicant has not yet arrived in Australia, the interview can take place via Skype or telephone.

Successful applicants will receive a Letter of Offer and an International Student Acceptance Agreement, with references and links to the Student Handbook and International Student Guide, within two weeks of receipt of their application. The Letter of Offer will request return of the signed International Student Acceptance Agreement, payment of Initial Tuition Fee and evidence of Overseas Student Health Cover (OSHC). Macleay College will only issue a Confirmation of Enrolment (CoE) once these tasks have been completed (see Criteria 6-8 below).

It is important to note that a CoE is required by the Department of Immigration & Border Protection before they will grant a visa to study in Australia.
Criteria for a Confirmation of Enrolment (CoE)

1. Payment of the course fees for Trimester 1 (Initial Tuition Fee) is required prior to the processing of application (enrolment). Tuition fees for each subsequent trimester are due two weeks prior to the commencement of the trimester ie. Trimester 2 fees are due two weeks before the commencement date for Trimester 2.

2. Australian Government regulations require all international students to have Overseas Students Health Cover (OSHC) for their period of time in Australia. A student visa will not be granted until the Overseas Students Health Cover has been paid.

3. A signed International Student Acceptance Agreement, payment of the Initial Tuition Fee and evidence of OSHC must be received by Macleay College prior to the Registrar issuing a Confirmation of Enrolment (CoE) which is required for the application of a student visa with the Department of Immigration & Border Protection (DIBP).

Criteria to Finalise Enrolment

4. Before enrolment is finalised by Macleay College, all international students must be in possession of the appropriate student visa as issued by DIBP and have provided a copy to the Office of the Registrar for the student file.

5. Once a copy of the visa is provided to the Office of the Registrar, enrolment will be finalised and the student will receive confirmation of course commencement including a Student ID Number, timetable and details about Orientation Week.

Course Credit

Students can apply for course credit if they have suitable prior learning or experience - Recognition of Prior Learning (RPL) and Recognition of Prior Experience (RPE). Where an application for course credit for a unit is successful, the student is exempt from attending and completing that particular unit in order to complete the qualification. If gaining course credit will affect the duration of your course, it will also affect the duration of your visa. International students should be aware that receiving RPL may affect the course cost, course duration and your student visa. Any changes will be reported to DIBP via PRISMS.

For more information on admission and course credit for prior learning, please refer to the Course Credit for Recognition of Prior Learning Policy at Policy Annexure B of this Guide, particularly for information on applying for RPL and the maximum number of units for which exemption can be granted.
Tuition Fees & Associated Costs

Tuition Fees

Payment of the course fees for Trimester 1 (Initial Tuition Fee) is required prior to the processing of application (enrolment). Tuition fees for each subsequent trimester are due two weeks prior to the commencement of the trimester ie. Trimester 2 fees are due two weeks before the commencement of Trimester 2.

The total international student course fees for 2014 are outlined below:

<table>
<thead>
<tr>
<th>Course</th>
<th>Total Course Fee</th>
<th>Per Trimester</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor of Business</td>
<td>$61,920</td>
<td>$10,320</td>
</tr>
<tr>
<td>Bachelor of Journalism</td>
<td>$72,000</td>
<td>$12,000</td>
</tr>
<tr>
<td>Diploma of Advertising</td>
<td>$30,960</td>
<td>$10,320</td>
</tr>
<tr>
<td>Diploma of Business Management</td>
<td>$30,960</td>
<td>$10,320</td>
</tr>
<tr>
<td>Diploma of Marketing</td>
<td>$30,960</td>
<td>$10,320</td>
</tr>
<tr>
<td>Diploma of Accounting</td>
<td>$30,960</td>
<td>$10,320</td>
</tr>
<tr>
<td>Diploma of Journalism</td>
<td>$30,960</td>
<td>$10,320</td>
</tr>
<tr>
<td>Advanced Diploma of Communications</td>
<td>$30,960</td>
<td>$10,320</td>
</tr>
</tbody>
</table>

Overseas Students Health Insurance Premium

Australian Government regulations require all international students to have current health insurance coverage for their period of time in Australia. This is referred to as Overseas Student Health Cover (OSHC). The current average premium (cost) for a single student for twelve months coverage is approximately AUD$498.

Applicants can organise their OSHC online through OSHC Australia (https://oshcaustralia.com.au) where you can compare all Australian Government-approved OSHC providers in one place, or directly with insurers via their company websites. A student visa cannot be granted by DIBP until the OSHC premium has been paid.

For more information on the international student enrolment process at Macleay College, please refer to the Admission Policy for International Students at Policy Annexure A of this handbook. This policy should be read in conjunction with the Course Credit for Recognition of Prior Learning Policy at Policy Annexure B.
Studying at Macleay

Sydney, Foveaux Street campus

Macleay College
Level 2, 28 Foveaux Street
Surry Hills NSW 2010

Telephone: +612 9267 3311
Facsimile: +612 9264 8252
Email: study@macleay.edu.au
Website: www.macleay.edu.au

Melbourne, Brady Street campus

Macleay College
55 Brady Street
South Melbourne VIC 3205

Telephone: +613 9281 8891
Facsimile: +612 9281 8899
Email: study@macleay.edu.au
Website: www.macleay.edu.au

International students currently studying at or who have graduated from Macleay College have come from Brazil, China, Colombia, Fiji, France, Germany, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Luxembourg, New Zealand, Papua New Guinea, Poland, Russia, Singapore, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, the Netherlands, the Philippines, the United Kingdom, the USA, Vanuatu and Vietnam. Our courses are internationally recognised in all countries in which Australian educational credentials are recognised. All of our international students have been able to find work in their country of origin.

When studying at Macleay College, international students receive

- Internationally recognised qualifications
- Language and study support
- Small classes
- Access to full-time student support services
- High quality campus facilities
- Easy access to public transport routes
## Academic Calendar for 2014

### 2014 Trimester 1 (T114)

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Day</td>
<td>18 January</td>
</tr>
<tr>
<td>O Week</td>
<td>28-31 January</td>
</tr>
<tr>
<td>Teaching Period</td>
<td>3 February to 25 April</td>
</tr>
<tr>
<td>Census Date</td>
<td>21 February</td>
</tr>
<tr>
<td>Exam Period</td>
<td>28 April to 4 May</td>
</tr>
<tr>
<td>Public Holidays</td>
<td>Labour Day (Victoria)</td>
</tr>
<tr>
<td></td>
<td>Good Friday</td>
</tr>
<tr>
<td></td>
<td>Easter Monday</td>
</tr>
<tr>
<td></td>
<td>Anzac Day</td>
</tr>
<tr>
<td>Inter-Trimester Break</td>
<td>5 May to 25 May</td>
</tr>
</tbody>
</table>

### 2014 Trimester 2 (T214)

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>O Week</td>
<td>19-21 May</td>
</tr>
<tr>
<td>Teaching Period</td>
<td>26 May to 15 August</td>
</tr>
<tr>
<td>Census Date</td>
<td>13 June</td>
</tr>
<tr>
<td>Exam Period</td>
<td>18 August to 24 August</td>
</tr>
<tr>
<td>Open Day</td>
<td>23 August</td>
</tr>
<tr>
<td>Public Holidays</td>
<td>Queen’s Birthday</td>
</tr>
<tr>
<td></td>
<td>9 June 2013</td>
</tr>
<tr>
<td>Inter-Trimester Break</td>
<td>25 August to 14 September</td>
</tr>
</tbody>
</table>

### 2014 Trimester 3 (T314)

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>O Week</td>
<td>8-19 September</td>
</tr>
<tr>
<td>Teaching Period</td>
<td>15 September to 5 December</td>
</tr>
<tr>
<td>Census Date</td>
<td>3 October</td>
</tr>
<tr>
<td>Exam Period</td>
<td>8 December to 14 December</td>
</tr>
<tr>
<td>Public Holidays</td>
<td>Labour Day (NSW)</td>
</tr>
<tr>
<td></td>
<td>Melbourne Cup (Victoria)</td>
</tr>
<tr>
<td></td>
<td>6 October</td>
</tr>
<tr>
<td></td>
<td>4 November</td>
</tr>
</tbody>
</table>
## Academic Calendar for 2015

<table>
<thead>
<tr>
<th></th>
<th>2015 Trimester 1 (T115)</th>
<th>2015 Trimester 2 (T215)</th>
<th>2015 Trimester 3 (T315)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Open Day</strong></td>
<td>17 January</td>
<td>25-29 May</td>
<td>14-18 September</td>
</tr>
<tr>
<td><strong>O Week</strong></td>
<td>2-6 February</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Teaching Period</strong></td>
<td>2 February to 3 May</td>
<td>25 May to 16 August</td>
<td>14 September to 13 December</td>
</tr>
<tr>
<td><strong>Census Date</strong></td>
<td>20 February</td>
<td>12 June</td>
<td>2 October</td>
</tr>
<tr>
<td><strong>Exam Period</strong></td>
<td>27 April to 3 May</td>
<td>17 August to 23 August</td>
<td>7 December to 13 December</td>
</tr>
<tr>
<td><strong>Public Holidays</strong></td>
<td>Labour Day (Victoria) 9 March</td>
<td>Queen’s Birthday 8 June 2013</td>
<td>Labour Day (NSW) 5 October</td>
</tr>
<tr>
<td></td>
<td>Good Friday 3 April</td>
<td></td>
<td>Melbourne Cup (Victoria) 3 November</td>
</tr>
<tr>
<td></td>
<td>Easter Monday 6 April</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Anzac Day 25 April</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Inter-Trimester Break</strong></td>
<td>4 May to 24 May</td>
<td>24 August to 13 September</td>
<td></td>
</tr>
</tbody>
</table>
Access & Student ID Cards

All students who are enrolled at Macleay College will be issued with an ID card that provides:

- photographic identification
- access into the Student Zone on Ground Level
- access to Level 1 and 2 via lifts, lobby doors and internal stairs
- a facility for cashless photocopying and vending

Student ID cards cannot be issued until tuition fees have been paid.

Campus Facilities

Macleay College is situated in Surry Hills, a suburb in the Inner East of Sydney on the edge of the CBD, which attracts a lively and youthful community. The College conveniently situated near Central Station and Railway Square, a major railway and bus hub providing public transport connecting all areas of Metropolitan Sydney, Sydney Airport and NSW Regional Centres. In addition, there is medical centre, pharmacy, bank, computer shop, restaurants and post office all within a 2-15 minute walk of campus:

<table>
<thead>
<tr>
<th>Public Transport</th>
<th>Central Station (trains)</th>
<th>intersection of Foveaux and Elizabeth Streets</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Railway Square (bus)</td>
<td>George Street (southern end of Central Station)</td>
</tr>
<tr>
<td></td>
<td>Central Station (light rail)</td>
<td>Concourse Level of Central Station</td>
</tr>
<tr>
<td>Medical Centre</td>
<td>Surry Hills Medical Centre</td>
<td>569 Crown Street, Surry Hills NSW 2010</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Centennial Plaza Pharmacy</td>
<td>corner Foveaux and Elizabeth Streets, Surry Hills</td>
</tr>
<tr>
<td>Hospital</td>
<td>St Vincent’s Public Hospital</td>
<td>Victoria Street, Darlinghurst</td>
</tr>
<tr>
<td>Bank &amp; ATM</td>
<td>Commonwealth Bank</td>
<td>corner Foveaux and Elizabeth Streets, Surry Hills</td>
</tr>
<tr>
<td></td>
<td>National Australia Bank</td>
<td>134 Liverpool Street, Sydney</td>
</tr>
<tr>
<td></td>
<td>Westpac</td>
<td>671-675 George Street, Sydney</td>
</tr>
<tr>
<td></td>
<td>HSBC</td>
<td>570 George Street, Sydney</td>
</tr>
<tr>
<td>Post Office</td>
<td>Australia Post</td>
<td>Sydney Central, Shop 13, 477 Pitt Street, Sydney</td>
</tr>
<tr>
<td></td>
<td></td>
<td>World Square, Liverpool Street, Sydney</td>
</tr>
</tbody>
</table>

Students enrolling in Macleay College courses will find a purpose-built learning environment with the latest in technology, a TV studio, a radio studio, and access to online resources. We expect the best from our students, and we provide the learning environment to help them achieve it. The campus is open to students from 8.00am to 6.00pm every Monday, Wednesday and Friday, and from 8.00am to 9.30pm every Tuesday and Thursday.

- **Ground Level**

  The Student Zone is on this level and is accessible during Macleay College business hours. Its facilities include:

  → **Kitchen** with vending machines, hot and cold filtered water, café tables and chairs
  → **Break Out Area** with a long table and chairs, café tables, ottomans and Wi-Fi
  → **Quiet Zone** with lounges, coffee tables, chill out space and Wi-Fi
  → **Study Area** that has workstations, computers, Wi-Fi and cabled access
  → **Student Services Desk** where members of the Student Services team are here to help you - Registrar, IT, Student Advisor and Student Services Administrators - check the schedule to book a time or just drop in for a chat.
Level One

This level is the home of the Macleay College newsroom (newsroom.macleay.net), a fully functioning public facing multimedia newsroom with a TV studio and radio production suite. Classrooms are also on this level, as well as radio and digital production studios and a facilities area with a colour photocopier. All classrooms have lecterns, whiteboards, WiFi and projection facilities. State of the art computer labs for Macs or PCs are available here, and are accessible outside normal class times.

Level Two

The Student Services team is located on Level 2, and can assist you with equipment and room bookings, student advice, and general student services.

A 70-seat lecture theatre is also located on this level, as is the television studio.

Please remember that you are responsible as an individual for the equipment you use during any session at the college. Be careful and respectful around the equipment, and please report any faults or maintenance issues that you either cause or notice. Access to the equipment at Macleay College is part of your studies, and we ask that you show respect in how you use it and in consideration of others. Any student found deliberately acting in an inappropriate manner around the facilities and equipment will have their access suspended and/or enrolment reviewed.

Conditions of a Student Visa

Students must comply with their visa conditions in order to retain their visa. For example, a student may be reported to the Department of Immigration and Border Protection (DIBP) and their visa cancelled where a student:

- Fails to provide the College with their current address or change of address
- Takes a leave of absence without College approval
- Fails to meet course requirements, including attendance
- Has unsatisfactory academic performance, including attendance
- Works without permission, or above the maximum number of hours permitted on a student visa
- Doesn’t maintain Overseas Student Health Cover (OSHC)

Information is collected from your application form and during your enrolment in order to meet our obligations under the ESOS Act 2000 and the National Code 2007, and to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2001 and the National Code 2007. This information can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, this information can be disclosed without your consent where authorised or required by law.

We remind you that you are required to provide the College with your Australian residential address and telephone numbers. When you change address or update your personal details, a Change of Your Details Form the Student Resources section of our website at http://www.macleay.edu.au/current-students/student-resources (pages: Current Students > Student Resources > Administration).

Language Support

Macleay College provides language support services to all students free of charge. Language Support is provided by individual appointment as student needs are identified. Students can also request appointments. Language Support includes:

- Assistance with English language
- Assistance with undertaking research and associated assessment tasks
- Homework support
Course Progress & Attendance

Macleay College records and monitors the academic progress of all students to assist them towards the successful completion of their course and, where necessary, directs them to the appropriate source of personal and/or academic assistance. Attendance at all classes, lectures, tutorials and workshops must be regular and punctual. Holidays, part-time employment and personal appointments should be arranged so that attendance is not affected. Students are expected to provide appropriate documentation to explain all absences from classes.

A class roll will be organised for each class (lecture, tutorial or workshop). The lecturer or tutor will make the class roll available at the commencement of the class and it is the student’s responsibility to sign the roll next to their name on arrival to confirm their attendance, not the lecturer or tutor. Lecturers and tutors will not chase students for signature and students who have not signed the roll will be marked as absent. At the end of the class, the lecturer or tutor will complete the number of hours that each student attended the class to verify attendance and signs-off on the roll for entry into the student management system for each student. This becomes a student’s record of attendance.

In serious cases of absenteeism an academic penalty will be applied, if a student has unexplained and undocumented absences and misses more than four (4) classes they will incur a 10% reduction in their marks, if the student miss (6) six classes then they will incur a 25% reduction in their overall marks. Failure to attend an assessment or failure to submit by a due date must have an assessment consequence, the most serious being a grade of Fail. Where the professional demands of a discipline require the absolute meeting of a deadline then it is acceptable to impose a ‘no-tolerance’ approach to an assessment deadline. An example of this circumstance is submission of news copy. Where failure to attend impedes group work then it is permissible to exclude a student. Exclusion will result in a grade of Fail for the group assessment.

Students are expected to provide appropriate documentation to explain all absences from classes:

a) Students unable to attend a timetabled class due to illness will be required to submit an Absence from Class or Assessment Form and medical certificate duly completed by a registered medical practitioner to the Registrar within seven days of the missed class or exam. An Absence from Class or Assessment Form can be downloaded from the Student Resources section of our website section of our website at http://www.macleay.edu.au/current-students/student-resources (pages: Current Students > Student Resources > Administration). The completed form and medical certificate should then be submitted to the Registrar.

b) Students unable to submit an assessment or sit an exam due to compassionate or compelling circumstances, ie circumstances of serious illness or misadventure beyond their control, may be eligible for special consideration. An Application for Special Consideration Form, with the appropriate supporting documentation attached, must be lodged with the Office of the Registrar within three working days of the missed assessment or exam. An Application for Special Consideration can be downloaded via the Student Resources section of the college website at http://www.macleay.edu.au/current-students/student-resources.

More detailed information about the college five-step system to address absenteeism is outlined in the college Attendance & Participation Policy provided at Policy Annexure N of the Student Handbook. This policy should be read in conjunction with the Special Consideration Policy provided at Policy Annexure K of the Student Handbook.

In accordance with Standards 9 and 10 of the National Code 2007, international students are required to achieve satisfactory academic progress during each trimester in order to successfully complete their course of study within the expected duration as specified in their Confirmation of Enrolment (CoE) and the conditions of their student visa issued by the DIBP.

Course progress is monitored, recorded and assessed throughout the trimester and as part of the formal moderation of results at the end of each trimester. A series of alert letters will be issued and an intervention strategy implemented if academic progress begins to decline, escalating to the college issuing a notice of intention to report where an international student is failing or not deemed competent in 50% of their units of study within the trimester. International students who do not achieve satisfactory academic progression in two consecutive trimesters will be advised of Macleay College’s intention to report the breach to the Secretary of DIBP via PRISMS, which may result in the cancellation of their student visa.

International students should refer to the college Monitoring Academic Progression and Course Completion in Expected Period policies at Policy Annexures C and D respectively of this guide for more information on the requirements of their visa to study at Macleay College.
Grievance & Appeals Process

All current and prospective students of Macleay College’s accredited courses are entitled to raise a concern or grievance relating to a non-academic matter. All students of Macleay College’s accredited courses are entitled to raise a concern or grievance relating to an academic matter and/or have an academic decision reviewed.

Macleay College believes that all concerns or grievances should be resolved promptly, seriously, with strict confidentiality and professionalism, and a minimum level of formal procedure.

The college framework for dealing with grievance matters is broken down into four stages of resolution designed to process and determine complaints, grievances and appeals in a timely manner, with fairness and protection for all parties concerned:

Stage 1: Informal approach to the person directly involved
Stage 2: Lodging a formal grievance with the Office of the Registrar
Stage 3: Lodging an internal appeal to the Appeals Committee
Stage 4: Making an external appeal to an External Reviewer

Complainants are encouraged to seek to the resolution informally with the person(s) directly involved (Stage 1) before initiating a formal grievance resolution under Stage 2.

During the grievance process, a student’s enrolment status will be maintained and the student must continue their studies for the duration of the process, except where their health or safety is potentially at risk or the matter poses a health or safety risk to others.

Where the Complainant or Appellant is an international student and their grievance or appeal relates to not meeting course progression requirements or not finishing their course of study in the reported duration, the student will be notified in writing of the intention of Macleay College to report this to the Department of Education via PRISMS which may result in the Department of Immigration and Border Protection cancelling their student visa. In this event, the student will be advised they have twenty working days to access the grievance and appeals process.

As per the college grievance policy, students should informally discuss their concern with their Program Leader. Where the informal approach is not appropriate, or the student wishes to take the matter further, the matter may be escalated to the formal grievance stage by lodging a ‘Formal Grievance Form’. A ‘Formal Grievance Form’ can be downloaded from the Student Resources section of the college website at Current Students>Student Resources>Absence & Appeals) and the completed application lodged with the Office of the Registrar.

For more information on the dispute resolution process at Macleay College, please refer to the college Grievance & Appeals Policy for Academic Matters at Policy Annexure F and the Grievance & Appeals Policy for Non-Academic Matters at Policy Annexure G of the Student Handbook.

If you wish to lodge an external appeal or complain about a decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

The complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
Deferral, Suspension or Cancellation of Enrolment

Under the National Code 2007, students may only defer or suspend their studies (including taking leave of absence) or cancel their enrolment through formal agreement with Macleay College and on the grounds of compassionate or compelling circumstances.

The college has policies and procedures which guide the application by international students for the deferment, cancellation or voluntary suspension of their course of study at Macleay, and how applications are assessed and processed. DIBP also have rules under which they will agree to vary a student’s visa for the purpose of deferring course commencement or suspending enrolment for a leave of absence. The DIBP imposed conditions are very limited and Macleay College must abide by these rules when assessing an international student’s application for leave in accordance with Standard 13 of the National Code 2007, and are also guided by Standards 7, 9 and 10.

The deferral, suspension and cancellation of the enrolment of an international student may impact the visa as issued by DIBP. An international student who is considering deferring, suspending or cancelling their enrolment at Macleay College should seek further information from DIBP on the implications of such a decision on their student visas via their website www.immi.gov.au or telephone 131 881. Macleay College will report the deferral, suspension or cancellation of enrolment to the Secretary via PRISMS in accordance with Standard 13.3 of the National Code 2007.

International students considering deferring, suspending or cancelling their enrolment at Macleay College should refer to the Deferrment, Suspension & Cancellation of Enrolment Policy at Policy Annexure D of this guide for information on how to make an application and how Macleay will assess such applications.

All students enrolled in a course of study at Macleay College are expected to act with honesty and integrity and are bound by the college Misconduct Policy which is provided at Policy Annexure M of the Student Handbook. Macleay College will suspend (or cancel) a student’s enrolment in the event of misconduct, which could include but not be limited to:

- Failure to meet course requirements and attendance
- Student misbehaviour
- Non-payment of tuition fees

Where the cancellation or suspension is initiated by Macleay College, the college will notify the student in writing of its intention to suspend or cancel the enrolment which may affect their student visa. The student will then be provided with 20 working days to access the internal Grievance and Appeals process. The suspension or cancellation of enrolment will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. At the completion of the appeal period or appeal process, whichever is applicable, Macleay College will notify the Secretary via PRISMS within five working days as required under the ESOS Act.

Transferring to another Higher Education Provider

An international student wishing to transfer from Macleay College to another CRICOS registered provider, prior to having completed six months of their course of study at Macleay College, must submit an ‘Application for a Letter of Release’ with the following supporting documentation:

a) a certified copy of their student visa; and
b) a copy of the letter of offer from the registered provider to which they wish to transfer

Macleay College will only consider an application complete if it has been signed and the above documentation attached. Macleay College will assess and respond to all completed applications within ten working days. An international student should not accept an offer to enrol in a course of study with another provider unless Macleay College has agreed to issue a Letter of Release. To do so will be in breach of the visa conditions in accordance with Standard 7 of the National Code 2007.

International students considering transferring to another provider should refer to the International Student Transfer between Registered Providers Policy at Policy Annexure F of this guide for information on how to make an application and how Macleay College will assess such applications.
Graduation

Macleay College conducts a formal graduation ceremony for students each year, usually in April. Staff, students, parents and friends are invited to the official ceremony, which normally attracts about 500 people. As well as the presentation to the graduands, the Graduation Ceremony includes an address by a distinguished guest speaker. Full details about graduation are sent to graduating students early in the year.

School Aged Dependants

Students are advised that any school aged dependants accompanying them will be required to pay full fees if they are enrolled in either a government or non-government school.

Student Advisors & Pastoral Care

Macleay College’s educational philosophy is to provide personal attention to students. This includes the ability for students to access free welfare related support services to assist with academic, social or personal issues that may arise during their study including course progress and attendance requirements and accommodation issues. Program Leaders are available to provide confidential and free advice to all students from diverse cultural backgrounds. Your Program Leader can give you individual support, act as a mediator when appropriate and assist in the event of a personal crisis or emergency. There may be times when you need support or advice about your social environment, personal relationships, academic studies including your rights and obligations, time management, employment, or finance. Speaking with your Program Leader may help you gain perspective and clarity on a particular issue and helps you explore the options more clearly. Where a student requires professional advice, the Program Leader will refer the student o an appropriate professional counsellor. Macleay College does not charge for this referral.

Students wishing to speak with their Program Leader can arrange a personal appointment through the Academic Coordinator or Student Services by contacting the college on (02) 9267 3311. All information is strictly confidential and is not disclosed to another party except in the following circumstances: where a student has given permission to disclose information to another party; in exceptional circumstances where failure to disclose information would place you or another person at serious and imminent risk; or where we are required by law to disclose information.

Timetables

Timetables will be published in advance of each trimester and can be accessed via the Macleay College Student Portal (http://www.macleay.edu.au/current-students/student-resources). You will be given a timetable for your first trimester when your enrolment has been completed. The Exam Timetable will be published in Week 8 and the next trimester’s timetable will be published in Week 11 in the Student Portal at http://www.macleay.edu.au/current-students/student-resources.

Internships

Students at Macleay College have the opportunity to enhance their industry education by undertaking an internship. The purpose of internship is to enhance knowledge of the related industry/course workplace, expose students to industry practices and procedures, and provide feedback from the workplace on the participant’s employability skills. The College will assist with placements of students where. For more detail please refer to the Internship Handbook on the college website.

Industry placement must be completed within the expected course duration of your course of study to ensure compliance with visa conditions.
Living in Australia

Cost of Living

As a requirement of the student visa application, international students are required to demonstrate and/or declare that they have genuine access to sufficient funds to cover the cost of living while in Australia. At 1 July 2012, international student visa applicants must provide evidence of funds for living of $18,610 per annum. For further details, please refer to the DIBP Student Visa Living Costs & Evidence of Funds.

The Study in Sydney, City of Sydney Community Support and International Students Living in NSW websites also provides information and advice about managing money, banking, financial aid and work opportunities which may assist with making decisions about living costs while studying at Macleay College.

Accommodation

Macleay College does not provide accommodation to students. However, we are able to provide information about sources of student accommodation and can recommend the following as a guide to finding short and long-term accommodation in Sydney.

1. Student Notice Board on the Student Zone
Displays ‘wanted to share’ or ‘accommodation available’ especially late January and early February. Or visit www.studyconnect.com/forums/ then scroll down to ‘Sydney Student Accommodation (NSW)’.

2. Homestay Network
This is a network of accommodation provided by host families in Sydney. For home stay options, visit www.ozhomestay.com.au; www.auzziefamilies.com; www.homestaynetwork.com.au or www.meridianhomestay.com.

3. Hostels & Boarding Houses
Hostels and boarding houses are listed in the Yellow Pages Online at www.yellowpages.com.au. Similar accommodation listings can be found under ‘Accommodation Available’ online through the Sydney Morning Herald at www.smh.com.au. Past students have found suitable short-term accommodation at the following hostels and boarding houses:

<table>
<thead>
<tr>
<th>Hostel</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arundel House</td>
<td><a href="http://www.arundelhouse.asn.au">www.arundelhouse.asn.au</a></td>
</tr>
<tr>
<td>St Barnabas Terraces</td>
<td><a href="http://www.terraces.com.au">www.terraces.com.au</a></td>
</tr>
<tr>
<td>YHA – Sydney Central</td>
<td><a href="http://www.yha.com.au">www.yha.com.au</a></td>
</tr>
<tr>
<td>YWCA</td>
<td><a href="http://www.yhotel.com.au">www.yhotel.com.au</a></td>
</tr>
<tr>
<td>Unilodge Sydney</td>
<td><a href="http://www.unilodge.com.au">www.unilodge.com.au</a></td>
</tr>
<tr>
<td>Get a Room</td>
<td><a href="http://www.getaroom.com.au">www.getaroom.com.au</a></td>
</tr>
</tbody>
</table>

4. Flats, Units & Houses
The ‘Properties to Let’ and ‘Share Accommodation’ sections of the Sydney Morning Herald (www.smh.com.au) have comprehensive listings for flats, units and houses for rent. It is also advisable to contact real estate agents in preferred suburbs. A couple of good real estate websites are www.domain.com.au and www.realestate.com.au.

5. Share Accommodation

NSW has well defined tenancy laws that support the rights of landlords and tenants. For more information go the NSW Fair Trading website at http://www.fairtrading.nsw.gov.au/Tenants_and_home_owners.html. If you are experiencing a problem with your landlord, call NSW Fair Trading on 13 32 20 (or 13 14 50 for language assistance).
Consulates in Australia

For information and assistance from your country’s representative in Australia:

Telephone +61 2 6261 1111
Website protocol.dfat.gov.au/Consulate/list.rails

The website link above lists the contact details for all embassies in Australia.

Consumer Protection and Your Rights

A competitive environment exists in Sydney for the provision of goods and services. It is advantageous to compare prices and shop around before you buy. If you have any consumer related complaints, the following bodies can assist to resolve the dispute:

- **NSW Fair Trading**
  NSW Fair Trading resolves disputes between tenants, landlords, traders and consumers. Visit their website or contact them on 13 32 20 (or for language assistance call 13 14 50). They also produce a consumer guide for international students which can be accessed at Consumer Guide for International Students.

- **Consumer Trader & Tenancy Tribunal**
  The NSW Civil & Administrative Tribunal resolves disputes between tenants, landlords, traders and consumers. You can contact them on +612 9660 2044.

- **Ombudsman NSW**
  If you think that you have not received fair treatment from a New South Wales Government agencies or their employees, you can lodge a complaint with the NSW Ombudsman - visit their website or call 1800 451 524 toll free within Australia (or +612 9286 1000 outside Australia).

- **Fair Work Ombudsman**
  If you have issues with your workplace, visit the Fair Work Ombudsman website or call the Fair Work Info Line on 13 13 94 (toll free within Australia) or + 612 6141 1387 (outside Australia).

- **Anti-Discrimination Board of NSW**
  If you have been discriminated against or vilified, visit the Anti-Discrimination Board of NSW website or call on +612 9268 5544.

- **Australian Human Rights Commission**
  If you have been discriminated against or vilified, visit the Australian Human Rights Commission website or call 1300 369 711 (toll free within Australia) or +612 9284 9600 (outside Australia).

Legal Matters

If you require legal support, Legal Aid NSW have lawyers who can talk to you about how the law applies to your legal problem - visit their website and click on the ‘Get Legal Help’ bar or call 1300 888 529.

You can also visit the Law Access NSW website where they provide information that may help you decide if you need professional legal advice. LawAccess NSW Hotline is also a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW. The Law Access Hotline number is 1300 888 529 (or +612 8833 3190 outside Australia). If you require an interpreter, call the Translating and Interpreting Service (TIS) on 131 450 and ask for LawAccess NSW.
Emergency & Police Assistance

In Australia, the emergency number is 000 (Triple Zero) and is to be used in the following situations:

1. Is someone seriously injured or in need of urgent medical help?
2. Is your life or property being threatened?
3. Have you just witnessed a serious accident or crime?

If the answer is YES, call Triple Zero (000). Triple Zero calls are free.

When you call Triple Zero (000):

a. Do you want Police, Fire or Ambulance?
b. Stay calm, don't shout, speak slowly and clearly
c. Tell us exactly where to come. Give an address or location

It is important to only use the emergency 000 number for genuine emergencies. For Police Assistance, please use the following numbers as appropriate:

<table>
<thead>
<tr>
<th>To Report a Crime</th>
<th>Crime Stoppers</th>
<th>1800 333 000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Emergency Matters</td>
<td>NSW Police Assistance Line</td>
<td>131 444</td>
</tr>
</tbody>
</table>

The role of the NSW Police Force is to reduce crime and improve community safety. When you call Crime Stoppers or the Police Assistance Line, you do not have to give any personal information if you do not wish to do so.

Weblinks:


Personal Safety Tips

A number of key stakeholders in Sydney and NSW, such as government, police, businesses and resident groups, work together to increase safety in the city through community awareness and education.

There is much information available but we provide links to download some fact sheets on how to protect yourself, your property and your vehicle

Weblinks:


Victims of Crime

The Victims Access Line provides 24 hour information, referral and support to victims of crime on telephone 1800 633 063 (or +61 8688 5511) and information can be found at their website [www.lawlink.nsw.gov.au/vs](http://www.lawlink.nsw.gov.au/vs).


For a more comprehensive list of emergency numbers and contact details, please see pages 25-27 of this Guide.
Employment

If you have been granted Permission to Work, there are restrictions on the number of hours you can work while studying at Macleay:

a. You cannot undertake work until you have commenced your course in Australia.

b. When your course has commenced you can work a maximum of 40 hours per fortnight during the trimester and unlimited hours when your course is not in session, for example during inter-trimester breaks.

Your working hours should meet your visa conditions and a part-time job must not interfere with your study course, as study is your number one priority. It is not designed to subsidise your course or living costs.

Students should also check the Department of Immigration & Border Protection website for more details including information on work entitlements for you and your dependent family members if you have permission to work. Use link above or copy www.immi.gov.au/students/students/working_while_studying/conditions.htm to your internet browser.

You may also wish to refer to the Fairwork Ombudsman for information about your workplace rights.

Students can apply to the Department for permission to work in Australia once their course has started. To work in Australia, you will require a Tax File Number (TFN). For information on how to obtain a TFN, visit the Australian Taxation Office website or call 13 28 61.

Employment opportunities are widely publicised through newspapers and websites such as Seek or Career One. If you are interested in volunteering, visit NSW Centre for Volunteering to find and register for volunteering opportunities in and around Sydney.

Health Insurance and Health Services

The health care system in Australia initially may appear quite complex. As an overseas student you are required by the DIBP to have health insurance at all times while on a student visa – Overseas Students Health Cover. There are five providers of Overseas Student Health Cover in Australia. They are:

- Australian Health Management; www.ahm.com.au
- BUPA Australia; www.bupa.com.au/health-insurance/cover/oshc
- Medibank Private; www.medibank.com.au
- OSHC Worldcare; www.oshcworldcare.com.au
- NIB OSHC; www.nib.com.au

The facilities and services you have access to will depend on the health insurance provider you choose for your Overseas Students Health Cover (OSHC). OSHC covers you for certain medical costs if you need to visit a doctor or go to hospital whilst you are studying in Australia. Macleay College’s preferred provider is Medibank Private. If you want to find information on general treatment cover with any Australian private health insurer, visit www.privatehealth.gov.au or www.iselect.com.au.

If you visit a doctor, although you have private health insurance, you may not be refunded the full fee. Some doctors charge more than the basic scheduled fee recommended by the Government. Normally you will get back 85% of this fee from the health fund. Always ask before making an appointment whether that medical practice charges the scheduled fee or bulk bills ie. bills your medical fund direct. Doctors and medical practices, locations and telephone numbers can be found in the Yellow Pages Online at www.yellowpages.com.au.

Each public hospital has a 24-hour Emergency Department where you can seek help after hours and during weekends. Expect to wait a long time to see a doctor at a public hospital except in the case of an emergency. Your health insurance covers the total cost of your stay and treatment in a shared ward at a public hospital. Private hospitals are very expensive for treatment and accommodation. Your health insurance will cover some of the cost of a private hospital, but you will have to pay the difference. Hospital names, locations and telephone numbers can be found in the Yellow Pages at www.yellowpages.com.au.

The Private Health Insurance Ombudsman (PHIO) deals with complaints from the private health sector. Call 1800 640 695 or visit www.phio.org.au to find out more.
Motor Vehicle Registration in NSW

To register a motor vehicle in NSW, the car must have CTP Insurance (Green Slip). CTP Insurance is a compulsory third party personal injury insurance required for each motor vehicle before registration can be completed.

The NSW Motor Accident Association (http://www.maa.nsw.gov.au/ or telephone 1300 137 600) website provides fact sheets on CTP Green Slip Insurance as well as an online tool to obtain quotes.

Opening a Bank Account

For students wishing to open a bank account, a good starting point is the Australian Bankers Association website which lists the banks at http://www.bankers.asn.au/About-Us/Members.

Religious Places of Worship

Sydney is a multi-faith society where most religions of the world are practiced. All faiths have places of worship and they can be easily located on the internet.

Translating & Interpreting (TIS) National

If you require interpreting and translating services, visit www.crc.nsw.gov.au and click on ‘Interpreting and Translation” or call 1300 651 500.

To use an interpreter over the phone, contact TIS National on 131 450.

Transport & Getting Around Sydney

Street Maps

There are a number of online maps which will give directions from your location:

<table>
<thead>
<tr>
<th>Service</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Maps</td>
<td><a href="http://www.maps.google.com.au">www.maps.google.com.au</a></td>
</tr>
<tr>
<td>Whereis</td>
<td><a href="http://www.whereis.com">www.whereis.com</a></td>
</tr>
<tr>
<td>Street Directory</td>
<td><a href="http://www.street-directory.com.au">www.street-directory.com.au</a></td>
</tr>
</tbody>
</table>

Public Transport Timetables

<table>
<thead>
<tr>
<th>Service</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW Transport Info</td>
<td><a href="http://www.131500.com.au">www.131500.com.au</a></td>
</tr>
</tbody>
</table>

International students are not entitled to student transport concessions in NSW however international students may be eligible to pay less for train, bus, ferry or light rail travel using reduced price MyMulti 2 and MyMulti 3 tickets. Reduced price MyMulti 2 and 3 tickets can be used just like regular MyMulti tickets for travel on public transport in Greater Sydney, the Hunter and the Illawarra. For more information, visit http://www.transportnsw.info/international-students
ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007.

Protection for Overseas Students

As an overseas student on a student visa, students must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au/. CRICOS registration guarantees that the course and the education provider at which the student studies meets the high standards necessary for overseas students. Please check carefully that the details of the course – including its location – match the information on CRICOS.

Student Rights

The ESOS framework protects student rights, including the right to:

- receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from the provider and the provider’s agent.
- sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. Students should keep a copy of the written agreement.
- get the education you paid for. The ESOS framework includes consumer protection that will allow students to receive a refund or to be placed in another course if the provider is unable to teach the student’s course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information students have a right to know and services that must be offered, including:

- orientation and access to support services to help students study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if students can apply for course credit
- when a student’s enrolment can be deferred, suspended or cancelled
- what the provider’s requirements are for satisfactory progress in the courses students study and what support is available if students are not progressing well
- if attendance will be monitored, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study. If students want to transfer beforehand, they need the provider’s permission.

Student Responsibilities

As an overseas student on a student visa, students have responsibilities to:

- satisfy student visa conditions
- maintain Overseas Student Health Cover (OSHC) for the period of stay
- meet the terms of the written agreement with the education provider
- inform Macleay College of any change your address within seven days
- maintain satisfactory course progress
- if attendance is recorded for the student’s course, follow the provider’s attendance policy

Contact Details

For ESOS rights and responsibilities


ESOS Helpline: 1300 615 262
Email: aei@innovation.gov.au

The Department of Immigration and Border Protection (DIBP) for visa matters

Web: www.immi.gov.au
Phone: 131 881 in Australia
Emergency Numbers & Contact Details

Emergency Numbers

POLICE  000
AMBULANCE  000
FIRE  000

Abortion, Pregnancy & Grief Counselling

The National Pregnancy Support Helpline  
www.australia.gov.au/pregnancyhelpline
1800 88 24 36

Crisis Centre, Wayside Chapel  
www.thewaysidechapel.com
+612 9518 9100

Salvation Army Care Line  
http://salvos.org.au/
1300 36 36 22

Lifeline  
13 11 14

Victims Support Line  
1800 633 063 (Toll Free or +612 8688 5511)

Alcohol & Drug Information

Alcohol and Drug Information Service  
1800 422 599 (Toll Free or +612 9361 8000)

Alcoholics Anonymous  
http://www.aa.org.au/
1300 22 22 22

Narcotics Anonymous  
http://www.na.org.au
+612 9519 6200

Australian Search & Rescue

Australian Search and Rescue  
www.amsa.gov.au
+612 6279 5000
1800 641 792 (Toll Free or +61 2 6230 6811)
1800 815 257 (Toll Free or +61 2 6230 6899)

Child Protection

DOCS Helpline  
132 111

Child Abuse Prevention Service  
www.childabuseprevention.com.au
1800 688 009 (Toll Free or +612 9716 8000)
Consulates in Australia

To speak to your country’s representative in Australia protocol.dfat.gov.au/Consulate/list.rails or +61 2 6261 1111

Counselling

Crisis Centre, Wayside Chapel www.thewaysidechapel.com +612 9518 9100


Gay and Lesbian Counselling Line www.glcsnsw.org.au +612 8594 9596


Domestic Violence


Eastern and Central Sexual Assault Services http://www.sswahs.nsw.gov.au/services/CommunityHealth/ecsas/default.htm +612 9515 9040 (After Hours +612 9515 6111)


Rape Crisis Centre www.nswrapecrisis.com.au 1800 424 017

Gambling Addiction


Gambling Help Online http://www.gamblinghelponline.org.au 1800 858 858
Interpreting Services

Interpreting Services (TIS National)  
☎ 13 14 50

Legal Services

LawAccess NSW Legal Help Line  
☎ www.lawaccess.nsw.gov.au  
☎ 1300 888 529

Poisons Information Centre

Poisons Information Centre  
☎ 13 11 26

Quitline (Smoking)

Quitline  
☎ 13 78 48
Admissions Policy for International Students

Purpose
This policy establishes the principles and processes by which Macleay College will assess applications to study at Macleay College in accordance with college rules, the TEQSA Threshold Standards, the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

Scope
This policy applies to all international students who seek admission to a course of study at Macleay College. This policy also applies to college staff when assessing and processing international student enrolment applications.

Related Policies
This policy should be read in conjunction with the following college policies:

- Recognition of Prior Learning for Admission & Course Credit
- Grievance & Appeals Policy

All college policies referenced in this document can be found in the Macleay College Student Handbook and the Student Resources section of the International Students webpage.

A. International Students Admissions Policy

CRICOS Provider Number 00899G Macleay College Pty Limited

Macleay College has the capacity to host 50 international students. With relevant CRICOS accreditation in place it is our objective to increase our number of international enrolments each year until we have optimised the permitted quota. Macleay College subscribes to the TPS (Tuition Protection Service) and to the prescribed national standards.

International students will only be accepted into a course of study at Macleay College if they meet the minimum admission criteria (see section titled Criteria for Admission), and enrolment will only be finalised when the student is in possession of a valid student visa (see section titled Criteria for a Confirmation of Enrolment).

Course Offerings for International Students

The following accredited courses will be offered to International Students:

<table>
<thead>
<tr>
<th>Course of Study</th>
<th>CRICOS Code</th>
<th>Visa Sub-Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor of Business</td>
<td>080556A</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Bachelor of Journalism</td>
<td>080557M</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Diploma of Advertising</td>
<td>056023G</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Diploma of Business Management</td>
<td>061395D</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Diploma of Marketing</td>
<td>061396C</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Diploma of Accounting</td>
<td>061394E</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Diploma of Journalism</td>
<td>056025F</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Advanced Diploma of Communications</td>
<td>069748G</td>
<td>Higher Education (573)</td>
</tr>
</tbody>
</table>
Criteria for Admission

6. An international student applicant must be at least 18 years of age at the time of application.

7. The minimum entry requirement is the completion of the overseas equivalent to an Australian Senior Secondary Certificate, completed at the end of Year 12 in Australian secondary schools.

8. All applicants are required to complete the Macleay College “Application Form” and copies of academic transcripts should be included with this application.

9. An international student whose first language is not English should be able to speak and write English well. To be accepted for enrolment, an international student should produce evidence of English Language Proficiency at the following levels (or equivalent):

<table>
<thead>
<tr>
<th>Course</th>
<th>IELTS Band Score</th>
<th>Cambridge CAE Range</th>
<th>Pearson Academic Range</th>
<th>TOEFL iBT Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising</td>
<td>6.0</td>
<td>52-57</td>
<td>48-52</td>
<td>60-78</td>
</tr>
<tr>
<td>Business</td>
<td>6.0</td>
<td>52-57</td>
<td>48-52</td>
<td>60-78</td>
</tr>
<tr>
<td>Journalism</td>
<td>6.5</td>
<td>58-66</td>
<td>56-60</td>
<td>79-93</td>
</tr>
</tbody>
</table>

Applicants who do not meet the minimum English Proficiency Levels can take an intensive English course to gain the required level of proficiency. A list of the Macleay College recognised ELICOS providers can be found at the International Student page of the college website.

10. Applicants must also participate in a short interview to ensure the applicant clearly understands the nature of the program and the commitment they are making and that any questions are addressed. Where the applicant has not yet arrived in Australia, the interview can take place via Skype or telephone.

Successful applicants will receive a Letter of Offer and an International Student Acceptance Agreement, with references and links to the Student Handbook and International Student Guide, within two weeks of receipt of their application. The Letter of Offer will request return of the signed International Student Acceptance Agreement, payment of Initial Tuition Fee and evidence of Overseas Student Health Cover (OSHC). Macleay College will only issue a Confirmation of Enrolment (CoE) once these tasks have been completed (see Criteria 6-8 below). A CoE is required by the Department of Immigration & Border Protection (DIBP) before they will grant a visa to study in Australia.

Criteria for a Confirmation of Enrolment (CoE)

11. A signed International Student Acceptance Agreement, payment of the Initial Tuition Fee and evidence of OSHC must be received by the Registrar before they are able to issue a Confirmation of Enrolment (CoE) which is required for the application of a student visa with the DIBP.

12. Payment of the Tuition Fees for Trimester 1 (Initial Tuition Fee) is required prior to the processing of enrolment. Tuition fees for each subsequent trimester are due two weeks prior to the commencement of the trimester i.e. Trimester 2 fees are due two weeks before the Commencement Date for Trimester 2.

13. Australian Government regulations require all international students to have Overseas Students Health Cover (OSHC) for their period of time in Australia. A CoE will not be issued by Macleay until evidence is provided that Overseas Students Health Cover has been obtained.

Before enrolment is finalised by Macleay, all international students must be in possession of the appropriate student visa as issued by DIBP and have provided a copy to the Office of the Registrar for the student file.
Course Credit

Students can apply for course credit if they have suitable prior learning or experience. Where an application for course credit for a unit is successful, the student is exempt from attending and completing that particular unit in order to complete the qualification. International students should be aware that receiving course credit may affect the course cost, course duration and your student visa. If gaining course credit will affect the duration of your course, it will also affect the duration of your visa and these changes will be reported to DIBP via PRISMS. More detail on the course credit process is outlined in the Recognition of Prior Learning for Admission & Course Credit Policy which can be found in the Student Handbook.

B. International Student Admission Procedures

1. Application Form

Information for international students regarding their educational requirements for admission, available courses, dates, fees, overseas student health cover, recognition of prior learning, enrolment confirmation and refund policy can be found on the International Student section of the college website at About Macleay College> International Students section of our website.

International students can complete an application online using the Online Application Form accessible at https://www.macleay.edu.au/enrolment (from the Home Page of the college website).

2. Review and assessment of completed application form against admission criteria

   a) Confirm necessary supporting documentation is attached to the application form

   The submitted 'International Student Application Form' and any application for RPL or RPE is checked for completeness by the Marketing & Admissions Manager. All sections of the application are required to be completed and any RPL or RPE applications signed. It is the responsibility of the applicant to attach the following documentary evidence which is a compulsory requirement of international students when applying to study at Macleay:

   - Certified evidence of English proficiency or enrolment in a recognised ELICOS course
   - Certified evidence of previously attained qualifications
   - Evidence of experience

   The completed International Student Application Form is reviewed and assessed against the ‘Criteria for Admission’ by the Marketing & Admissions Manager. Application forms are not accepted without the appropriate supporting documentation.

   All attachments should be copies of originals as certified by a Justice of the Peace or an Registered International Education Agent. Any international documentation should be translated to English. Where original documentation is presented with the application, the Marketing & Admissions Manager will take copies of the documentation and witness them as being true copies of originals presented. The original documentation will be returned to the applicant.

   Application forms are not accepted without the appropriate supporting documentation.

   b) Academic qualifications and credentials are verified

   The minimum entry requirement is the completion of the overseas equivalent to an Australian Senior Secondary Certificate, completed at the end of Year 12 in Australian secondary schools.

   As part of the assessment process, academic qualifications and credentials must be verified using:

   - RTO & VET Qualifications - www.training.gov.au
   - International Baccalaureates - www.ibo.org/country/
   - International Qualifications - CEP Online database
c) Establish English Language Proficiency levels

All students must be sufficiently competent in the English language to participate effectively in their course of study and produce a certified copy of their English proficiency scores with their application. The English entry requirements must be met by all students prior to admission as outlined on page 2 of this policy document.

If the applicant cannot produce a satisfactory IELTS or equivalent score, or there are doubts about the English language skills to cope in the academic environment, the Marketing & Admissions Manager will pass the application to the respective Program Leader. The Program Leader will then assess the application and recommend the applicant to enrol in an English (ELICOS) course to achieve the minimum IELTS requirement of their chosen course of study.

d) Assessment of any applications for admission by RPL or RPE

- Application by RPL: Evidence for recognition of prior learning is reviewed

In accordance with the Recognition of Prior Learning for Admission or Course Credit Policy, and the procedures contained within, any applications for admission and course credit by RPL must be approved by the Program Leader. Where an application for admission to Macleay College is accompanied by an Application for RPL, both applications are to be forwarded to the respective Program Leader for assessment.

Once a decision is made by the Program Leader, both applications will be returned to the Marketing & Administrations Manager to continue with the process for admission at Step 3.

- Application by RPE: Evidence for prior work or life experience is reviewed

In accordance with the RPE section of this policy, and the procedures contained within, any applications for admission by RPE must be approved by the Program Leader. Where an application for admission to Macleay College is accompanied by an Application for RPE, both applications are to be forwarded to the respective Program Leader for assessment in accordance with Schedule A of this policy.

Once a decision is made by the Program Leader, both applications will be returned to the Marketing & Administrations Manager to continue with the process for admission at Step 3.

3. Participation in a short interview

Participation in a short informal interview is required by all international students to ensure the applicant clearly understands the nature of the program and the commitment they are making, that any questions are addressed.

The Marketing & Admissions Manager will contact the applicant to organise a mutually convenient time. Where the applicant has not yet arrived in Australia, the interview can take place via Skype or telephone.

4. Letter of Offer & International Student Acceptance Agreement

After review and assessment of the application form against admission criteria (including English proficiency or enrolment in an ELICOS course) and the successful completion of an audition, the Marketing & Admissions Manager will send a Letter of Offer, International Student Acceptance Agreement, with references and links to the Student Handbook and International Student Guide, within two weeks of receipt of their application.

The Letter of Offer will request return of the signed International Student Acceptance Agreement, payment of Trimester 1 tuition fees (Initial Tuition Fee) and evidence Overseas Student Health Cover. Macleay College will issue the Confirmation of Enrolment (CoE) once these items have been actioned and witnessed by the Registrar.
5. **Confirmation of Enrolment (CoE)**

The student will be issued a Confirmation of Enrolment (CoE) by the Registrar so that visa applications may commence, once the following actions have been received:

- returned a signed copy of the International Student Acceptance Agreement
- payment of the Initial Tuition Fee has been received by Macleay College
- evidence of the possession of Overseas Students Health Cover (OSHC)

They will also be referred to the Student Handbook and an International Student Guide again which includes information on homestay and medical services etc.

6. **Course Commencement**

Once the student visa is granted, the original visa should be presented to the Registrar for verification so that enrolment can be finalised.

Once a copy of the visa is provided to the Office of the Registrar, enrolment will be finalised and the student will receive confirmation of course commencement including a Student ID Number, timetable and details about Orientation Week.

7. **Track Student Progress & Default**

In accordance with the *National Code 2007*, the following international student defaults will be reported to the Secretary via PRISMS within five business days:

- Student payments are not forthcoming
- Student fails to arrive for their course

If Macleay College is unable to deliver the nominated program due unforeseen circumstances, the Secretary and the TPS Director will be notified via PRISMS within three business days.

Student data such as attendance and assessment results will be tracked and recorded in the Macleay College student management system to ensure completion within the expected duration (in accordance with Standard 9 of the *National Code 2007*) and satisfactory course progression (in accordance with Standard 10 of the *National Code 2007*)

**Conduct of Macleay Staff**

Staff must conduct themselves with integrity and honesty. All Macleay College communications must comply with Australian Law and all applicable education legislation especially those which regulate the treatment of students both domestic and international.
Course Credit for Recognition of Prior Learning Policy

Purpose
This policy establishes the principles and processes by which Macleay College will assess applications for course credit to ensure compliance with the rules of Macleay, the TEQSA Threshold Standards 2012, the Education Services for Overseas Students (ESOS) Act 2000 and Standard 12 of the National Code 2007.

Scope
This policy applies to all domestic and international students and potential students who request course credit to towards a course of study at Macleay in recognition of prior learning for course(s) undertaken at another institution or as a Macleay diploma graduate. This policy also applies to college staff who assess and process course credit requests.

Related Policies
This policy should be read in conjunction with the following college policies:

- Monitoring Academic Progression
- Admissions Policies for Domestic and International Students
- Grievance & Appeals Policy

All college policies referenced in this document can be found in the Macleay College Student Handbook.

Definition of Key Terms

"Advanced Standing" means a grade applied for the recognition of previous learning or study that can be credited towards a qualification which may reduce the number of units required to complete a course of study at Macleay

"Articulation" means progression from a diploma award at Macleay College into the corresponding Macleay College bachelor degree award course of study via the college defined pathway

"Course Credit" means granting of the grade of Advanced Standing (AS) in a specific unit resulting in exemption from that unit of study

"Bachelor Degree" means an Australian Qualifications Framework Level 7 (AQF Level 7) accredited course of study

"Diploma" means an Australian Qualifications Framework Level 5 (AQF Level 5) accredited course of study

"Recognition of Prior Learning (RPL)" means the assessed equivalency of learning outcomes, teaching and study hours, and learning and assessment approaches against a course of study at Macleay for which course credit is granted

"Vocational Education & Training (VET)" means part of tertiary education and training which provides accredited training in job related and technical skills
Policy

Recognition of prior learning is an assessment process used to determine the extent to which a student has achieved the required learning outcomes of a unit of study to receive credit towards a course of study at Macleay. This may result in the granting of the grade of Advanced Standing (AS) in a specific unit and exemption from that unit in the following cases:

- to gain admission into a Macleay higher education award
- to receive credit towards a Macleay higher education award
- to articulate as a Macleay diploma graduate into the corresponding Macleay bachelor degree award course

Applicants must submit an application for course credit to the Office of the Registrar. The application will then be assessed by the respective Program Leader (or nominee) who will make a decision based on the documentation provided. Macleay will approve an application and grant recognition for prior learning under the following circumstances:

1. **For Admission** - completed VET courses up to Certificate IV

2. **For Credit** – previous relevant study with certified evidence of formal course-related study leading to a qualification including either:
   a. completed university subjects or courses
   b. completed VET subjects or courses at diploma or higher
   c. accredited diploma or higher

3. **For Relevant Industry Experience** (or courses undertaken outside a recognised tertiary institution) - the applicant must be able to substantiate sufficient, relevant and recent industry experience either:
   a. by presentation of a portfolio demonstrating that the industry experience undertaken meets the learning outcomes of the unit for which exemption is sought; or
   b. assessment by the Program Leader (or nominee) which successfully meets the learning outcomes of the unit for which an exemption has been sought.

- **Maximum exemption granted** for RPL
  The maximum number of units for which exemption may be granted is 50% of the total credit points for the course.

- **Course Credit & Implications for International Student Visas**
  Where course credit is granted as a result of an application for recognition of prior learning, the student is exempt from attending and completing that particular unit in order to complete the qualification. International students should be aware that receiving course credit for four or more units in recognition of prior learning may affect the course duration and therefore the length of their student visa.

  Where course credit will change the expected completion date and therefore shorten the expected duration of the course of study for an international student, Macleay will:
  a) adjust the course duration in the Confirmation of Enrolment (CoE) when course credit is granted at the time of admission i.e. prior to the issue of the student visa
  b) report the change in course duration to Department of Immigration & Border Protection (DIBP) via PRISMS in accordance with Standard 9 of the National Code 2007 when course credit is granted after admission and the original CoE
A. Application for course credit for admission to a Macleay course of study

Application for the recognition of prior learning for admission to Macleay College should be submitted with the Enrolment Application where possible. Failing this, application for course credit towards the enrolled Macleay higher education award should be made ten days prior to the trimester commencement date but no later than five working days before the Trimester Census Day by lodging an ‘Application for Course Credit in Recognition of Prior Learning’ form which can be downloaded from the Student Resources page of the college website. The application must attach the following supporting document in relation to the unit(s) for which exemption or credit is sought:

- Academic transcript(s) of previous courses of study including year completed and grades attained
- Unit outlines and/or course description including information on learning outcomes
- Proof of the number of hours of teaching and study

The supporting documentation should be attached to the completed form as either copies certified by a Justice of the Peace or presented as originals to the Office of the Registrar who will copy and witness the documents as true copies, returning the originals to the student. Any international documentation should be translated to English. Macleay will only consider an application complete and eligible for assessment when all sections of the form have been filled-in, the application form has been signed by the applicant and all supporting documentation is attached (‘completed application’).

Macleay will assess and respond to all completed applications within ten working days. The applicant will be advised of the decision in writing and the application and decision thereof will be kept on the student file. A longer time may be required during peak admission and enrolment times but the process will not exceed fifteen working days.

Where course credit is granted, the applicant must sign and return the notification letter to acknowledge their acceptance of any changes to their course enrolment and/or course duration as a result of the granted course credit(s).

Where course credit is denied, the applicant has the right to appeal the decision within twenty working days in accordance with the college Grievance & Appeals Policies. A student’s enrolment will be maintained for the duration of the internal appeals process and the student should continue to attend classes and submit assessments to ensure satisfactory course progression and completion of the course of study at Macleay within the expected timeframe. Failure to do so may incur academic and/or financial penalty and, for international students, result in a breach of the conditions of visa which Macleay will be required to report to DIBP in accordance with Standards 9 and 10 of the National Code 2007.

After Census Date in any given trimester, applications will only be considered for the following intake.

B. Application for course credit to articulate as a diploma graduate into the bachelor award course

Macleay diploma graduates, who have passed all twelve diploma units and have achieved a credit point average or better during their diploma study at Macleay, can articulate into the corresponding bachelor degree award course. For example, the Diploma of Journalism (H5JA) articulates into the Bachelor of Journalism (H7JA).

Applications for course credit to internally articulate to a bachelor degree award course can be made any time during the last trimester of the diploma course but no later than ten working days before the Commencement Date of the next bachelor degree intake by lodging an ‘Application for Course Credit in Recognition of Prior Learning’ form, which can be downloaded from the Student Resources page of the college website.

For applications lodged during the last trimester of diploma study, a decision will be made ten working days after the release of final results by the Standing & Moderation Committee. The applicant will be advised of the decision in writing by the Office of the Registrar.

After Commencement Date, applications will only be considered for the following bachelor degree intake.
Procedures

1. Submit an application to the Office of the Registrar

   Responsible: Applicant

   Applicants seeking course credit for recognition of prior learning should download an ‘Application for Course Credit in Recognition of Prior Learning’ form from the Student Resources page of the college website.

   All applications are required to be completed, signed and it is the responsibility of the student to attach the appropriate documentary evidence in support of their application as outlined in the Course Credit for Recognition of Prior Learning Policy. The completed application form and attachments should be submitted to the Office of the Registrar.

   Macleay College will only accept complete applications as eligible for assessment. Incomplete forms will be returned to the applicant.

2. Review and consideration of the completed application against assessment criteria

   e) Confirm application for completeness

      Responsible: Macleay (Office of the Registrar)

      The ‘Application for Course Credit in Recognition of Prior Learning’ form as submitted is checked for completeness by the Office of the Registrar. All sections of the application are required to be completed and the application signed. It is the responsibility of the student to attach the following documentation in relation to the unit(s) for which exemption or credit is sought:

      - Academic transcript(s) including year completed and grades attained
      - Unit outlines and/or course description including learning outcomes
      - Proof of the number of hours of teaching and study

      Any international documentation must be translated to English.

      All attachments should be copies of originals as certified by a Justice of the Peace. However if this is not possible, the original documentation can be presented with the application and the Office of the Registrar will take copies of the documentation and witness them as being true copies of originals presented. The original documentation will then be returned to the applicant.

      Application forms will not be accepted if incomplete, unsigned and/or without the appropriate supporting documentation. However Macleay diploma graduates seeking to articulate into a corresponding bachelor degree course do not need to attach supporting documentation or complete Part C of the application form.

      Macleay College will only accept complete applications as eligible for assessment and will sign the Lodgement Receipt and return front instructional sheet of the application form to the applicant as proof of submission. It is recommended that the student to take a copy of their completed application for their records before submitting to the Office of the Registrar. Macleay College is not responsible for taking or providing the applicant with a copy at the time of the completeness check.

   f) Assessment of the completed application

      Responsible: Macleay Program Leader (or nominee)

      After the check for completeness, the Office of the Registrar forwards the completed application to the respective Program Leader (or nominee) for assessment.

      The Program Leader (or nominee) undertakes a review of the application against the assessment criteria as outlined in the Course Credit for Recognition of Prior Learning Policy and makes a decision to grant or deny the application for course credit.
3. Advise assessment decision in writing

Responsible: Macleay Program Leader (or nominee) & Office of the Registrar

Following assessment, the Program Leader (or nominee) will advise the Office of the Registrar of its decision to grant or deny the application for course credit.

a) For applicants for course credit for admission to a Macleay College course of study, the Office of the Registrar will advise the applicant of the decision in writing within ten working days of the receipt of the completed application. A longer time may be required during peak admission and enrolment times but will not exceed fifteen working days.

b) For applicants for course credit for articulation to a corresponding bachelor degree award course, the Office of the Registrar will advise the applicant of the decision in writing within ten working days of the release of final results by the Standing & Moderation Committee.

Where an ‘Application for Course Credit in Recognition of Prior Learning’ is successful, Macleay will send the student an Approval of Course Credit Letter advising the decision, the course credit(s) to be applied and any implications to course progression and/or course duration as a result of the credit. The student must sign and return a copy of this letter authorising the application of the course credit(s) to their enrolment before a grade of Advanced Standing will be applied and the student management system updated accordingly.

Where an ‘Application for Course Credit in Recognition of Prior Learning’ is denied, Macleay will not grant course credit. The applicant will be sent a Refusal of Course Credit Letter outlining the reasons for decision and their rights to appeal the decision. Applicants wishing to make an appeal should refer to the college Grievance & Appeals Policies.

4. Respond to the notification of decision

Responsible: Applicant

a) The applicant accepts the college decision

Applicants who receive a written notification letter advising the decision to grant course credit, must formally accept the decision and acknowledge their understanding of any implications, by signing and returning a copy of the letter to the Office of the Registrar.

On receipt of the signed letter, the Office of the Registrar will apply a grade of Advanced Standing in the student management system and adjust enrolment accordingly. The student will be issued with a course map (and timetable in due course) to reflect the application of the course credit(s) in line with the process for admissions and enrolment. The process of enrolment cannot be finalised without the college receiving the signed authorisation by the student.

b) The applicant elects to appeal the college decision

Applicants who receive a written notification letter advising the decision to deny course credit may wish to appeal the college decision to deny their request for course credit and must do so within twenty working days from the deemed receipt of the notification letter. The first stage of the grievance and appeals process is to lodge a ‘Formal Grievance Form’ which can be downloaded from the Student Resources page of the college website. Applicants wishing to lodge an appeal should refer to the college Grievance & Appeals Policies. The matter will then be address in line with policy and process for grievance and appeals.

If successful in appeal, Steps 4a and 5 in the procedure for course credit will be applied. During the appeal process however, where the applicant has commenced study, they remain enrolled in their course of study and are bound by the college policies which governs enrolment as a student at Macleay. The student should continue to attend classes and submit assessments to ensure satisfactory course progression and completion of the course of study at Macleay within the expected timeframe. Failure to do so may incur academic and/or financial penalty and, for international students, result in a breach of the conditions of visa which Macleay will be required to report to DIBP in accordance with Standards 9 and 10 of the National Code 2007.
5. Course credit is processed and enrolment updated

_Responsibility:_ Macleay (Office of the Registrar)

On receipt of the acknowledgement letter which has been signed by the applicant signifying their acceptance of the course credit, the Office of the Registrar will assign a grade of Advanced Standing in the student management system and adjust enrolment accordingly. The student will be issued with a course map (and timetable in due course) to reflect the application of the Advanced Standing grade(s) in line with the process for admissions and enrolment.

Where the assignment of four or more Advanced Standing grades for an international student has been granted after the issue of their Confirmation of Enrolment (CoE), Macleay will report the change of course duration to DIBP via PRISMS and the length of the student’s visa may be reduced. If a new student visa is issued by DIBP, a copy of the new visa must be provided to the Office of the Registrar before enrolment is finalised and the student is issued with a new course map (and timetable in due course).

A copy of the application, decision and applicant authorisations, including the new student visa where applicable for an international student, will be kept on the student file.

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Approval

This policy was approved by the Teaching & Learning Committee on 18 December 2013 and ratified by the Academic Board on 27 March 2014.
Monitoring Academic Progression Policy

Purpose
This policy establishes the principles and processes by which Macleay College will monitor academic progression to ensure compliance with the rules of Macleay College, the TEQSA Threshold Standards 2012, the Education Services for Overseas Students (ESOS) Act 2000 and Standard 10 of the National Code 2007.

Scope
This policy applies to all domestic and international students at Macleay College and the college staff who monitor academic progression and attendance.

Related Policies
This policy should be read in conjunction with the following college policies:
- Attendance & Participation Policy
- Intervention Strategy Guidelines
- Completion of Course within Expected Duration Policy (international students only)
- Grievance & Appeals Policy

All college policies referenced in this document can be found in the Macleay College Student Handbook.

Definition of Key Terms
"Alert Letters" notification sent to students advising they are not achieving satisfactory course progression or maintain satisfactory course attendance and the intervention strategies available to them.

"Intervention Strategy" individually tailored academic skills and/or personal program to support a student with learning and/or personal difficulties to improve academic performance and/or attendance.

"Satisfactory Academic Progress" successfully completing the requirements of all required units in their course of study to achieve the qualification (award).

"Satisfactory Course Attendance" attending a minimum of 75% of timetabled classes during the trimester.

Policy
Macleay College has a proactive and systematic approach to monitoring course progression so that students at risk may be identified as early as possible and offered a tailored intervention strategy to assist their learning and academic performance through their course of study.

1. This program will commence early in the recruitment process with students being identified through the discussion and interview phase of the application process.

2. Identification of potential and actual ‘Students at Risk (SARS)’ is done through a college wide system of pastoral care and counselling once classes commence. Formal identification occurs after summative assessments and attendance records alert us to possible areas of concern.

3. Formal SARS identification also occurs when they fail one or more unit assessments. The degree of being at risk is qualitatively measured with a correspondingly appropriate level of support provided.

4. Attendance is recorded as a metric of participation and possible indicator of a student at risk of unsatisfactory course progression.

5. An academic skills program is at the core of the structure and delivery of all our education programs.
### Schedule of Activities for Identifying & Assisting Students at Risk

The following outlines the schedule of activities over an academic period (trimester):

<table>
<thead>
<tr>
<th>Timeframe</th>
<th>Activity</th>
</tr>
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</table>
| Identification of previous       | Formal identification of students who have failed one or more subjects-
| trimester SARS                   | Identify what factors may have contributed to the SAR situation and record on student file for ongoing management. Determine an appropriate program of support for each individual student and document.                  |
|                                  |                                                                                                                                                                                                           |
| Lecturer and staff training      | Training program devised and delivered to teaching and student administration staff on identifying, following up and managing potential and actual students at risk. This is delivered prior to the start of the trimester. |
| on SARS identification           |                                                                                                                                                                                                           |
| and support                      |                                                                                                                                                                                                           |
| Prior to start of trimester      | Recruitment team have been trained to identify early warning signs                                                                                                                                         |
| Orientation                      | Communication message to include how we provide assistance and monitor student progression through our SARS Program.                                                                                          |
|                                  |                                                                                                                                                                                                           |
| Week 1                           | Check rolls by the end of the week to identify students who have not attended. Contact these students by phone and email to determine cause and decide on an outcome *(refer Attendance & Participation Policy)*.                       |
|                                  | Set up interviews with students who were identified SARS from the previous trimester.                                                                                                                      |
| Week 3                           | Identify students who have not turned up to two or more classes and issue a first formal attendance alert letter acknowledging the situation and inviting students to an academic support meeting with Program Leaders to discuss. |
| Week 4                           | Lecturers to report to the Program Leader any students who appear to be struggling or disengaged.                                                                                                         |
| Week 5                           | Review rolls again to identify any students who are failing to attend class and have missed two or more classes. Send a second alert letter to those students who have not attended at all with notification that their enrolment will be cancelled. |
|                                  | Identify all students who may have failed any assessments to date and issue a first formal academic progression alert letter offering academic skills assistance and inviting students to meet with Program Leaders to discuss.      |
| Week 6                           | Set-up academic support interviews with SARS to check on progression and offer additional support.                                                                                                         |
| Week 8                           | Ask lecturers to report any students struggling or have failed a summative assessment. Issue second formal academic progression alert letter offering academic skills assistance and inviting students to an academic support meeting with their Program Leader to discuss. |
| Standing & Moderation            | In preparation for Standing & Moderation Committee, prepare a separate report that identifies students who have failed units in preparation for support in the following trimester                                                                 |
| Committee Meeting                |                                                                                                                                                                                                           |
| (end of trimester)               |                                                                                                                                                                                                           |
| Post Standing &                  | For domestic students who failed, issue third formal academic progression alert letter inviting students to meet with Program Leaders to discuss their academic options going into next trimester. For international students, issue an Intention to Report letter in relation to their breach of visa condition 8202. |
| Moderation Committee Meeting     |                                                                                                                                                                                                           |
| (end of trimester)               |                                                                                                                                                                                                           |
Staff-Student Consultation & Pastoral Care

It is acknowledged that Macleay College students cover a broad cross section of learning styles, engagement, motivation, family education backgrounds, ethnicity, aptitudes and abilities. Given the broad cross section of factors it is important to apply a range of measures to assist student's individual needs. An Academic Skills Program is offered to all students to support their learning, writing and research skills:

Part A: Two lectures on academic writing, essay planning, research methodologies and citation methods. The lectures are repeated so that all students will be able to attend.

Part B: In the ensuing weeks, up until the end of the trimester, the Academic Skills Tutor works with students one-on-one for short periods, or in with small groups of students on their essay drafts. The session times vary so that all students have the opportunity to benefit from this program. Academic staff members identify students who would most benefit from this program and report names to their degree leaders, but all students are invited to sign-up.

In addition, students can also access learning support through their Program Leader via consultation and lecturing staff will provide unit consultation time as part of their teaching responsibilities. There are also specific learning support services for individual students in scholarship and writing techniques; computer applications; learning difficulties; study techniques. Students can request an individual interview directly with their Program Leader, a member of Faculty or Student Services via email (all students, faculty and student services staff are issued with a college email address that follows a standard convention of the First Name Initial and Surname eg. initialsurname@macleay.edu.au).

Students are made aware of these services in the Student Handbook and during Orientation. Orientation sessions are conducted for all commencing students at the beginning of each trimester. This is backed up with classroom visits by Program Leaders who will reiterate the main points from the Orientation session with emphasis on inviting students to make contact if they have any concerns.

Students who do not make satisfactory academic progression

- **Domestic Students**
  
  Course progress is monitored, recorded and assessed throughout the trimester and as part of the formal moderation of results at the end of each trimester. A series of alert letters will be issued and an intervention strategy implemented if academic progress begins to decline, escalating to the college issuing a notice of intention to place the student on academic probation.

  A domestic student who receives written notification from Macleay College advising the intention to place on academic probation, the student then has twenty working days to access the Macleay College complaints and appeals process in accordance with the college Grievance & Appeals Policy.

- **International Students**
  
  Under Standards 9 and 10 of the National Code 2007, international students are required to achieve satisfactory academic progress during each trimester in order to successfully complete their course of study within the expected duration as specified in their Confirmation of Enrolment (CoE) and the conditions of their student visa issued by the Department of Immigration and Border Patrol (DIBP).

  Course progress is monitored, recorded and assessed throughout the trimester and as part of the formal moderation of results at the end of each trimester. A series of alert letters will be issued and an intervention strategy implemented if academic progress begins to decline, escalating to the college issuing a notice of intention to report where an international student is failing or not deemed competent in 50% of their units of study within the trimester. International students who do not achieve satisfactory academic progression in two consecutive trimesters will be advised of Macleay College’s intention to report the breach to the Secretary of DIBP via PRISMS, which may result in the cancellation of their student visa.

  In accordance with Standard 8 of the National Code 2007, an international student who receives written notification from Macleay College advising the intention to report the breach of visa condition 8202 to the DIBP, the student then has twenty working days to access the Macleay College complaints and appeals process in accordance with the college Grievance & Appeals Policy in the Student Handbook.

  If the student chooses not to appeal or if their appeal is unsuccessful, Macleay College will report the student to the DIBP via PRISMS within five working days of the end of the appeal period or appeal process.
Students who do not maintain satisfactory course attendance

Course attendance is monitored, recorded and assessed throughout the trimester and all students at Macleay College are required to maintain 75% satisfactory attendance as outlined in the college Attendance & Participation Policy. A series of alert letters will be issued and an intervention strategy implemented when attendance begins to decline, escalating to academic penalty as outlined in the college policy.

A student who receives academic penalty in relation to unsatisfactory course attendance has the right to appeal and has twenty working days to access the Macleay College complaints and appeals process in accordance with the college Grievance & Appeals Policy in the Student Handbook.

Completion within the expected duration of study

NOTE: this section applies to international students only

Under Standard 9 of the National Code 2007, international students are required to complete their course of study within the expected duration as specified in their Confirmation of Enrolment (CoE) and the conditions of their student visa issued by the DIBP. Macleay College may extend the duration of study and permit a less than full-time load under the following circumstances:

- compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where Macleay College was unable to offer a pre-requisite unit);
- where Macleay College implemented an intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- deferment or suspension of study has been granted in accordance with Standard 13 of the National Code 2007

When an international student requires further time to complete their course of study, the student must lodge an ‘Application for Extension of CoE’ form with the Registrar. An ‘Application for Extension of CoE’ form and the instructions for lodgment can be found on the student portal of the college website.

Where an ‘Application for Extension of CoE’ is successful, Macleay College will issue a new CoE via PRISMS to enable the student to make application for a new student visa with the DIBP. Students must provide a copy of the new visa to the Macleay College Registrar for the student records.

Where an ‘Application for Extension of CoE’ is denied, Macleay College will not issue the new CoE required to extend the student visa extension and the student may not be able to complete their course of study. The student will be notified in writing of the reasons for the refusal and their rights to appeal the decision. Students wishing to make an appeal should refer to the college Grievance & Appeals Policy.

Where an international student completes their course of study early, Macleay College must also report this to DIBP via PRISMS and the duration of the student’s visa may be reduced.

A copy of all applications, decisions and outcomes in relation to academic progress, including the new student visa where applicable, will be kept on the student file.
Policy Annexure D

Deferral, Suspension or Cancellation of Enrolment Policy

Purpose
This policy establishes the principles and processes by which Macleay will assess applications from international students for the deferral (delayed commencement), suspension (leave of absence) or cancellation (withdrawal) of their enrolment to ensure compliance with the rules of Macleay, the TEQSA Threshold Standards 2012, the Education Services for Overseas Students (ESOS) Act 2000 and Standard 13 of the National Code 2007.

Scope
This policy applies to international students who seek to defer, suspend or cancel their enrolment in course of study at Macleay. This policy also applies to college staff who assess and process such voluntary student initiated requests, or must implement a decision by Macleay to suspend or cancel an international student’s enrolment due to misconduct, including the non-payment of tuition fees.

Related Policies
This policy applies only to international students of Macleay and should be read in conjunction with the following college policies:
- Misconduct Policy
- International Student Transfer between Registered Providers Policy
- Tuition Fee Refund Policy
- Grievance & Appeals Policy

All college policies referenced in this document can be found in the Macleay Student Handbook.

Definition of Key Terms

"Compassionate or Compelling Circumstances" means situations generally beyond the control of a student which has an impact on their course progression or wellbeing, such as serious illness or injury, bereavement, exceptional personal hardship or compulsory overseas military service

"Deferment" means postponement of the commencement date of study which allows the student’s place in a Macleay course to be held for a nominated period of time, usually a period of twelve months

"Cancellation" means withdrawal from the enrolled course of study at Macleay which may be voluntarily activated by the student or forced by Macleay as a result of misconduct

"Misconduct" means any behaviour which is contrary to a policy of the college or to generally accepted social or academic standards, for example but not limited to, harassment or plagiarism

"Suspension, Involuntary" means a forced finite break from studies which is activated by Macleay as a result of misconduct

"Suspension, Voluntary" means to take a leave of absence from studies which is activated by the student, usually for a period of up to twelve months
Policy

The college has policies and procedures which guide the application by international students for the deferment, cancellation or voluntary suspension of their course of study at Macleay, and how applications are assessed and processed. The Department of Immigration & Border Protection (DIBP) also have rules under which they will agree to vary a student’s visa for the purpose of deferring course commencement or suspending enrolment for a leave of absence. The DIBP imposed conditions are very limited and Macleay must abide by these rules when assessing an international student’s application for leave in accordance with Standard 13 of the National Code 2007, and are also guided by Standards 7, 9 and 10.

The deferment, suspension and cancellation of the enrolment of an international student may impact the visa as issued by DIBP. An international student who is considering deferring, suspending or cancelling their enrolment at Macleay should seek further information from DIBP on the implications of such a decision on their student visas via their website www.immi.gov.au or telephone 131 881. Macleay will report the deferment, suspension or cancellation of enrolment to the Secretary via PRISMS in accordance with Standard 13.3 of the National Code 2007.

C. Deferment or Delayed Commencement of Study

Activated by Student on Request (Application) prior to Start Date

If an international student is unable to commence their course of study at Macleay in the trimester for which they applied for, or they commence their studies as enrolled but decide they wish to delay commencement before Start Date, they may apply to defer their study at Macleay to a new agreed commencement date. The maximum period for which deferment will be granted is twelve months, unless there are compelling circumstances to extend this timeframe. International students should be aware that deferring their study at Macleay may affect their student visa.

Where an international student wishes to defer their course of study, the student must lodge an ‘Application to Defer the Commencement of Study’ form with the Office of the Registrar outlining the reasons for the request. An ‘Application to Defer the Commencement of Study’ form and the instructions for lodgment can be downloaded from on the Student Resources page of the college website. Applications for deferment should be submitted as soon as a student is aware they are unable to commence study as recorded in their CoE but at least ten working days prior to the commencing trimester Start Date. Applications for deferment received after Start Date will not be accepted and students will be directed to submit an ‘Application to Suspend Enrolment for a Leave of Absence’ form to suspend their studies. Macleay will report the deferment of enrolment to the Secretary via PRISMS in accordance with Standard 13.3 of the National Code 2007.

Macleay will only consider an application complete and eligible for assessment when all sections have been completed, the form signed with documentary evidence attached (‘completed application’), such as but not limited to:

a) Medical certificate from a registered medical practitioner
b) Statement of support from a counsellor or psychologist
c) Certified personal statement of exceptional hardship
d) Activation orders for compulsory overseas military service

Macleay will assess and respond to all completed applications within ten working days. A longer time may be required during peak admission and enrolment times but the process will not exceed fifteen working days.

Macleay may grant approval for a delayed commencement (deferral) on the grounds of compassionate or compelling circumstances, in accordance with Standard 13.2 of the National Code 2007.

Where an ‘Application to Defer the Commencement of Study’ is successful, Macleay will issue an Acceptance of Deferment Letter to notify the decision in writing and report the deferral via PRISMS. It is the responsibility of the student to sign and return the letter acknowledging their acceptance of the new commencement date and any subsequent changes to their enrolment. Macleay will hold the student’s place in their course of study but it is the student’s responsibility to observe the enrolment process in line with the dates as stipulated in the Acceptance of Deferment Letter, including providing a copy of the new visa.

Where an ‘Application to Defer the Commencement of Study’ is denied, Macleay will issue a Refusal of Deferment Letter outlining the reasons for refusal and their right to appeal within twenty working days. Students wishing to make an appeal should refer to the college Grievance & Appeals Policy.

A copy of all applications, decisions and outcomes will be kept on the student file.
D. Leave of Absence or the Voluntary Suspension of Study

Activated by Student on Request (Application) after Census Date

If an international student who has commenced their course of study at Macleay wishes to take a leave of absence from their studies they may apply to voluntarily suspend their enrolment for a period up to twelve months. International students should be aware that suspending their enrolment at Macleay and taking a leave of absence may affect their student visa. Macleay will report the suspension of enrolment to the Secretary via PRISMS in accordance with Standard 13.3 of the National Code 2007.

Where an international student wishes to take a leave of absence from their course of study at Macleay, the student must lodge an ‘Application to Suspend Enrolment for a Leave of Absence’ form with the Office of the Registrar outlining the reasons for the request. An ‘Application to Suspend Enrolment for a Leave of Absence’ form can be downloaded from the Student Resources page of the college website.

Applications for leave should be submitted as soon practical and at least ten days prior to the commencement date of the next trimester. Where the decision to take a leave of absence is made after the trimester commencement date, application should be made prior to Census Date to avoid any academic and/or monetary penalty. For example, in accordance with the college Tuition Fee Refund Policy, applications for leave received after Census Date will not be entitled to the refund of tuition fees.

Macleay will only consider an application complete and eligible for assessment when all sections have been completed, the form signed with documentary evidence attached (‘completed application’), such as but not limited to:

a) Medical certificate from a registered medical practitioner  
b) Statement of support from a counsellor or psychologist  
c) Certified personal statement of exceptional hardship  
d) Activation orders for compulsory overseas military service

Macleay will assess and respond to all completed applications within ten working days. A longer time may be required during peak admission and enrolment times but the process will not exceed fifteen working days.

Macleay may grant approval for a leave of absence (voluntary suspension of study) on the grounds of compassionate or compelling circumstances, in accordance with Standard 13.2 of the National Code 2007. The applicant will be advised of the decision in writing.

Where an ‘Application to Suspend Enrolment for a Leave of Absence’ is successful, Macleay will issue an Approval of Leave Letter and hold the student’s place in their course of study but it is the student’s responsibility to observe the re-enrolment process in line with the dates as stipulated in the Approval of Leave Letter. Macleay will update the CoE via PRISMS in accordance with the agreed return date and expected completion date. Students must provide a copy of the new visa to the Office of the Registrar before enrolment will be finalised for their return to study at Macleay at the agreed date.

Where an ‘Application to Suspend Enrolment for a Leave of Absence’ is denied, the student will be notified in writing of the reasons for the refusal and their right to appeal within twenty working days as per Standard 8.1 of the National Code 2007. Students wishing to make an appeal should refer to the college Grievance & Appeals Policy. A student’s enrolment will be maintained for the duration of the internal appeals process and Macleay will not report any changes to DIBP via PRISMS during this time.

A copy of all applications, decisions and outcomes, including the new student visa where applicable, will be kept on the student file.
E. Involuntary Suspension of Enrolment for Misconduct

Activated by Macleay

Where an international student has displayed or participated in behavior contrary to the Misconduct Policy or other college policy or to generally acceptable social or academic standards, Macleay may activate a suspension of study for misconduct.

Where Macleay intends to suspend the enrolment of an international student as a result of misconduct, the student will be issued with a Notice of Intention to Suspend Enrolment notifying the intention to suspend, the reasons for the decision and the student’s right to appeal within twenty working days in accordance with Standard 8.1 of the National Code 2007. Macleay will hold the student’s place in their course of study for the period of suspension. It is the student’s responsibility to observe the re-enrolment process in line with the dates as stipulated in the Notice of Intention to Suspend Enrolment. Macleay will report the suspension of enrolment to the Secretary via PRISMS in accordance with Standard 13.3 of the National Code 2007. Students must provide a copy of the new visa to the Office of the Registrar for the student records before they are re-enrolled for their return to study at the date agreed.

Students wishing to make an appeal against suspension for academic misconduct should refer to the college Grievance & Appeals Policy. A student’s enrolment will be maintained for the duration of the internal appeals process and Macleay will not report any changes in PRISMS during this time.

A copy of all decisions and outcomes, including the new student visa where applicable, will be kept on the student file.

F. Cancellation of Enrolment for Misconduct

Activated by Macleay

Where an international student has displayed or participated in behavior contrary to the Misconduct Policy or other college policy or to generally acceptable social or academic standards, Macleay may activate the cancellation of their enrolment at the college. In accordance with Standard 13.2 of the National Code 2007, Macleay may cancel an international student’s enrolment on the grounds of misconduct which may include one or more, but not limited to, the following circumstances:

a) Unsatisfactory course progress, in accordance with Standard 10 of the National Code 2007
b) Plagiarism, cheating or collusion
c) Harassment or bullying of students, staff or others persons
d) Causing or threatening the safety or health of students, staff or other persons
e) Non-payment of tuition fees

Where Macleay intends to cancel the enrolment of an international student as a result of misconduct, the student will be issued with a Notice of Intention to Cancel Enrolment notifying the intention to cancel, the reasons for the decision and the student’s right to appeal within twenty working days in accordance with Standard 8.1 of the National Code 2007. Macleay will report the cancellation of enrolment to the Secretary via PRISMS in accordance with Standard 13.3 of the National Code 2007.

Students wishing to make an appeal against the cancellation of their enrolment for academic misconduct should refer to the college Grievance & Appeals Policy. A student’s enrolment will be maintained for the duration of the internal appeals process and Macleay will not report any changes to DIBP via PRISMS during this time.

A copy of all decisions and outcomes will be kept on the student file.
G. Cancellation or Withdrawal from a Course

Activated by Student on Request (Application)

If an international student is unable to continue their course of study at Macleay they may apply to withdraw or cancel their enrolment at Macleay.

When an international student wishes to withdraw from their course of study at Macleay, the student must lodge an 'Application to Withdraw and Cancel Enrolment' form with the Office of the Registrar outlining the reasons for the request. An 'Application to Withdraw and Cancel Enrolment' form can be downloaded from the Student Resources page of the college website.

Applications to withdraw or cancel enrolment should be submitted prior to Census Date to avoid any academic and/or monetary penalty. For example, in accordance with the college Tuition Fee Refund Policy, applications to withdraw received after Census Date will not be entitled to the refund of tuition fees.

An international student applying to cancel their enrolment to transfer to a course at another registered provider, and has not completed six months of their principal course of study at Macleay, should refer to the International Student Transfer between Registered Providers Policy which outlines the DIBP imposed conditions by which Macleay must abide in accordance with Standard 7 of the National Code 2007.

Macleay will grant approval to withdraw from a course of study on the grounds of compassionate or compelling circumstances, in accordance with Standard 13.2 of the National Code 2007.

Macleay will only consider an application complete and eligible for assessment when all sections have been completed, the form signed with documentary evidence attached ('completed application'), such as but not limited to:

a) Medical certificate from a registered medical practitioner
b) Statement of support from a counsellor or psychologist
c) Certified personal statement of exceptional hardship
d) Activation orders for compulsory overseas military service

Macleay will assess and respond to all completed applications within ten working days. A longer time may be required during peak admission and enrolment times but the process will not exceed fifteen working days.

Macleay may grant approval to withdraw (cancel enrolment) on the grounds of compassionate or compelling circumstances, in accordance with Standard 13.2 of the National Code 2007. The applicant will be advised of the decision in writing.

Where an 'Application to Withdraw and Cancel Enrolment' is successful, Macleay will issue an Approval of Withdrawal Request Letter. Macleay will report the cancellation of enrolment to the Secretary via PRISMS in accordance with Standard 13.3 of the National Code 2007.

Where an 'Application to Withdraw and Cancel Enrolment' is denied, the student will be notified in writing of the reasons for refusal and their right to appeal within twenty working days as per Standard 8.1 of the National Code 2007. Students wishing to make an appeal should refer to the college Grievance & Appeals Policy. A student’s enrolment will be maintained for the duration of the internal appeals process and Macleay will not report any changes to DIBP via PRISMS during this time.

A copy of all applications, decisions and outcomes will be kept on the student file.
Procedures

6. Submit an application to the Office of the Registrar

   Responsible: Student

   Students wishing to make application to defer, suspend or withdraw by cancelling their enrolment should
   by complete the appropriate form and attach the documentary evidence as outlined in the Defer, Suspend
   or Cancel Enrolment (International Students) Policy. The respective application form and attachments
   should be submitted to the Office of the Registrar.

7. Review and consideration of the completed application against assessment criteria [Macleay]

   g) Confirm application for completeness

       Responsible: Macleay Office of the Registrar

       The respective application form as submitted is checked for completeness by the Office of the
       Registrar. All applications are required to be completed, signed and it is the responsibility of the
       student to attach the appropriate documentary evidence in support of their application which may
       include, but not be limited to:

       ▪ Medical certificate from a registered medical practitioner
       ▪ Statement of support from a counsellor or psychologist
       ▪ Certified personal statement of exceptional hardship
       ▪ Activation orders for compulsory overseas military service

       All attachments should be copies of originals as certified by a Justice of the Peace (and translated
       into English if necessary). Where original documentation is presented with the application, the
       Office of the Registrar will take copies of the documentation and witness them as being true
       copies of originals presented. The original documentation will be returned to the student (or
       applicant).

       Application forms will not be accepted without the appropriate supporting documentation.

   h) Assessment of the completed application

       Responsible: Macleay Office of the Registrar and/or Program Leader

       After the check for completeness, the Office of the Registrar undertakes a review of the
       application against the assessment criteria as outlined in the Deferral, Suspension or
       Cancellation of Enrolment (International Students) Policy and makes a decision to grant or
       deny the application for course credit. The Office of the Registrar may choose to refer the
       application to the Program Leader where they require faculty input to make the appropriate
       decision.
8. Advise assessment decision in writing

Responsible: Macleay Office of the Registrar

The Office of the Registrar will advise the student (or applicant) in writing of the college decision to grant or deny the request to defer, suspend or cancel enrolment within ten working days of the receipt of the completed application. A longer time may be required during peak admission and enrolment times but will not exceed fifteen working days.

Where an application is successful, Macleay will send the student the respective Approval Letter notifying the decision, that the deferment, suspension or cancellation of their enrolment may affect their visa and they should seek further information from DIBP before accepting the decision of Macleay to grant their request. The student must sign and return a copy of this letter authorising the change to their enrolment and any subsequent conditions on their return to study if applicable before the student management system is updated accordingly.

Where an application is denied, the student will be notified in writing of the reasons for refusal and their right to appeal within twenty working days as per Standard 8.1 of the National Code 2007. A student’s enrolment will be maintained for the duration of the internal appeals process and Macleay will not report any changes to DIBP via PRISMS during this time.

9. Respond to the notification of decision

Responsible: Student (or the Applicant)

a. The student accepts the college decision

If the student (or applicant) accepts the college decision outlined in their notification letter following their application to voluntarily defer, suspend or cancel their enrolment, they must formally accept the decision and acknowledge their understanding of any implications, by signing and returning a copy of the letter to the Office of the Registrar. For any student activated requests to defer, suspend or cancel their enrolment, no changes will be made without receipt of the student’s acknowledgement in writing.

On receipt of the signed acknowledgement, the Office of the Registrar will update the student management system and report the change to DIBP via PRISMS within five working days in accordance with Standard 13.3 of the National Code 2007.

It is the responsibility of the student to complete and lodge an ‘Application for Tuition Fee Refund’ form or ‘Application for Letter of Release’ form if appropriate (refer to the Tuition Fee Refund Policy and/or International Student Transfer between Providers Policy)

b. The student appeals the college decision

Students who make an appeal the college decision outlined in their notification letter to defer, suspend or cancel their enrolment must do so within twenty working days from the deemed receipt of the notification letter. The appeal must be submitted in writing using the ‘Application for an Appeal or Grievance’ form which can be downloaded from the Student Resources page of the college website. Students should refer to the college Grievance & Appeals Policy on how to lodge an appeal, and the Misconduct Policy for the eligible grounds for appeal and details on how the case will be heard by the Misconduct Appeals Committee. Where a student has admitted to committing or participating in an act of misconduct, an appeal can be made only on the ground of excessive penalty.

Where the student elects to appeal, their enrolment and access to college services will be maintained for the duration of the appeals process and Macleay will not report any changes in PRISMS during this time. However if the appeal is unsuccessful, enrolment will be cancelled and access to all college services withdrawn at the end of the appeal process. Macleay will also report the change to enrolment to the Secretary via PRISMS within five working days of end of the appeal process in accordance with Standard 13.3 of the National Code 2007.

If successful in appeal, Steps 4a and 5 in the procedure to this policy will be implemented.
c. The student elects not to appeal the college decision

Students who elect not to appeal the college decision outlined in their notification letter to defer, suspend or cancel their enrolment, will have their enrolment changed accordingly and access to all college services withdrawn at the conclusion of the twenty working day appeal period. Macleay will also report the change to enrolment to the Secretary via PRISMS within five working days of the end of the appeal period in accordance with Standard 13.3 of the National Code 2007.

10. Enrolment is updated in the Student Management System

a) Where the student voluntarily defers, suspends or cancels their enrolment

Where the student voluntarily applied to defer, suspend or cancel their enrolment, on receipt of the signed acknowledgement letter accepting the change to their enrolment, the Office of the Registrar will update the student management system to adjust enrolment accordingly and withdraw the student from all college services including access to the following:

- campus access
- the my.Macleay student portal
- the college email account
- library and library services
- other college hardware and software including WiFi access

No changes will be made to enrolment without receipt of the student’s acknowledgement in writing by the Office of the Registrar. Until this time, the student is remains enrolled in their course of study and bound by the college policies, the TEQSA Threshold Standards 2012, the Education Services for Overseas Students (ESOS) Act 2000 and National Code 2007 which governs their enrolment at Macleay and visa to study and reside in Australia.

Within five working days of receipt of the signed letter, the Office of the Registrar will report the change to DIBP via PRISMS in accordance with Standard 13.3 of the National Code 2007.

b) Where the college activates the suspension or cancellation of enrolment

Where Macleay activates the suspension or cancellation of enrolment for misconduct, at the end of the twenty day appeal period or the appeal process as applicable, the Office of the Registrar will update the student management system to adjust enrolment accordingly and withdraw the student from all college services including access to the following:

- campus access
- the my.Macleay student portal
- the college email account
- library and library services
- other college hardware and software including WiFi access

Within five working days of the appropriate appeal period as outlined above, the Office of the Registrar will report the change to DIBP via PRISMS in accordance with Standard 13.3 of the National Code 2007.

11. Re-enrolment for deferred or suspended students

Students who deferred or suspended their enrolment for a leave of absence will be sent a letter outlining the process for re-enrolment and any imposed conditions for their return to study at Macleay at the agreed commencement date (following deferment) or return date (following a leave of absence or college activated suspension).

Students will be asked to contact the college to begin the re-enrolment at least twenty days prior to the agreed commencement date or return date.
Completion of Course within Expected Duration

This policy applies to international students only

Purpose

This policy establishes the principles and processes by which Macleay will assess applications for a new Confirmation of Enrolment (CoE) within the rules of Macleay, the TEQSA Threshold Standards 2012, the Education Services for Overseas Students (ESOS) Act 2000 and Standard 9 of the National Code 2007.

Scope

This policy applies to international students who may not complete their course of study within the expected duration as recorded in their CoE at the time of enrolment. This policy also applies to college staff when assessing and processing requests for a new CoE.

Related Policies

This policy should be read in conjunction with the following college policies:

- Attendance & Participation Policy
- Monitoring Academic Progression Policy
- Intervention Strategy Guidelines
- Grievance & Appeals Policy

All college policies referenced in this document can be found in the Macleay Student Handbook.

Definition of Key Terms

"Intervention Strategy" means an individually tailored academic skills and/or personal program to support a student with learning and/or personal difficulties to improve academic performance and/or attendance.

"Academic Progression" means successfully completing the requirements of all required units in their course of study to achieve the qualification (award).

"Course Attendance" means attending a minimum of 75% of timetabled classes during the trimester.

Policy

Macleay has a proactive and systemic approach to monitoring academic progression and course attendance so that students at risk may be identified as early as possible and offered a tailored intervention strategy to assist their learning and academic performance through their course of study within the expected duration for completion.

Under Standard 9 of the National Code 2007, international students are required to complete their course of study within the expected duration as specified in their Confirmation of Enrolment (CoE) and the conditions of their student visa issued by the Department of Immigration & Border Protection (DIBP). Macleay may extend the duration of study and permit a less than full-time load under the following circumstances:

- compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where Macleay was unable to offer a pre-requisite unit);
- where Macleay implemented an intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- deferment or suspension of enrolment has been granted under Standard 13 of the National Code 2007.
H. Repeating unit(s) of study as an international student

If an international student is required to repeat a unit of study due to failure to be deemed competent in that unit, they are not required to be enrolled at Macleay in a full-time capacity. The student must re-do the relevant unit at an additional cost to them which will be determined upon receipt of an ‘Application for Extension of CoE’ form request.

Students are not permitted to repeat a unit of study more than once. However the code does not preclude a student from repeating a unit of study more than once while in a full-time course of study where there are reasons to allow this such as not completing certain course components due to illness, evidenced by a medical certificate, or other exceptional circumstances beyond the control of the student, eg bereavement.

I. Lodging an ‘Application for Extension of CoE’ request

When an international student requires further time to complete their course of study, the student must lodge an ‘Application for Extension of CoE’ form with the Registrar. An ‘Application for Extension of CoE’ form and the instructions for lodgment can be found on the student portal of the college website.

Where an ‘Application for Extension of CoE’ is successful, Macleay will issue a new CoE via PRISMS to enable the student to make application for a new student visa with DIBP. Students must provide a copy of the new visa to the Office of the Registrar for the student records.

Where an ‘Application for Extension of CoE’ is denied, Macleay will not issue the new CoE required to extend the student visa extension and the student may not be able to complete their course of study. The student will be notified in writing of the reasons for the refusal and their rights to appeal the decision. Students wishing to make an appeal should refer to the college Grievance & Appeals Policy.

Where an international student completes their course of study early, Macleay must also report this to DIBP via PRISMS and the duration of the student’s visa may be reduced.

A copy of all applications, decisions and outcomes, including the new student visa where applicable, will be kept on the student file.
International Student Transfer between Registered Providers Policy

CRICOS Provider Number 00899G Macleay College Pty Limited

Purpose

This policy establishes the principles and processes by which Macleay College will assess international student requests to transfer between registered providers to ensure compliance with the Education Services for Overseas Students (ESOS) Act 2000 and the requirements of Standard 7 of the National Code of 2007.

Scope

This policy applies to all international onshore students who request to transfer their enrolment to (or from) Macleay College prior to them having completed six months of their principal course of study. This policy also applies to college staff who assess the transfer request.

International students are made aware of this policy in their Letter of Offer and the International Student Guide. Staff are made aware of this policy in the Operations Handbook.

Definitions

“Appeal” a formal written request by a student to have a matter heard and/or reconsidered in accordance with the college four-stage grievance resolution framework.

"External Appeal” written request by a student to have a matter heard and/or reconsidered by the Overseas Student Ombudsman if they are not satisfied with the outcomes of their internal appeal.

“Enrolled” where an international student has been issued with a CoE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards completion of the course requirements.

“Original Provider” the registered provider from who the student is seeking to transfer.

“New Provider” the registered provider to who the student is seeking to transfer. “Principal Course of Study” is the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

“Letter of Release” a letter supplied by the Original Provider acknowledging their agreement to release an international student within (or prior) to the first six months of their principal course of study, to transfer to another registered provider.
POLICY

1. Transferring to Macleay College from another registered provider

Macleay College will not enrol, nor seek to enrol, any international student wishing to transfer from another registered provider’s course prior to that student having completed six months of their principal course of study. The following exceptions may apply, where:

a) The original registered provider has ceased to be registered or the course in which the student was enrolled has ceased to be registered
b) The original registered provider has provided a written letter of release
c) The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his/her principal course of study or any prerequisite courses
d) Any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change

2. Transferring from Macleay College to another registered provider

An international student wishing to transfer from Macleay College to another CRICOS registered provider, prior to having completed six months of their course of study at Macleay College, must submit an ‘Application for a Letter of Release’ with the following supporting documentation:

a) a certified copy of their student visa; and
b) a copy of the letter of offer from the registered provider to which they wish to transfer

Macleay College will only consider an application complete if it has been signed and the above documentation attached. Macleay College will assess and respond to all completed applications within ten working days.

A copy of the application, decisions and outcomes will be kept on the student file.

2.1 Grounds for the provision of a Release Letter

Macleay College will assess an ‘Application for a Letter of Release’ and provide a letter of release, at no cost to the international student, on one or more of the following grounds:

a) Macleay College is no longer able to provide the course of study in which the student is due to commence or has enrolled
b) The student is unable to complete the course of study due to compassionate circumstances ie. emotional or financial hardship, welfare or personal safety
c) The student has justifiable claims that their reasonable expectations of the course of study are not being met
d) The course is academically unsuitable for the student and does not meet their educational or developmental needs
e) The Government sponsor of a student considers the change to be in the student’s best interest and has provided written support for that change
2. Transferring from Macleay College to another registered provider  contd

2.1 Grounds for the provision of a Release Letter  contd

The following are not normally considered grounds for the provision of a Letter of Release, where the student:

- has changed their mind about the course and/or studying at Macleay College
- is downgrading to a qualification not offered at Macleay College for reasons other than academic ability
- wants to live somewhere else (unless there are compassionate grounds)

Where an ‘Application for a Letter of Release’ is successful, the student will be notified in writing attaching the Letter of Release. A student who is granted a Letter of Release should contact the Department of Immigration & Border Protection (DIBP) to seek advice on whether a new student visa is required.

2.2 Grounds for denying a Letter of Release

Macleay College will assess an ‘Application for Letter of Release’ and refuse the request for a Letter of Release on one or more of the following grounds, where:

a) the student has unpaid tuition fees (or other charges)
b) the transfer would be detrimental to the student’s ability to complete the requirements of the new course of study
c) the Government sponsor of a student considers the change to be in the student’s best interest and has provided written support for that change

Where an ‘Application for a Letter of Release’ is denied, Macleay College will not provide a Letter of Release. The student will be sent a Refusal of Release Letter outlining the reasons for decision and their rights to appeal the decision.

Where release is denied, the applicant has the right to appeal the decision within twenty working days in accordance with the college Grievance & Appeals Policies.

PROCEDURE

8. Submission (and receipt) of an ‘Application for a Letter of Release’

The international student must submit a completed ‘Application for a Letter of Release Form’ with all supporting documentation attached. Applications will only be assessed if they are deemed complete and to have all the necessary documentation attached at the time of submission.

The form can be downloaded from the Student Resources section of the International Student page on the college website. It must be completed to very clearly set out the basis for the request and must attach one or more of the following documents in support of the application:

- A certified copy of the current student visa, and
- A copy of the Letter of Offer from the registered provider to which they wish to transfer

The ‘Application for a Letter of Release Form’ should be lodged with the Office of the Registrar at the Student Services Desk. The application will not be accepted if it has not been completed in full, signed and attaches the required supporting documentation as outlined above.
9. Review and assessment of completed application form

   i) Confirm necessary supporting documentation is attached to the application form

   The completed ‘Application for a Letter of Release’ form is reviewed by the Office of the Registrar for completeness. Application forms are not accepted nor deemed complete without the following supporting documentation:

   ▪ a certified copy of their student visa; and
   ▪ a copy of the letter of offer from the registered provider to which they wish to transfer

   j) Review and assess the completed application against the grounds for approval

   The completed ‘Application for Letter of Release’ form is assessed by the Office of the Registrar against the grounds for approval.

   If the application is successful, a Letter of Release will be provided within ten working days of receipt of the completed application.

   If the application is unsuccessful, the Letter of Release will be refused and the applicant notified of the reasons for the decision and the available avenues for appeal.

10. Appeal

   The student has the right to appeal the college decision to refuse a Letter of Release within twenty working days. The college has a four-stage resolution process and students electing to appeal the decision should refer to the college Grievance & Appeals Policy for Academic Matters for the procedure on how to deal with grievances.

   If successful in appeal, a Letter of Release will be provided within ten working days of the decision.

   If unsuccessful in appeal, the Letter of Release will be refused and the applicant notified of the reasons for the decision and the avenues available for further appeal. International students also have the right to contact the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) in relation to grievances under the ESOS Act.

11. Cancellation of Enrolment & Refunds

   Students receiving a Letter of Release approving their transfer request to another provider must cancel their enrolment with Macleay College and apply for a refund of fees as per the process outlined in the Student Handbook. Any such applications are to be processed by the Office of the Registrar as per the normal process for cancelling enrolment and refunding fees.

12. Filing for the Student Record

   As each task is completed in relation to the application and the outcomes, it should be marked off from the Macleay College Office Use Only section of the application form. These tasks include:

   - Application Checked for Completeness
   - Program Leader advised
   - Approved Letter of Release issued
   - Refused Letter of Release issued
   - Student Notification Sent
   - PRISMS Updated
   - Wisenet Updated
   - Outcome and Documentation sent to Student File

   When all tasks are completed and the application is closed and final, the Macleay College Office Use Only section should be signed off and all documentation in relation to the application (including the outcome) filed in the Student File.
Policy Annexure G

Intervention Strategy Guidelines

Purpose

Macleay provides academic and non-academic intervention strategies to assist students who have been identified as being at risk of not making satisfactory course progress or maintaining satisfactory course attendance, and to students who have requested assistance with any learning or personal difficulties.

An intervention strategy is implemented when the first academic or second attendance alert letter is issued notifying students that they are at risk not meeting course progression or attendance requirements as outlined in the college Monitoring Academic Progression Policy and the Attendance & Participation Policy. At a minimum, the Intervention Strategy will be activated where a student has failed or is deemed not yet competent in 50% of the units studied within a trimester.

The actions within this guide are suggestions only and by no means exhaustive. Each Intervention Strategy will be tailored to suit a student’s requirements and circumstances in consultation with the Program Leader (or nominee) and any referred parties.

These guidelines are applicable to both domestic and international students of Macleay. However, at a minimum, an Intervention Strategy will be activated where an international student has failed or is deemed not yet competent in 50% or more of the units attempted in any trimester. In this instance, they must be counseled by their Program Leader and an agreed, documented intervention strategy on their student file.

Definition of Key Terms

"Academic Support Meeting" a face-to-face meeting between a student and member of staff to discuss academic progress or attendance issues

"Alert Letters" notification sent to students advising they are not achieving satisfactory course progression or maintain satisfactory course attendance and the intervention strategies available to them

“CoE ” means Confirmation of Enrolment which is an electronic document is issued by Macleay to international students intending to study at Macleay and which must accompany their application to DIBP for a student visa. The CoE confirms the international student’s eligibility to enrol in their chosen course of study at Macleay.

"DIBP" means the Australian Government Department of Immigration & Border Protection

"Intervention Strategy" means individually tailored academic skills and/or personal program to support a student with learning and/or personal difficulties to improve academic performance and/or attendance

"Satisfactory Academic Progress" means successfully completing the requirements of all units in a course of study to achieve the qualification (award)

"Satisfactory Course Attendance" means attending a minimum of 75% of timetabled classes during the trimester

Relevant College Policies

- Monitoring Academic Progression Policy
- Attendance & Participation Policy
- Completion of Course within Expected Duration Policy
- Grievance & Appeals Policy

All college policies referenced in this document can be found in the Macleay Student Handbook.
Actions & Process for an Intervention Strategy

An Intervention Strategy may be implemented at any point during a trimester and will be developed on a case by case basis in consultation between student, Program Leader (or nominee) and any referred points of support.

The Intervention Strategy must be fully documented and can only be enacted following a face-to-face meeting between the student and their Program Leader (or nominee).

1. Identification and assessment

In accordance with the Academic Progress Policy and Attendance & Participation Policy, a student is identified as being at risk for satisfactory course progression and/or course attendance either as a result of regular monitoring throughout the trimester or at the end of a trimester following the Standing & Moderation Committee meeting.

2. An intervention strategy is activated

The student is issued a first alert letter and invited to an academic support interview with the Program Leader (or nominee) where an assessment of their needs is undertaken. The ‘Intervention Meeting & Strategy’ form is completed by the Program Leader (or nominee) with the student and a copy placed on their student file.

3. Tailoring an Intervention Strategy

The student meets with their Program Leader (or nominee) to develop an Intervention Strategy specific to their circumstances, needs and difficulties including a discussion on the issues that caused the problem(s) with course progression and attendance. A strategy could cover, but is not limited to:

- Referral to an English language support program
- Attendance at academic study skills workshops
- Regular meetings with lecturer and/or Program Leader (or nominee)
- Review of time management skills and preparation of a study timetable
- Referral to welfare support and counselling
- Provision of transition support for move to tertiary study and/or life in Australia
- Transfer to a more suitable program
- Change to unit enrolment and study load for a particular trimester

In discussing intervention strategies available to the student, a detailed discussion should include the implications of the strategy on course progression and course enrolment. There should also be a discussion on the implications of not following the Intervention Strategy on course progression and course enrolment.

For international students, there should be discussions in relation to the implications of a strategy on course progression, course enrolment and course duration; as well as the implications of continued unsatisfactory course progression and/or attendance on the student’s course duration and consequently their student visa as a result of changes to their Confirmation of Enrolment (CoE).

4. The Intervention Strategy is documented and agreed

It is important the student understands and accepts the Intervention Strategy. It is particularly important that an international student understands the implications of a particular strategy on their expected completion date as recorded in their CoE.

The ‘Intervention Meeting & Strategy’ form records the devised Intervention Strategy and must be dated and signed by the student to acknowledge their acceptance of the Intervention Strategy. The form must also be signed and dated by the Program Leader (or nominee).

The original ‘Intervention Meeting & Strategy’ form will be given to the student to follow and a copy of all documentation, decisions and outcomes will be kept on the student file.
5. Continued assessment of performance and review of Intervention Strategy

Identification and assessment continues throughout the trimester and follow-up academic support meetings are made with the student to review and monitor against performance.

- **Domestic Students**

  If the Intervention Strategy is not being followed and/or course progress or attendance continues to be unsatisfactory, a second alert letter will be issued to the student with an invitation to attend further support meetings.

  If, after being issued with a **Second Alert Letter**, a student continues to ignore the Intervention Strategy and/or the student is not achieving satisfactory course progress or attendance, a **Third Alert Letter** will be issued inviting the student to meet with their Program Leader to discuss their academic options into the next trimester.

- **International Students**

  If the Intervention Strategy is not being followed and/or course progress or attendance continues to be unsatisfactory, a **Second Alert Letter** will be issued to an international student notifying them of the implications of the situation on their student visa conditions with an invitation to attend further support meetings.

  If, after being issued with a second alert letter, an international student continues to ignore the Intervention Strategy and/or is not achieving satisfactory course progress or attendance, an **Intention to Report Alert Letter** will be issued advising Macleay intention to notify DIBP of the breach of visa conditions. The student has twenty working days from the deemed receipt of this letter to access the college grievance and appeals process.

  If the international student elects to not access the college grievance and appeals process, withdraws from the process or the processes is completed and the resulting decision supports the intention to report, Macleay will notify the Secretary of DIBP via PRISMS within five working days of the end of the appeal period or appeals process (as applicable) that the student has not completed satisfactory course progression.

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**Approval**

This policy was approved by the Teaching & Learning Committee on 18 December 2013 and ratified by the Academic Board on 27 March 2014.