



Lé PONT INTERNATIONAL COLLEGE

RTO Code: 45815 | CRICOS CODE: 03992H

LÉ PONT

STUDENT
HANDBOOK

Version 2.0

Contact Us

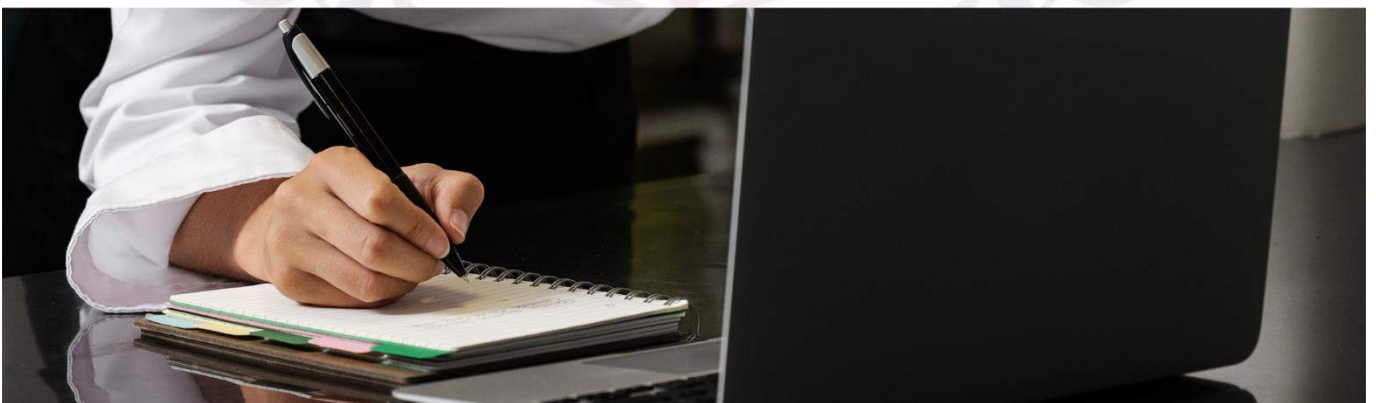
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Welcome to Le Pont International College

Thank you for choosing Le Pont International College as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. Good luck!

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

Danish Jafri
Chief Executive Officer
Le Pont International College

LE PONT



1.1 Studying Through Le Pont International College

Studying with Le Pont International College provides you with the opportunity to enjoy a high quality, learning and assessment experience in a comfortable, well located environment. We aim to assist you with your goals, including participating in further studies or pursuing your chosen career.

1.2 Our Obligation as your RTO and CRICOS Education Provider

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

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

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

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

1.3 Contact Information and Emergency Contacts

Le Pont International College Main and Emergency Contact Details

Level 2 12-14 Wentworth Street Parramatta NSW 2150

Phone: 02 9172 5544

Email: admissions@lepont.com.au



Student Support:

Students may contact any of the following staff members for student support during working hours.

Rishabh Grover available 24/7 for emergency matters M: 0403 310 455

Administration and Student Support Officer: Tarun Dhawan via the main contact number

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs (DHA)

Dial 131 881

101 George St, Parramatta NSW 2150

Local Medical Centers:

Argyle Street Medical Centre

Corner of Argyle and Marsden Street,

Parramatta Tel. (02) 9893 8733

Transport:

13 12 30 or www.translink.com.au

Taxi companies:

Black and white cabs 133222

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



WHY STUDY IN SYDNEY, AUSTRALIA?

If you have decided to study overseas, you want the very best education available. You want to put your career on fast track by perfecting your English and working with the top professionals in your field. Whatever your reasons for studying overseas, one thing is clear – your next step is to come to the Australia which will help you achieve your goals and have fun. For international students, Sydney, Australia has a lot to offer: great study environment, beautiful relaxed atmosphere, excellent weather, beautiful beaches a short drive away and most importantly, Le Pont International College, a brilliant Training organization. You will be given the opportunity to discover a whole new way of life and broaden your outlook on your new career.

WHY STUDY WITH LE PONT INTERNATIONAL COLLEGE?

Le Pont International College differs from other providers in several ways; for one, classes are generally small. While in class, students are encouraged and expected to contribute to the discussion and educators meet with students and even share coffee with them. The close relationship between students and trainers serves to motivate students and fosters a personal approach to studying. Studying at Le Pont International College differs will ensure you receive an exceptional level of service and a high-quality education.

WHAT WE OFFER OUR STUDENTS

We want you to enjoy yourself while you are learning at Le Pont International College. We have supportive networks of people to make your time with us fulfilling and fun.

We offer our students:

- Bright, spacious classrooms set up with modern equipment, for students to learn the most up to date techniques.
- A well-equipped Study area with access to internet.
- A mentor network of teachers for academic support.
- Access to expert trainers to help you manage your program and any difficulties that might affect our studies.
- Student Services personnel to help in other areas, including personal welfare and guidance.
- Free internet access to support in your research activities.
- Email access to teachers and staff at any time

STUDENT AMENITIES

The aim of Le Pont International College is to provide students with a clean and harmonious studying atmosphere.

Common areas are provided for student's comfort. Onsite students will have access to:

- A kitchenette with a refrigerator, microwaves, tea and coffee making facilities. Students are encouraged to bring their own food.
- Computer lab with Internet access is available for student use for research or assignment work. Students are welcome to use Le Pont International College for some quiet study or to relax between classes.

INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Le Pont International College.

Le Pont International College

Thank you for considering training with Le Pont International College.

Le Pont International College is registered training organization (RTO) registered with the Vet Regulator.

Le Pont International College aims to deliver high quality, innovative and engaging training that is relevant to Students, employers, and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes, and facilitation methods to remain ahead in technology and industry standards.

Le Pont International College has training locations in:

- Level 2 12-14 Wentworth Street Parramatta NSW 2150

Le Pont International College offers a range of training products and services which includes the following:

- SIT40516-Certificate IV in Commercial Cookery
- SIT50416-Diploma of Hospitality Management

As an RTO, Le Pont International College is bound to comply with the Standards for Registered Training Organization's (SRTOs) 2015. Training Services provided to Students follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Service Commitment

Le Pont International College is committed to providing quality training and assessment services to its learners. We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centered approach;
- Foster relationships with our students, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for Students;
- Produce competent and confident workers that benefit the community and industry.

UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognized training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

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

For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptionsindividuals/how-apply>

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

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

1.4 Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

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

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Le Pont International College and including assistance with visas.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

1.5 Visa Conditions

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

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

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

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

1.6 Arranging Travel and Documents to Bring

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

The nearest International Airport is Parramatta International Airport.

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

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)

- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Le Pont International College at the time of confirmation of enrolment.

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

1.7 Entry into Australia

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

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

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

If you want further information, visit <https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

1.8 Arriving in Australia

Getting from Location airport to your accommodation

Train

The Train is a convenient way to reach the centre of Sydney. Trains run approximately every 10 minutes and the journey to the city takes around 30 minutes depending on your stop. The international and domestic rail stations link directly to other train lines. You require a Opal Card to travel via Sydney's train, bus and ferry system. However, you can also buy tickets online for this trip.

More details are available on:

<https://www.transportnsw.info>

Taxis

The international terminal has its own sheltered taxi rank with curbside officers on hand to assist. More information can be found at:

<https://bne.com.au/passenger/to-and-from/transport-options>

Arranging your finances

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

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

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

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

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

1.9 Accommodation

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

https://www.hostelworld.com/hostels/Brisbane/Australia?source=adwordsenocetopdest&network=g&creative=237498645502&adposition=1t1&uniqueclickID=15118183107789903597&sub_keyword=hostel%20in%20brisbane&sub_ad=e&sub_publisher=ADW&gclid=EAlaIqobChMzJrg9ZP-3wIVQjQrCh2TAgpgEAAAYASAAEgLOqfD_BwE&gclsrc=aw.ds

You can also stay with a family in their home. For more information visit:

- [Oz Homestay](#)
- [Aussie Families Homestay Care](#)
- [Homestay Network](#)
- [Meridian Homestay Services](#)
- [Global Experience](#)
- [Australian Homestay Network](#)

There is a range of long-term accommodation options for international students.

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

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

Boarding or homestay is when you rent a room in a home and live with the home owners. This is a private agreement between you and the home owner.

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

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

<https://www.rta.qld.gov.au/renting/before-you-rent/students>

1.10 Bringing your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates.

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Sydney are as follows

- Centre-based childcare \$70-\$185 per day
- Family day care \$7.50-\$16.80 per hour dependent on location and service
- Nannies \$17-\$25 per hour live in \$17-\$35 per hour live out (and an agency fee)
- Au pairs (living in your home) \$200-\$300 per week (and an agency fee)

Find out more at:

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

For school children, current costs range from AUD\$5200 for 2018 & 2019 year and provide costs for all school years as costs vary depending on the school year.

To find out more about application processes and costs go to:

<https://eqi.com.au/study-options>

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

1.11 Health

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

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

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

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

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centers. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical Centre.

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

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

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

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

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

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

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

1.12 Living Costs in Australia

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

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

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

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

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

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

1.13 Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

1.14 Working in Australia

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

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

1.15 Your Safety

Australia is a safe country. However, its always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

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

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

Training Programs

Le Pont International College delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customized for Students and industry. Our holistic approach ensures student' needs are met. Accredited programs have been approved by State and /or Commonwealth Government.

STUDENT RIGHTS AND RESPONSIBILITIES

Le Pont International College conducts training courses at various venues to suit Student needs, course type, and learning styles. The following Student etiquette guidelines will help foster a healthy learning environment for all Students.

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment malpractice

Assessment malpractice includes cheating, collusion, and plagiarism.

Le Pont International College regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Le Pont International College has policies and procedures in place for dealing with assessment malpractice.

- **Cheating** - All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion** - Collusion is the presentation of work, which is the result in whole or in part of unauthorized collaboration with another person or persons. It is your responsibility to ensure that other Students do not have opportunity to copy your work.
- **Plagiarism** - Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.
You must follow referencing guidelines if you take another person's idea and put it into your own words.

Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons. Student attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that Students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

All classroom sessions are designed to provide Students the essential knowledge and skills required for relevant units of competency. It is expected however that Students will undertake additional reading and research.

If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or Le Pont International College administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

Punctuality

As a courtesy to other learnings and the trainer/assessor, all Students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other Students and the trainer/assessor.

Behavior

Students are always expected to behave appropriately in a mature and professional manner. All Students are expected to take responsibility for their own learning and behavior during training and assessment. Misconduct will not be tolerated.

Misconduct includes -

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property;

- Removing, damaging or mistreating Le Pont International College property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimization;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

It is expected that the behavior of all persons in the learning environment ensure a positive learning experience. Respect for other Students and the trainer/assessor is expected.

Le Pont International College always retains the right to remove disruptive Students from the training environment.

- You will be expected to treat staff and fellow Students with respect and observe any Student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however they may vary:

- **15 minutes** duration for - Morning and afternoon tea breaks
- **45 minutes** duration for - Lunch breaks

Change of personal details

Students are required to ensure their personal details recorded with Le Pont International College are up to date at all times. Should your circumstances or details change please update your record through your Student login account.

Disciplinary Processes

Le Pont International College may implement Student discipline processes should a Student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The Student being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the Training course.

Dress & Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
- Appropriate footwear must be worn at all times;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is requested.

Duty of Care

Under Workplace Health and Safety legislation, Students have a duty of care to maintain a safe environment for both themselves and their fellow Students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Le Pont International College can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not willfully or recklessly interfere or misuse anything provided by Le Pont International College in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of Le Pont International College;
- Ensure that you are not affected by the consumption of drugs or alcohol.

Evaluation and Feedback

Le Pont International College values all feedback from Students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

Le Pont International College has developed some feedback forms for you to provide feedback.

Thank you in advance for your comments.

Learner Support services

Le Pont International College understands that there may be times when personal issues may affect your ability to undertake your training. Le Pont International College has identified a number of support services for Students who have special needs, or require additional support and assistance to undertake or complete their learning.

Mentoring & Guidance

Le Pont International College can provide Students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Language, Literacy Numeracy

Discuss with us your options for further language literacy and numeracy development.

Reading Writing Hotline

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

1300 655 506

Learning Materials

Students receive a copy of training and /or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

Making the Most of your Training

It is particularly important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;

- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

Mobile Phones

All phones must be turned off during training, as a courtesy to the Trainer/assessor and other Students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. Le Pont International College accepts no responsibility for any belongings which may be stolen or go missing.

Procedure of leave or deferment

The College can only approve leave for full qualification international students where compassionate and compelling circumstances exist. Students should complete and submit a Permission of Leave Request form is available from student administration. Students **MUST** provide documentary evidence to support a claim for a leave of absence. All applications based on medical grounds must be submitted with an official medical certificate/documentation. You must provide original or certified copies of medical certificates, death certificate or supporting documentation from a registered psychologist or other relevant support staff. If you are leaving the country you must submit your flight details which include dates of arrival and departure. Fees must be paid prior to any action being taken or applications will not be considered. (Refer to Additional Fees and Charges on the College website).



Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activity are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognized qualification. Nationally recognized qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all Students regardless of where they are, or the mode of training delivery provided. You could be a full time Student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;
- Required knowledge and skills;
- A range of variables;
- Critical aspects of evidence;
- Any pre or co requisites (if applicable).

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses

- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance;
- Assignments;
- Written activities;
- Written / oral questioning;
- Oral presentations;
- Workplace performance
- Projects
- Case studies;
- Role plays/ simulations;
- Demonstration of skills;
- Online assessments;
- Portfolio of evidence.

Certification will only be given to Students who successfully complete all assessment requirements for a course.

Le Pont International College is required to meet stringent quality requirements in the conduct of all assessments.

The Le Pont International College has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to Students.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance; • Assessment of knowledge and skills is integrated with their practical application; • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • Reflecting the learner’s needs; • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	<p>The individual learner’s needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to consider the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

Rules of Evidence and Assessment

Le Pont International College is required to ensure that all evidence provided by Students, as proof of their competency, meets the following “rules of evidence”.

Valid	The assessor is assured that the learner has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner’s own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to Students and are outlined within learner / assessment resources.

Many courses require assessment to be completed after the course, as workplace performance is essential in competency-based learning.

Presentation of Assessments/ Assignments

- All assessments should be typed.
- Handwritten assessments are accepted; however, handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. Le Pont International College does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.
- We endeavor to assess all assessments within 10 working days of receipt.
- Students are entitled to one resubmit assessments. If the re-submissions are still deemed NYC, Students may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Students must re-enrol in the course again, paying the full course fee of the day.

Assessment results

Students have access to their own learning account which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to Students as soon as is practical. These results are available through your Student login account. Assessment results are always confidential and will not be given to any other party unless a written request signed by the Student is received in advance.

Reasonable adjustments

Students with disabilities are encouraged to discuss with Le Pont International College any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the Le Pont International College to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Certificates

Types of Certification

In general, four types of certificates are issued by Le Pont International College. Certificates can only be awarded by Le Pont International College in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognized training. Full qualifications can only be issued once the Student has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognized training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognized training. Issued when a Student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognized training. Issued when a Student attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the

Certificates will only be posted to Students at their nominated postal address as shown in their Student login account. The onus is on the Student to ensure their address details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission from the Student. Duplicate or replacement copies of certificates incur a fee.

Course Delivery

Le Pont International College ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorizations;
- Appropriate equipment and facilities.

Training and assessment methods used by Le Pont International College meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the Student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

Several delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical demonstrations
- Audio/visual presentations
- Group participation/ discussions
- Trainer/facilitator instruction
- Practical activities
- Self-paced activities
- Individual projects
- Workplace based training
- Case studies

Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the Student. This means that the Student has greater control over what, when and how they learn.

Le Pont International College offers various forms of delivery to accommodate the varying needs of Students. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace –based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy, and numeracy skills of participants, with which the South Brisbane Institute must abide.

Le Pont International College makes appropriate concessions for language, literacy, and numeracy issues of Students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all Students on appropriate actions if there is a need to update literacy and numeracy skills. Le Pont International College can assist in providing this additional development prior to completing your enrolment into vocational skills.

Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Recognition of current competency (RCC);
- Credit transfer (CT); and
- Mutual Recognition (MR).

All Students have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

Le Pont International College believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognized course.

Le Pont International College always aims to maximize the recognition of a learner's prior skills and knowledge whilst maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Le Pont International College may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our <Position 3> on <Phone Number> who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for any particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a Student through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the Student is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the Student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

Le Pont International College is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

For further information on Recognition, please see Le Pont International College Recognition policy.

Mutual Recognition

Le Pont International College recognizes the AQF qualifications and Statements of Attainment issued by other Registered Training organizations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a Student has the same national competency codes as those that form part of the training and assessment program within which the Student is enrolled or is intending to enrol. Students are required to formally apply for Mutual Recognition. With Mutual Recognition Students are not required to undertake learning in the unit/s again, the Student is exempt.

Special Needs

Students intending to enrol for training with the Le Pont International College are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the Director any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Director, in collaboration with the Student, will assess the potential for the Student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the Student's learning.

Trainer and Assessors

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.



Access and Equity

Le Pont International College is committed to promoting, encouraging, and valuing equity and diversity with respect to its Students and to providing them with a positive learning environment to achieve success. Le Pont International College will ensure services offered are provided in a fair and equitable manner to all Students, free from bias.

Le Pont International College abides by equal opportunity principles, providing access to the benefits of training and assessment to all Students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All Students have equitable access to training resources and facilities, support services and information, trainer, and assessors, learning and assessment materials and opportunities.

For further information, see Le Pont International College Access & Equity Policy.

Appeals

Le Pont International College ensures that Students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process are an integral part of all training and assessment pathways leading to a nationally recognized qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via South Brisbane Institute website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the Student.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third-party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalized as soon as practicable.
- Le Pont International College may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalize Le Pont International College will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- Le Pont International College strives to deal with appeal issues as soon as they emerge, to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor
- Alleged lack of competence of the assessor;

- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with Le Pont International College assessment policy the Student will be required to:
 - i. Undertake further training or experience prior to further assessment; or
 - ii. Re-submit further evidence; or
 - iii. Submit/undertake a new assessment

For further information, see Le Pont International College Appeals Policy.

Student Enrolment

To enrol in a training program simply do so via our website or contact the Administration Office on <Phone Number> and we will send out an enrolment form and the information flyer about the course. Simply complete an Enrolment form and send to us, either by email or post.

Enrolments must be received no later than 24 hours prior to the course commencement. Enrolment forms should be returned with payment. Enrolments will be considered tentative until payment has been received.

Once we receive your enrolment an interview will be scheduled. At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for government funding (if available)
- Confirm the fees you will have to pay
- Complete a language literacy numeracy test to determine your learning needs
- Be informed about the requirements of a police/working with children check or other licences
- Confirm the date of the mandatory orientation session

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Le Pont International College will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All Students receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

Student Induction

Induction for all new Students includes the provision of this manual. All Students must complete and return the Induction Checklist.

Student Selection

Le Pont International College always conducts recruitment of Students in an ethical, fair and responsible manner using various methods.

Le Pont International College is committed to ensuring that all Student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore, selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, Student needs etc.

If a training program is fully booked at the time the Student enquires about enrolment into that particular training program, they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Students on a “reserve” list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Students must have the appropriate level of language, numeracy, and literacy.

Le Pont International College shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

Student Records

Le Pont International College maintains an individual Student file for every Student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those Le Pont International College personnel who need to have access to your file for training and assessment purposes can access it.

No other person/Student can and will have access to your personal Student file without your prior written permission.

If you would like access to your personal records simply contact DIRECTOR.

Complaints

Le Pont International College has a fair and equitable process for dealing with Student complaints.

All Students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively, and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All Students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioral conduct of another learner.
- All complaints are acknowledged in writing and finalized as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director Le Pont International College or an independent party to the complaint.
- The complaint resolution procedure emphasizes mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalize Le Pont International College will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimization of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.

- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the Student in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the Student to the trainer /assessor/DIRECTOR.

The Student completes a Complaints Form to commence the process.

For further information, see Le Pont International College Complaints Policy.

Course Fees

Le Pont International College has developed a fair and equitable process for determining course fees, refunds, and payment options.

Flexible payment options

Le Pont International College accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa card, MasterCard, Direct Deposit or PayPal.

Course fees are payable in advance and enrolments are considered tentative until payment is received.

Qualification enrolments

Fees for qualification program may be paid via a payment arrangement in advance. As full qualification payments are discounted, this payment method incurs a surcharge.

Cancellation & Transfers

Enrolment cancellation / Withdrawal / Deferral / Amendment

Students who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form.

Student Transfers

- Transfer to another "Course date"** – Students can transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- Transfer to another "Course"** – Should a Student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- Transfer to another "Delivery mode"** – Should a Student, enrolled in a course, wish to transfer to another "delivery mode" for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode. The transfer is subject to course availability. Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.
- Transfer to another "Student"** – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another Student.

RTO Cancellation of courses

Le Pont International College reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a Student for the course will be made within seven (7) days. Le Pont International College has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Le Pont International College.

Equal Opportunity

Le Pont International College is committed to equal opportunity policies and principles, as they affect Students and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

Le Pont International College has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors, and Students.

Le Pont International College is committed to providing an environment which recognizes and respects the diversity of employees, contractors, and Students. Le Pont International College is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and Students to work and study in a safe and healthy environment free from such behavior.

Le Pont International College will:

- Ensure that employees, contractors, and Students understand that these types of actions and behavior will not be tolerated in the work/study environment.
- Request that any behavior which could be considered harassment, vilification, or bullying cease immediately.

All employees, contractors and Students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviors.
- Supporting the person in saying no to these behaviors.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor, or Student feels harassed, vilified, or bullied, the employee, contractor or Student is encouraged to inform the person where the behavior is unwanted, unacceptable and/or offensive. If the employee, contractor, or Student feels unable to approach the person, or if the behavior continues following their request that the behavior cease, the DIRECTOR should be contacted.

As a Student of Le Pont International College, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, Students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviors;
- Supporting the person in saying no to these behaviors;
- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and Students have an equal opportunity to work and study. Le Pont International College will not tolerate behavior which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and Students to be harassed during the course of their work or study because of their sex, pregnancy, race (including color, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and Students.

Harassment

In general, harassment is behavior which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, color, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioral/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behavior that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behavior can refer to the actions or behaviors of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behavior intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behavior. It can occur between people such as managers and employees or contractors, co-workers and Students.

Sexual harassment

Le Pont International College will not tolerate sexual harassment in the learning or work environment.

The Le Pont International College deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and Students have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realize that their behavior constitutes sexual harassment, but they must be aware that behavior that is acceptable to one person may not necessarily be acceptable

to another. Sexual harassment is any unwanted behavior of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favors.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Privacy

Le Pont International College abides by the Privacy Act and respects Students, staff and trainer/assessors' right to privacy.

As an RTO, Le Pont International College is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from Students in secure Student records. All staff must be scrupulous in using Student information only for the purposes for which it was gathered. All Students have access to their own records at all times.

Le Pont International College collects information from Students upon initial enquiry to send course information and is collected at enrolment and during the provision of the training and assessment services. The Le Pont International College may use personal information to advise Students of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Le Pont International College will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see Le Pont International College Privacy Policy.

Refund Policy

Payment of all refunds, to Students who are entitled to a refund, are in accordance with the following refund policy.

Le Pont International College will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) Payment of all refunds is made within one week (seven days) of application for refund.
- b) Regarding all withdrawals, Le Pont International College will firstly encourage a Student to enrol on another course, prior to processing refund applications.
- c) Written notification of withdrawal from a training program must be provided by a Student to apply for a refund for a course. This may be via letter, email, or the completion of the refund form.
- d) There is no refund applicable where a Student has commenced their course/unit.
- e) There is no refund to participants who do not obtain their qualification after assessment.
- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the Student.
- g) Le Pont International College does not accept liability for loss or damage suffered in the event of withdrawal from a course by a Student.
- h) Le Pont International College provides a full refund to all Students, should there be a need for South Brisbane Institute to cancel a course. In the first instance Le Pont International College will (where possible) provide an opportunity for the Student to attend another scheduled course.
- i) If Le Pont International College cancels a course, Students do not have to apply for a refund, Le Pont International College will process the refunds automatically.

- j) Refunds for cancellation of enrolments in individual courses are granted on a sliding scale:.

Reason for Refund	Notification requirements	Refund
Student withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the Student)
Student withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Student has already paid)
Student withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student withdrawn from the course by Le Pont International College	After course commencement, due to inappropriate behavior	Nil Refund
Course cancelled by Le Pont International College		100% of the course fee (paid by the Student)
A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment		
Fees are refunded in full where the Student submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment		

- k) Refunds for cancellation of enrolments in full qualifications are subject to the following refund formula.

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the Student Nil Refund
Unit Fee – Not Commenced	For all individual units NOT commenced/attended/completed from within the qualification /Accredited course	Full Unit fee paid by the Student is Refunded

Commencement dates

- ** Please note commencement for correspondence courses is the date that the training materials were posted to the Student.
- Commencement for online Students is the date that online access is provided to an individual Student for a particular course.
- Commencement date for a classroom-based learning mode is the first day of the course.

Workplace Health and Safety (WHS)

Le Pont International College is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organization. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Le Pont International College encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Le Pont International College recognizes its responsibility under the Workplace Health and Safety and related regulations. The DIRECTOR has responsibility for ensuring the health and safety of staff, Students, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to Students, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

Le Pont International College is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, Students, and contractors. Specific responsibilities are shown below.

Le Pont International College Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavor to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to South Brisbane Institute Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

Staff, contractors, Students and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant Le Pont International College WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the DIRECTOR.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

Le Pont International College will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will investigate to reasonably prevent a recurrence.

Le Pont International College is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating incidents and accidents

The DIRECTOR is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the DIRECTOR will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.

- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyze results of investigation and document recommended courses of action for evaluation by the DIRECTOR.
- Once action is approved, communicates outcomes and planned actions.

CONTINUOUS IMPROVEMENT

Le Pont International College is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available at reception. You are encouraged to provide feedback to Le Pont International College so we can improve our services in the future

