



ECA Education
Centre of
Australia

STUDENT HANDBOOK

WWW.ECA.EDU.AU

ACN: 11 191 8775, ABN: 1411 191 8775
CRICOS PROVIDOR CODE: 02644C

ADDRESS LEVEL 2/545 KENT ST, SYDNEY NSW 2000
PO BOX A98 SYDNEY SOUTH NSW 1235

P +61 2 9299 2282

F +61 2 9299 3361

E INFO@ECA.EDU.AU

CONTENT

WELCOME	4	2.26.1 How Are Competencies Assessed?	18
1.1 Mission Statement	4	2.26.2 What If You Successfully Demonstrate Competencies In Some Areas and Not in Others?	18
1.2 Education Policy	4	2.27 Trainer's Responsibilities	19
1.3 Student Selection Details	4		
1.4 Code of Ethics	5		
STUDENT POLICIES & PROCEDURES	6	GENERAL INFORMATION	20
2.1 Educational Standards	6	3.1 Student Required Dress Code	20
2.2 Change of Enrolment	6	3.2 Notice of Change of Address	20
2.3 Cancellation & Refund Policy	6	3.3 Student Travel Concession Forms	20
2.4 Student Induction & Orientation	8	3.4 Student ID Card	20
2.5 Delivery	8	3.5 Student Feedback And Quality Improvement	20
2.5.1 Basic Principles of Behaviour	8		
2.5.2 Student Privacy NSW Privacy And Personal Information Protection Act 1998 And Federal Privacy Act 1988	9	COURSES DELIVERED	21
2.6 Local Environment	9	4.1 Course Duration	21
2.7 Student Health	9	4.2 Home Address	21
2.8 Drugs & Alcohol	9	4.3 Family Emergencies	21
2.9 Occupational Health & Safety	9	4.4 Holidays	21
2.10 Access & Equity	10	4.5 Employment	21
2.11 Student Harassment Policy	10	4.6 Furniture & Facilities	21
2.12 Complaints Procedure	11	4.7 Toilets	21
2.13 Student Counselling Services & Support	12	4.8 Evacuation & Emergencies	21
2.14 Recognition of prior learning (RPL) & Recognition of Current Competencies (RCC) Overview & Credit Transfer	13	4.9 Shopping & Banking	21
2.15 What Is RPL And RCC?	13	4.10 Accommodation	21
2.16 Attendance Procedures & Overview	14	4.11 Library	22
2.17 Attendance & Progress	14	4.12 Marketing And Advertising	22
2.18 Reporting for Non Compliance of Attendance & Progress	15	OTHER ACADEMIC ISSUES AT ECA	22
2.19 Absenteeism Policy	15	5.1 Course Pre-Requisites	22
2.20 Training Delivery & Assessment	16	5.1.1 General Pre-Requisite	22
2.20.1 Classroom Training	16	5.1.2 English Language Ability	22
2.20.2 Classroom Assessment	16	5.1.3 Mature Age	22
2.20.3 Simulated Workplace Training and Assessment in Practicals	17	5.1.4 Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) Exemptions	22
2.21 Re-Scheduled Assessment Policy & Procedure	17	5.2 Attendance	22
2.22 Reassessment Procedure	17	5.2.1 Attendance Certificates	23
2.23 Assessment Appeals Process	17	5.3 Classroom Times	23
2.24 Issuing of Certification	17	5.4 Assessment	23
2.25 Certificates & Diplomas	18	5.4.1 Reassessment	23
2.26 Student's Responsibilities	18	5.4.2 Students Absent From Assessment	23
		5.4.3 Certificates	23
		5.4.4 Competence/Certification	23
		5.5 First Aid	23
		5.6 Student Feedback and Quality Improvement	23

WELCOME

Welcome to Education Centre of Australia (ECA). We hope you have a successful and enjoyable learning experience with us.

ECA is committed to high standards in the provision of education and training and other student services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist students achieve the best possible outcome.

ECA will ensure that you will receive the opportunity to fulfil your personal potential during your training, and every endeavour will be made by staff to accommodate your individual needs.

The contents of the Student Information Handbook will be discussed with you during the induction program. Therefore, it is important to bring this handbook with you to the induction and keep it safe during your studies/training, as it will provide additional guidance and answers as you progress throughout your course.

In this handbook, you will find information about ECA, policies and procedures, together with forms and documents that you may have to refer to.

We sincerely hope your time at ECA is a memorable and productive learning experience.

If you have any questions, please ask your trainer/teacher, receptionist or any staff member.

1.1 MISSION STATEMENT

The corporate mission of ECA is to be an institute of excellence providing our students with a caring environment, enhancing our students' knowledge and providing pathways to further study and careers. Embassy rejection letter.

1.2 EDUCATION POLICY

ECA provides a common sense and practical approach to education services and training. Our teachers/trainers are fully qualified and have theoretical knowledge and practical experience in industry. You will learn skills from professionals who "practice what they teach". This enables us to bring you their expertise and knowledge into the classroom. Academic research and the theoretical side of education are also encouraged and valued at ECA.

1.3 STUDENT SELECTION DETAILS

Overseas students wanting placement at ECA must present themselves at their local Department of Immigration and Citizenship (DIAC) immigration office overseas with evidence that their qualifications and proficiencies have been assessed as meeting the requirements of the qualification they are seeking enrolment in and that the assessment has been conducted by a suitably qualified person. This assessment must meet the requirements of the Migration Regulations (Code 28) but as a minimum would identify the place of assessment and its registration with the local DIAC office as an assessment centre. The name and qualifications of the assessor are also required. Such organisations are contracted by DIAC overseas to conduct assessments for student visa issue. The assessments must also have an IELTS assessment carried out by a recognised centre. ECA will ensure that all recruitment and marketing of overseas students follows the above rules.

Onshore students applying for vocational courses must have an IELTS certificate at 5.5 from a recognised provider e.g. International House, AMES, a release from their previous College and details of any qualifications attained on shore. Onshore applications can only occur after the student has completed their first 6 months tuition.

Students applying for higher education courses must ensure

they meet the specific course requirements, including English language requirements and academic entry requirements.

Students applying for the Professional Year program require an IELTS score of 6.5. They will have completed a 2 year higher education degree and will need to start the PYP within 6 months of completing their course. Their visa also has different regulations attached.

1.4 CODE OF ETHICS

ECA shall at all times act with integrity in dealings with all students and members of the community.

ECA shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:

- NSW Vocational Education and Training Accreditation Board (VETAB) and Australian Quality Training Framework (AQTF) National Standards for Registered Training Organisations.
- The Education Services for Overseas Students Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007)
- Commonwealth/State legislation and regulatory requirements.
- Australian Computer Society (ACS)

1. ECA will practice the following requirements:

- The provision of adequate facilities in which to conduct education and training programs
- The employment of qualified staff and maintenance of staff training
- The delivery of programs on an on-going basis
- The accuracy of any marketing and promotional advertising material
- Compliance with an acceptable refund policy
- Compliance with current Occupational Health & Safety and Duty of Care requirements

- The maintenance of adequate records and security of all current and archival records
 - Student access to their records upon request
 - The maintenance and continual improvement of a Quality Assurance System.
2. ECA undertakes to maintain quality education and training and to uphold the highest ethical standards.
 3. ECA undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.
 4. ECA shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.

STUDENT POLICIES & PROCEDURES

2.1 MISSION STATEMENT

ECA policies and management procedures are designed to maintain high professional standards in the marketing and delivery of education and training services. Policies and procedures safeguard the interests and welfare of students. ECA is committed to the success of students and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

2.2 CHANGE OF ENROLMENT

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the trainer and student agree on the benefits of the change and it does not disrupt other students. Refunds may only be made as a result of change of enrolment subject to the Refund Policy.

2.3 CANCELLATION & REFUND POLICY

1.1 Victoria University's Sydney Location follow Victoria University's policy on the refund of tuition fees which has been determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students ('the National Code'), the Education Services for Overseas Students Act 2000 (ESOS Act 2000), and Education Services for Overseas Student Regulations 2001 (ESOS Regulations 2001).

1.2 The policy applies equally to commencing international students and continuing international students.

1.3 Before a refund can be processed, the funds covering the tuition fee must be available to the University i.e. cheques and drafts cleared and telegraphic transfers received.

1.4 Refunds will be paid within four (4) weeks

of receiving a written claim, including all relevant documentation, from the student. A full refund will be paid within two (2) weeks if the University defaults.

1.5 Generally, students who withdraw after four weeks of commencement of a program will not be eligible for a refund, unless otherwise stated in this policy.

2. REFUND PROCEDURE

2.1 Applications for a refund must be made in writing to the Director, Victoria University Sydney Location, setting out the reasons for the request and accompanied by supporting documentation, as appropriate.

If the international student has already arrived in Australia, an 'Application for Refund of International Student Fees' form must be completed and lodged at Victoria University Sydney Location.

2.2 The refund will be made payable to the student (unless otherwise requested in writing). The refund draft will be made payable in Australian dollars, and sent to the international student's permanent home country address.

2.3 Where a tuition fee has been paid by a sponsoring body or scholarship agency, any refund payable will be made to the sponsoring body or scholarship agency.

2.4 Where an international student is transferring to another institution, the refund will be paid directly to the new institution, unless the international student can provide evidence of having paid the tuition fee to that institution.

3. TOTAL REFUNDS

3.1 A full refund will be made: (a) In the event that an offer is withdrawn by the University; (b) The University is unable to provide the course; (c) Where a student was not able to meet a condition required by the University in

its letter of offer; (d) Where a student has been excluded by the University for failure to meet degree or diploma progression rules and where fees were paid in advance of notification of exclusion; (e) Where there is a refusal by the Australian Government authorities to grant a student visa or the visa is not granted in time for the student to commence the course on the agreed start date; (f) When illness or disability prevents the student from taking up the course; (g) When the death of a close family member (parent, sibling, spouse or child) occurs; (h) When a political or civil event prevents acquittal of fee; or (i) Other special or extenuating circumstances preventing a student from proceeding may allow for full or partial refund at the discretion of the Director, Victoria University International, or their nominee, provided the request is made prior to the commencement of the course.

3.2 Documentary evidence must be provided in support of an application for a refund under any of the above provisions, with the exceptions of 3.1 (a) and (b).

4. PARTIAL REFUNDS

4.1 Where a student, having paid his or her tuition fees for one semester in advance, gives notice in writing to the Director, Victoria University Sydney Location, at least four (4) weeks prior to commencement of teaching in that semester (or four weeks prior to the specified date for the commencement of a research program), of an inability to undertake the course, tuition fees paid in respect of the semester are refundable, less a service charge of 10 per cent of the prescribed semester fee.

4.2 Where a student gives less than four (4) weeks notice, prior to the commencement of teaching in that semester, of an inability to undertake the course or withdraws within four (4) weeks of commencement of a program, 50 per cent of the prescribed semester fee is refundable.

5. NO REFUNDS

5.1 A student who withdraws after four (4) weeks from the commencement of teaching in either semester, shall not be eligible for a refund.

5.2 A research student who, for whatever reason, withdraws more than four (4) weeks after the

commencement of the course shall not be eligible for a refund.

6. LEAVE OF ABSENCE

6.1 If a student is granted leave of absence, 50 per cent of the prescribed semester fee will be refundable. The balance will be retained and offset against the commencing student fee in the appropriate semester. The retained fee will be forfeited if the student does not give notice in writing to the Director, Victoria University Sydney Location, at least four (4) weeks prior to the commencement of the semester, of his or her inability to recommence the course.

7. ENGLISH LANGUAGE INSTITUTE

7.1 Where a student, gives notice in writing to the Director, Victoria University Sydney Location, at least four (4) weeks prior to commencement of teaching, of an inability to undertake the course, tuition fees paid are refundable, less a service charge of 10 per cent of the prescribed fee.

7.2 Where a student gives less than four (4) weeks notice, prior to the commencement of teaching, of an inability to undertake the course; or withdraws within four (4) weeks of commencement of the course, 50 per cent of the fees payable will be refunded. The maximum amount retained by Victoria University Sydney Location will not exceed 10 weeks of the published tuition fee.

8. FEES REFUND RELATED TO INTERNATIONAL STUDENTS WHO OBTAIN PERMANENT RESIDENT STATUS

8.1 An international student who is granted Permanent Resident Status prior to the census date (31 March, 31 August and 15 December) for that semester, will be refunded all fees that have been paid for the forthcoming semester/year. Resident status is recognised from the date stamped on the student's passport (visa label), not the date on which the application for status is made. These students lose their fullfee student place and must re-apply for course entry in competition with other course applicants for governmentfunded places.

8.2 If a student is granted Permanent Residency after a census date, the student will be classified as an international student for the remainder of the semester in which this change occurs.

9. REVIEW PROCESS RELATED TO FEES REFUND

9.1 Information on the University's dispute resolution procedure can be obtained from the international student advisers.

9.2 The University's dispute resolution process does not preclude a student from taking other legal action to recover any fees paid, including a debt action in a court of law.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

2.4 STUDENT INDUCTION & ORIENTATION

A Student Induction & Orientation Day and class registration is conducted for all new students before courses commence.

It is essential for students to attend this session to understand the College's academic system and familiarise themselves with the facilities. Students must bring with them a passport size photo in order to make their student ID card.

At Induction & Orientation all queries regarding course structure and timetables will be answered collectively with time for individual consultation if required. A coordinator will be available to answer any questions you may have about your course.

The ECA Training Manager will interview each student during their orientation. Their English Language level will be assessed, and any other areas in which they may need help. Extra help with English will be made available to students through ELSIS English College, which has daily 15 minute private tutorials for students who require extra support. This service will be available at no extra cost to ECA students.

ECA Students who need help with their course work should communicate with their trainers. All ECA trainers will be available for extra help outside class hours. Trainers will inform students of their hours of availability during week 1 of each semester.

2.5 DELIVERY

ECA complies with adult learning principles in the delivery of its courses. All of our programs endeavour to create a learning environment where adults can share their previous experiences in work, life and study. Lecturers, teachers and trainers will relate the course content and theory with real workplace examples and case studies. A dynamic classroom environment involving group discussions, problem solving and individual presentations will prepare students for the course assessments and for the real workplace environment.

The programs offered at ECA have individual timetables and attendance requirements. Within this constraint teachers/trainers will vary the way of delivery to ensure that the diverse needs of learners are catered for eg for those with literacy difficulties assessments can be answered verbally with a scribe appointed and paid for by the College to write down the answers supplied. Videos and pictorial representations of difficult concepts are employed to assist in understanding.

2.5.1 BASIC PRINCIPLES OF BEHAVIOUR

Today's college environments require students to use their initiative, work as team members and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At ECA we expect staff and students to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.
- Maintain constructive relationships with staff and fellow students.
- Take the initiative for improvement.
- Display a professional attitude and commitment toward learning.
- Be prepared for classes (bring your textbooks, writing materials and other necessary equipment)
- Respect the properties of ECA and fellow students.
- Avoid the use of inappropriate language (slang, swearing and use of offensive words)
- Without exceptions, all mobile phones are to be turned OFF during classes.
- Without exception, food and drink are not

allowed in any training areas of ECA

- The laws of New South Wales do not permit smoking indoors. If you wish to smoke you must go outside the ECA building. Please make sure people can get past you on the footpath if you are smoking outside.
- It is polite to speak English in areas where you are around people of different nationalities.
- Students are required to follow instructions and directions during class sessions.
- Students are required to be on time for scheduled classes. Late students often disadvantage other students and slow the progress of the course.

If you do not comply with these requirements you may receive a penalty. The severity of the penalty depends on the nature of the breach. You will be reminded of your responsibilities in the first instance of the breach. Continuation of the breach may lead to your student visa being withdrawn.

2.5.2 STUDENT PRIVACY NSW PRIVACY AND PERSONAL INFORMATION PROTECTION ACT 1998 AND FEDERAL PRIVACY ACT 1988

All personnel at ECA are governed by the Federal and NSW Privacy Acts as listed above. ECA recognises a student's right to privacy. ECA Privacy Policy identifies how we handle information we learn about a learner. We collect and store your enrolment details and your progress reports. You are entitled to access your personal file information. Contact the Administrative officer to arrange a suitable time.

The information we collect from you is protected and will only be used for training and assessment services. Personal student files will only contain information pertinent to your progress through your training program. If a request for your details is received from a person or organisation outside CA we will require your written approval before any personal information is released. From time to time ECA is required to give information about you to government organisations or to your legal guardian. We must also give information to the police if requested.

2.6 LOCAL ENVIRONMENT

Information on the local area is provided to students at Orientation or to students enquiring to enrol at ECA by the Marketing Manager. Prior to enrolment information on local area is emailed to students overseas as part of a student handbook.

2.7 STUDENT HEALTH

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. If you are unable to attend college due to illness you must contact the Administration Office immediately. You must bring a medical certificate if you are absent for more than two days.

All overseas students must show evidence of health insurance cover before they will be granted a visa. You will need to maintain this health cover for the entire time you are studying in Australia. The Overseas Student Health Cover (OHSC) covers most medical expenses, prescription drugs, and the cost of hospital care and emergency ambulance transport. OHSC cost for a single person with Medibank Private is approximately \$342.00 AUD per year. For further information go to www.medibank.com.au.

2.8 DRUGS & ALCOHOL

ECA is a drug and alcohol free college. To ensure the integrity of the ECA, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the ECA premises is strictly forbidden at all times. Any student who is affected by any of these substances whilst attending training is violating the college's policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

2.9 OCCUPATIONAL HEALTH & SAFETY

ECA is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management of ECA is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under the federal and State rules and regulations of the NSW

Occupational Health and Safety Act. 2001.
It is important that you report ANY injury immediately. If you have any concerns or notice a condition or practice that seems unsafe, please inform your trainer or the ECA Training Manager.

2.10 ACCESS & EQUITY

ECA is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 5 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992.

In the event of a situation that is considered by students to be in violation of ECA Access & Equity Policy, students are required to report the situation to the ECA Training Manager/Academic Director.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by special needs students. If you have need for any additional assistance please inform the ECA Training Manager. All staff members of ECA are responsible for access and equity issues so do not hesitate to speak to any of the staff if you have concerns.

2.11 STUDENT HARASSMENT POLICY

All staff and students at ECA are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

In Australia and New South Wales institutions must provide a safe and peaceful environment for work and learning. ECA will not tolerate any harassment, victimisation, bullying or any such behaviour that has the purpose or effect of interfering with your learning or creating an intimidating, hostile, or an offensive learning environment. You cannot harass, bully or victimise someone because of their sex, race, national origin, religion, disability, sexuality or age. All staff and students at ECA must follow this policy. If you are the victim of this treatment you should talk to a staff member you trust immediately.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, colour and race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- Unfavourable treatment such as aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- A person who uses their strength or power/ position to frighten others to do something they don't want to do;
- Behaviour that intimidates, degrades or humiliates a person;
- Aggression, verbal abuse and behaviour which is intended to punish;
- Personality clashes and constant 'put-downs';
- Persistent, unreasonable criticism of student work performance;
- Violence, both physical and threatened, by a person against any other person in ECA

Students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

Such conduct, when experienced or observed, should be reported to the ECA Training Manager. All complaints will be promptly investigated.

The privacy of a student filing a report and the individual under investigation shall be respected at all

times consistent with the obligation to conduct a fair and thorough investigation.

Disciplinary action may be taken against any students who are found to have harassed other students or staff.

ECA expects all students to uphold to the spirit of this policy. Breaches of the policy will be considered to be “misconduct” or “serious misconduct” which may result in expulsion for students or dismissal for staff.

2.12 COMPLAINTS PROCEDURE

ECA will address each student complaint or appeal in a confidential, punctual and efficient manner, in order to maintain a high level of customer satisfaction.

SCOPE

This procedure will cover all complaints and appeals submitted by students undertaking training for nationally recognized training qualifications on ECA scope of registration. All disputes will be handled professionally in order to achieve a satisfactory resolution.

STUDENT PRIVACY

ECA acknowledges and respects the privacy of students. It is required under the Privacy Act 1988 (Commonwealth) to comply with the National Privacy Principles in respect of the collection, use and disclosure of personal information from individuals.

STEP 1. INFORMAL RESOLUTION

It is in the student’s best interests for a dispute to be resolved amicably and at an early stage. A difficulty should initially be discussed with the staff member concerned and a satisfactory outcome might be achieved through discussion. If the issue is not resolved within 5 working days then the student should proceed to Step 2

STEP 2. INFORMAL RESOLUTION

1 The student should lodge a written complaint with the compliance officer / ECA Training Manager of ECA.

2 She/He will:

- review documentation
- review informal resolution process to date

- notify student of recommendation in writing

A satisfactory outcome might be achieved through conciliation.

3 If complaint is not resolved within 5 working days student should proceed to Step 3.

STEP 3. INFORMAL RESOLUTION - EXTERNAL ‘ROUND TABLE CONFERENCE’

ECA can organize a ‘Round Table Conference’ between the student and ECA at Australian Council of Private Education and Training’s (ACPET) office. (Suite 12, Level 14, 329 Pitt Street Sydney. Ph. 9264 4490). ECA is a member of ACPET. The college will contact ACPET within 24 hours of receiving the request from the student to arrange a ‘Round Table Conference’. ACPET will organise the ‘Round Table Conference’ within 10 working days. Options will be discussed and the desirable result is resolution of the complaint through conciliation. The outcome of Step 3 - the ‘Round Table Conference’ will be agreed to at the completion of the ‘Round Table Conference’.

1. ACPET’s role is not to decide on the outcome but to facilitate the meeting to ensure both parties are able to present their views.
2. The student receives written notification of the outcome.
3. If the complaint remains unresolved then the student can proceed to Step 4.

STEP 4. FORMAL RESOLUTION - EXTERNAL PROFESSIONAL MEDIATOR APPOINTED

1. Formal Dispute Resolution may be requested after all appropriate forms of informal resolution have been sought. ECA can request ACPET to organize an accredited independent professional Mediator (qualified barrister). The Mediator will be organised within 14 working days and the outcome of this mediation will be known at the end of the mediation session.
2. All costs associated with mediation are to be born by ECA.
3. The Mediation can be held at ACPET’s office. ACPET’s role in the mediation is limited to organizing the Mediator and a room for the mediation.
4. ACPET will not take part in the formal Mediation.
5. Both parties will commit to resolving the complaint.
6. The Mediator will document all outcomes of mediation.
7. At completion of the Mediation, both parties must sign an Agreement agreeing to the outcomes.

8. Both parties will receive written notification of the agreement
9. ECA agrees to act upon any complaint found to be substantiated and to immediately implement any decision or action required. As described in point 8 Student will receive written notice of the outcome.
10. ECA agrees to maintain the student's enrolment while the complaints and appeals process is ongoing.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

Responsibility: As above
Student Complaints and Appeals Procedure

Step 1. Informal Resolution — talk to the person involved to resolve the issue

Step 2. Appeal process — written appeal to ECA Manager

Step 3. Informal Resolution - External 'Round Table Conference' (ACPET to facilitate)

Step 4. Formal Resolution - External Professional Mediator appointed (ACPET to organize Independent Mediator and venue, ECA to carry costs)

2.13 STUDENT COUNSELLING SERVICES & SUPPORT

ECA caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage.

All students should make an appointment at reception with the ECA Training Manager if they wish to ask about any vocational education and training or personal counselling services available at ECA. For educational counselling the trainers are the suitably qualified support officers. For personal counselling services the ECA Training Manager will arrange a qualified person to attend the College.

The Marketing manager is the student contact officer for providing support in settling in to life in Australia,

problems with Agencies, accommodation issues, and orientation to Sydney issues. The ECA Training Manager provides advice to students on Academic progress and Further Study.

ECA provides suitable resources to help students to identify their learning needs and provides staff with the required student based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products ECA will do its best to ensure they are relevant to industry needs.

ECA is committed to providing students additional support, advice or assistance while training if required. To achieve this and to ensure the quality delivery of training and education, ECA provides:

- Student Vocational Counselling to improve and extend training outcomes. Students are advised to make an appointment to see the CEO in the first instance. They can then make a time to see the staff responsible for monitoring student progress.
- Additional support and services include:
 - a. Referral to Education and Career Counselling in addition to that provided by the ECA Training Manager and staff.
 - b. Assistance when applying for RPL and RCC
- Personal Counselling services are available to all students and may take the form of advice referral to other services or bringing a counsellor on site. Personal counselling services must meet the organisation's code of ethics and confidentiality procedures. Personal counselling services include, but are not restricted to:
 - a. Complaints /conflict resolution
 - b. Stress management
 - c. Access and equity issues
 - d. Student welfare and support
- **Language, Literacy and Numeracy (LLN) Support** is available to provide students with advice and support services in the provision of language, literacy and numeracy services. Students needing (LLN) support are identified on enrolment. Our Trainers have a background in language learning and teaching and are able to offer

students case by case support in this area. Our delivery and assessments modes are face to face and our trainers are also working in the industry. As such the language of delivery and design of assessment tasks reflect the language requirements of the workplace.

- **Literacy and Numeracy** skills are generally included and identified in Training Packages In identifying literacy and numeracy requirements, students need to:
 - a. Count, check and record accurately
 - b. Read and interpret
 - c. Estimate, Calculate and Measure

Where formalised LLN support is required by the student, extra curricula assistance is available and can be accessed by contacting the ECA Training Manager for more information. Referral to local community colleges for additional English language classes may be appropriate.

- Post Program and Exit Counselling Services includes assistance with job seeking, resume and interview skills, vocational advice and mentoring. Students are entitled to Recognition of qualifications issued by RTOs.

As part of the Australian Qualification Training Framework, ECA recognises equivalent statements of attainment and qualifications issued by Registered Training Organisations (RTO's) and Higher Education providers Australia wide.

Please bring your qualification with you when making enquiries on enrolment. The subjects and/or units of competency that make up your qualification will be checked against the current program. You may only receive partial recognition if the subjects/units have changed or new units added. ECA reserves the right to check with the other educational institutions about the training that made up your qualification.

2.14 RECOGNITION OF PRIOR LEARNING (RPL) & RECOGNITION OF CURRENT COMPETENCIES (RCC) OVERVIEW & CREDIT TRANSFER

ECA students may apply to have any prior learning recognized for full or partial unit credit. According to the Australian Federal Government, Recognition

of Prior Learning cannot be awarded towards a Professional Year program.

RPL or RCC is available on provision of verification. Students applying from overseas can ask for RPL for qualifications or experience they may believe they have. Students can gain RPL prior to enrolment. If this occurs the length of the student visa will be adjusted prior to embarkation and DIAC informed. Students can gain RPL after commencing the qualification in Australia. DIAC will be informed and the student visa timeframe will be adjusted. At all times students need to comply with the 80% attendance rule and attend 20 hours face to face per week. Students cannot apply for RPL or RCC at the end of their course.

Applications for RPL and RCC attract a review cost of \$25.00 per unit.

The ECA Training Manager is responsible for dealing with all RPL enquiries and applications. He/She will answer all student questions, conduct student interviews face to face if onshore, by telephone if offshore, assess student portfolios and grant RPL. He/She will notify the CEO who will inform DIAC if RPL is granted. Students must still attend 20 hours face to face each week.

2.15 WHAT IS RPL AND RCC?

If you know you are competent in the learning outcomes detailed in the unit of competency you are enrolled in, you can apply for RPL or RCC. Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against predetermined performance standards, which have been determined by industry, from a unit or element of competency listed in an accredited training package

or

To prepare for Recognition after arrival you should indicate your decision as soon as possible after the induction and orientation program. At all times the 80% attendance and 20 hours per week applies. The following are the steps to be taken:

Consult with the ECA Training Manager and do the following:

- Obtain a copy of RPL/RCC Procedure and Application Form from the Administration office

- Decide which Unit of Competency is to be recognised
- Provide an Evidence Portfolio in line with the Assessment Criteria in the unit information
- Arrange for a direct practice observation of your competence if applicable

Evidence for recognition of prior learning and/or current competencies may include:

- Evidence of current competence
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations

Students seeking recognition are provided with:

- RPL/RCC Procedure and Application forms
- Verbal guidance on identifying, gathering and submitting evidence of your achievements at interview
- Guidelines as to possible sources of evidence are discussed at interview
- Self-assessment opportunities based on assessment criteria
- Opportunities for further support and application assistance from a trained member of staff

RPL/RCC is available for all units. The elements of each unit of competency provide the RPL benchmarks. Students may receive full recognition of competencies required for a unit. Students must initially undergo selfassessment against and assessment criteria of relevant units prior to applying for RPL/RCC.

Student granting of RPL is documented on the application form and hard copy placed in student file. Student records on computer will be marked Competent (RPL) if they are assessed over a complete unit or cluster of units.

Students must document their claim for competency in sufficient detail to enable the assessor to decide on assessment needed.

If you require further information please ask the ECA Training Manager.

Credit Transfer: If you have achieved any qualifications in past formal study which you believe fully or partially equate to units in the qualification you are applying for you can discuss a credit transfer with the ECA Training Manager. If successful this would reduce the amount of time and learning you would be required to complete. You need to apply for credit transfer as soon as possible. You will need copies of the qualifications listing the units completed, the year of completion and evidence of what was completed in the course. If RPL is granted post arrival the DIAC will be informed and the student visa timeframe will be adjusted. At all times the 80% attendance and 20 hours per week applies.

2.16 ATTENDANCE PROCEDURES & OVERVIEW

Attendance is an essential element of a student's program. It is important that students arrive on time, as lateness interrupts other students and valuable work is missed.

Daily Attendance	All students are to be in class by their set training session time (Late Pass required from reception when late). The student attendance roll is recorded for each session of the day.
Request for Leave	Students wishing to apply for leave for a set period of time are required to obtain a Request for Leave Form from the Administration Officer and fill out the appropriate details. Students are then asked to organise alternative arrangements for study with their relevant teacher during their absence. Students are required to return the forms to the office for processing. It is important for students to note that leave can only be granted on compassionate or compelling grounds. If the leave required is more than 28 days students may have to leave the country. Only six months leave can be granted in any circumstances.

2.17 ATTENDANCE & PROGRESS

Students who are in Australia on a Student Visa are required to attend the college 20 hours per week. Australian Immigration Department Regulation stipulates that students are required to attend a minimum of 80% of scheduled classes and to make satisfactory academic progress.

ECA will issue a student with a warning letter and will follow up any student who has been absent for more than 5 consecutive days. ECA will notify (DIAC) about students who have an absence of more than 10 consecutive days. **(That is why it is important we have an up-to-date address and contact number for all students).**

Illness or other excused absences must be supported by documentary proof. These should be submitted as soon as possible after the absence. Only doctor's certificates with a provider number will be accepted.

ECA PROFESSIONAL YEAR PROGRAM: ATTENDANCE POLICY
Attendance is an essential part of any student's program. Students who are enrolled in the ECA Professional Year program are required to maintain 80% attendance at all classes and 90% attendance in any work placement modules. Australian Immigration Regulations (ESOS Act) require colleges to closely monitor student's attendance and report students who are not meeting the minimum requirement.

ECA Students will receive warning letters before they are excluded from the program and / or reported to the authorities. ECA will give students every opportunity to rectify any poor attendance records, and will provide advice and counselling whenever needed.

Warning letters will be sent to students when:

- They have been absent for 5 consecutive days, without any medical certificate or extenuating circumstances.
- Their attendance level has dropped below 80% overall.
- Two warning letters will be sent before a final exclusion letter is issued. Students will be given every opportunity to rectify poor attendance.

Students will be excluded from the program when;

- They have been absent for 10 consecutive days, with no medical certificate.
- They have failed to rectify an attendance level of lower than 80% after 2 warning letters. Students are warned at the beginning of a semester and are given the rest of that semester to rectify their attendance level.

Students wishing to take leave must obtain a request for leave form from reception. They must also arrange with their teacher alternative ways to complete their unit of study.

Satisfactory Progress

Students at ECA will have their progress closely monitored to ensure they are enrolled in a suitable program that meets their needs and expectations. At the end of each semester each student will have their progress documented and filed. If the student is deemed not yet competent in less than 60% of units undertaken that semester then the class teacher/trainer will arrange an interview to discuss any problems and issues. A suitable intervention strategy may be arranged to help the student better manage their studies. For more information see the ECA Course Progress policy on the ECA Website.

If a student achieves a rating of not yet competent in less than 50% of all units undertaken in the course to date then they will be allowed to reenrol under probation only and will be obliged to participate in any extra classes deemed necessary by the class trainer and ECA Training Manager. These extra classes could involve English language skills, or general study skills, or subject content work. A suitable program will be established by the ECA Training Manager. A student is usually not permitted to enrol in a unit they have failed twice. The permission of the ECA Training manager is required and it is only granted under exceptional circumstances. See the ECA Course Progress policy on the ECA website for more information.

If students have to repeat units of competency to complete their qualification enrolment during their final semester may be less than full time i.e. 20 hours face to face per week. However students are usually not permitted to repeat a unit of study more than once.

2.18 REPORTING FOR NON COMPLIANCE OF ATTENDANCE & PROGRESS

ECA is required to report to DIAC about student non-compliance with course requirements. Students retain their right to appeal any decision by the college. Refer to the appeals/grievance policy. To ensure reporting is consistent

and accurate ECA adopts the following procedure:

1. Students can access an unofficial transcript informing them of their academic progress and fee payment status by approaching the Administration officer.
2. Attendance and grades for each term/semester are provided to the student during the first week of the next term/semester so that students can check their attendance and academic progress as soon as practicable after the completion of the term.
3. Students who receive notification through a warning letter about any irregularities for attendance, progress or outstanding fee payment must immediately contact the Student Administrative Officer to resolve these irregularities.
4. Students who do not resolve the academic irregularities are issued with a final warning letter at the end of the following term/semester.
5. Students who fail to resolve non-attendance problems after the 'ten consecutive day' letter has been sent will be reported to DIAC via the PRISMS system at the earliest practicable time.
6. DIAC will decide whether the student is no longer bona fide.
7. Please note that students who have been reported to DIAC are generally not allowed to re-enrol at the college.

Note: You are required at all times to keep ECA informed of your current address and telephone number, to complete your subjects and to pay your course fees before the due date. "Notification of Change of Address" forms are held by reception. Students who pay late will not be allowed to enter classes and will therefore be considered to be non bona fide.

If you have any difficulties with course completion and or with payments, please inform the Student Administrative Officer. If a student is at risk of not making satisfactory course progress then the academic advisor / training manager will establish an appropriate support program. A record of any intervention measures implemented will be kept in the student's file.

A student is only allowed to defer commencement or

suspend studies of a course on medical grounds (with a doctor's certificate) or other exceptional bereavement.

Students are required to contact ECA in writing as soon as possible if they need to seek deferment. ECA will notify DIAC via PRISMS as soon as possible.

2.19 ABSENTEEISM POLICY

Students are required to notify the Student Administration Officer of ECA prior to the commencement of the session/s if they are unable to attend.

Students must abide by conditions as set down in the assessment policy. These conditions are as follows:

Students who are absent on the date of assessment must notify ECA of their inability to attend prior to the assessment time. **A medical certificate must be supplied.**

Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment.

FAILURE TO COMPLY WITH THIS POLICY MAY RESULT IN SUSPENSION FROM THE COURSE OF STUDY.

2.20 TRAINING DELIVERY & ASSESSMENT

2.20.1 CLASSROOM TRAINING

Training is delivered 'face to face' by qualified teachers and trainers (with relevant educational background and industry experience) and you are required to attend each scheduled class. The trainer will moderate the learning pace, method and sequence appropriate to the learning needs.

Learning methods will vary and can include case study scenarios, field trips, 'hands on' practical classes, role play techniques, discussions, presentations and assignments.

2.20.2 CLASSROOM ASSESSMENT

Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written documents, projects or reports, formal questions (multiple choice, short and long answer), practical demonstrations, small or large group tasks, oral presentations, problem solving tasks, case studies and discussions. Broadly, classroom assessments have two or three assessment tasks

for each unit of competency or module.
For major assessments, you will be provided with task assessment instructions including the date the task is due for completion.

2.20.3 SIMULATED WORKPLACE TRAINING AND ASSESSMENT IN PRACTICALS

After an initial period of training students may undertake practical training in a practical classroom/lab environment as part of the study program being undertaken. The practical assessment report forms part of your overall assessment for each subject.

2.21 RE-SCHEDULED ASSESSMENT POLICY & PROCEDURE

ECA is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students.

Students are notified in advance of assessment dates and times by the member of staff responsible for the assessment.

The Following Conditions Apply to Assessments in Vocational Programs

Students who are absent on the day of assessment must notify ECA of their inability to attend prior to the assessment time. A medical certificate must be supplied.

Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment.

Students, who have missed an assessment for any reason covered must apply for the missed assessment to be rescheduled.

The Following Conditions Apply to Rescheduled Assessments:

Students must have rescheduled and completed the assessment within four (4) weeks of the original assessment date.

Students must organise to reschedule the assessment with the staff member responsible for the assessment.

Students must supply a medical certificate or letter as stated in condition.

2.22 REASSESSMENT PROCEDURE

If a student has previously attempted an assessment and

has been deemed NOT YET COMPETENT they may apply for reassessment:

Note Students are not eligible to be reassessed if their attendance rate is less than 80%.

2.23 ASSESSMENT APPEALS PROCESS

All participants have the right to appeal any assessment decision made by ECA if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with us in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Assessment Appeal Form (available from the administration office) within 7 days of the initial discussion. Once a formal appeal is lodged a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered provider in the same subject area will be appointed to arbitrate and reassess participants if necessary.

You have the right to a support person to be involved at all times during the appeal process. You will receive notification of outcome in writing.

2.24 ISSUING OF CERTIFICATION

As required by the government, vocational education and training undertaken at ECA's rto has to be competency based. Assessments determine whether a student is competent/or not yet competent.

Students are issued with a statement listing units of competency undertaken. The statement will state whether competency has been achieved. As well as being issued with a statement regarding competency, students are issued with a transcript-listing units of competency undertaken. Results are stated using the following grades:

- CO Competent (under Australian Qualifications Framework)

- RPL Competent - recognition of prior learning
- NYC Not yet competent

2.25 CERTIFICATES & DIPLOMAS

Certificates and Diplomas are issued 2 weeks after completing the last assessment. Students who do not complete the full program are issued a Statement of Attainment, listing all the units completed and the grades.

Students successfully completing the full program are issued a Certificate, Diploma, or Advanced Diploma.

Students who fail to complete the entire course are awarded a 'Statement of Attainment' for the units completed.

What are Competencies?

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each UNIT. Each UNIT is often made up of several ELEMENTS.

The assessment of your competency means that you must be able to "Show, Tell and Apply" evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards.

2.26 STUDENT'S RESPONSIBILITIES

All students will be provided with a description for each Unit and the elements which make up each Unit of competency together with a proposed list of evidence to be submitted for assessment of competency.

2.26.1 HOW ARE COMPETENCIES ASSESSED?

Assessment of competencies may attract both direct (Show and Tell) and indirect (Show, tell and apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate a unit of competency and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning skills such as problem solving, working in teams and understanding etc. can only be assessed through indirect and supplementary assessment.

Your trainer/assessor may also ask you questions related to the competency unit.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as "CO" - Competent or "NYC" - Not Yet Competent". Competencies are not 'scaled' or 'marked'.

Broadly it's simply a matter of whether you can ('CO') or cannot ('NYC') demonstrate your skills and provide supporting evidence to the performance standard.

If your evidence fails to demonstrate the level of competency for any unit or Performance criteria appropriate to the qualification the assessor can design a flexible training plan /pathway.

2.26.2 WHAT IF YOU SUCCESSFULLY DEMONSTRATE COMPETENCIES IN SOME AREAS AND NOT IN OTHERS?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all the units of competency a certificate for the qualification cannot be issued.

You can however, receive recognition for the competencies and you have successfully completed. This recognition is a Statement of Attainment and will identify the qualification name, Unit numbers and national identification number.

If you elect to continue and complete the full qualification or any outstanding Units your assessor will work with you and together, a training pathway and plan can be developed to complete the outstanding learning units.

Assessments may use any of the following methods

A	Observation	When you are at the work placement at various times your assessor will come and watch you performing different tasks and assess your skills
B	Portfolio	You will gather a body of work that you have done or been asked to complete as part of an assessment. You can add to this body of work as you go and then hand it in to be assessed at an agreed time.
C	Scenario	This is where you are given a written exercise. You will identify issues, problems etc and suggest solutions.
D	Third Party Reports	When you are doing work placement your supervisor will be asked by the assessor some specific questions about "how" you do a certain job and if this demonstrates competency on your part. You will always be aware of any such report.
E	Written Assignment	Some of your work will be completed by a written assignment which will be assessed by the assessor. There will be clear criteria for any such task
F	Practical demonstration	This will involve you showing what you know by completing a task
G	Recognition	For some of the tasks you may have previous experience that could be recognised for competency. There is a separate RPL process for this.
H	Group assessment	This is where you would work with others on a task which would then be evaluated as a group assessment.

2. Your trainer will provide their contact details and you will be able to contact your trainer between classes. This provides additional support for your self-paced and 'take home' learning activities.
3. When the total requirements have been signed off, an initial mechanism can begin towards final assessment by the approved Trainer/Assessor.
4. During assessment the student must be able to Show, Tell and Apply the evidence. The Trainer/ Assessor records your evidence and/or skill demonstrations as "CO" - Competent or "NYC" - Not Yet Competent.

2.27 TRAINER'S RESPONSIBILITIES

Your Trainer will provide clear instructions about what is expected from you during your training. As part of government requirements, students need to sign that they understand what the learning elements/outcomes are.

1. Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.

GENERAL INFORMATION

3.1 STUDENT REQUIRED DRESS CODE

Most students wear comfortable, casual clothes. Please remember that students from many different backgrounds attend ECA courses so try to make sure you don't offend anyone.

3.2 NOTICE OF CHANGE OF ADDRESS

Students will be advised, in writing, three weeks in advance should for any reason ECA decide to relocate.

3.3 STUDENT TRAVEL CONCESSION FORMS

International students are not eligible for travel concessions – please do not press the concession button on automatic machines or ask for student concession price. Students found using concession passes illegally can be fined.

If you are a citizen or Permanent Resident of Australia and area full time student you can apply for travel concessions on bus, rail and ferry – please see Student Services for application forms.

3.4 STUDENT ID CARD

To promote a safe and healthy learning environment all students are issued with a ECA Identification Card, containing their photograph, name, Student ID number, commencement and completion date and signature. Students are required to have their Identification card with them at all times whilst on the premises.

3.5 STUDENT FEEDBACK AND QUALITY IMPROVEMENT

ECA collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of education and training.

We value and welcome constructive feedback from our students and staff concerning educational and

service improvements or changes that would improve existing educational and student services provided by the college.

To provide management with this feedback for evaluation you will be asked to complete a student survey which will be distributed after induction and orientation and each unit with the opportunity to review your learning outcome and goals.

Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete an Opportunity for Improvement Report located at the Administration Office.

COURSES DELIVERED

The College runs courses that are accredited and recognised by the relevant government bodies and educational institutions. The courses currently available are listed on the ECA website.

4.1 COURSE DURATION

All students are required to attend classes and complete the set assessment activities required for a particular qualification. You should determine the attendance requirements and workload before starting the course. College policy states that satisfactory attendance is to be 80% or above. ECA Courses have different duration periods. The ECA website or brochure will have course length information.

4.2 HOME ADDRESS

It is essential that all students inform the school within 7 days when they change their home address by completing the appropriate form. It is a requirement of immigration law that we have accurate information on our students. Please inform reception staff or student services.

4.3 FAMILY EMERGENCIES

ECA allows you to return to your country due to a family emergency, but please write a letter explaining the reason, when you are leaving and when you plan to return. Attach a copy of your ticket to your leave request form. On returning please give us your passport to photocopy for our records.

4.4 HOLIDAYS

Students must plan their holidays on those days scheduled by the college (see calendar) and public holidays. Students cannot take time off in between for holidays; this will affect your attendance.

4.5 EMPLOYMENT

Students are encouraged to gain part time employment but this should not be at the cost of your study. As a holder of a student visa your prime purpose is for studying in Australia. DIAC and the Australian Tax office exchange information on student visa holders. The primary purpose of you being in Australia is to gain a qualification and this takes priority over work schedules. Our timetable allows for flexibility and takes into account casual working hours, however your college and study should be your first priority.

Students who wish to apply for Work Rights can obtain the necessary form from the administration desk after one-week study at the college. NB Students may work for a maximum of 20 hours per week as per visa conditions.

4.6 FURNITURE & FACILITIES

If any furniture or facilities are found to be unsafe, please report this to the teacher or to reception.

4.7 TOILETS

Men & Women's toilets are located close to reception for your convenience. Please ensure that they remain in a clean condition after use.

4.8 EVACUATION & EMERGENCIES

Emergency exits are located at the rear of the college and the green exit signs show the location of the exit doors. When the alarm is sounded, please follow the directions given by the staff/floor warden and proceed to the exits in an orderly manner but with a sense of urgency.

The building manager will hold practice fire drills to test the alarms and evacuation procedures and you are expected to be cooperative when this happens. Please treat all alarms seriously.

4.9 SHOPPING & BANKING

Food halls, shopping centres, banks are all close to ECA.

4.10 ACCOMMODATION

Check notice board-Accommodation Section for vacant rooms or apartments. ECA can recommend home stay

and hostel accommodation only. Be careful in your choice of share mates, as ECA cannot be responsible for accommodation chosen by students from the notice board.

4.11 LIBRARY

Books and magazines and videos may be loaned when required from our library. Students are encouraged to use library facilities provided by the city. Please check with staff for locations.

4.12 MARKETING AND ADVERTISING

Education Centre of Australia issues a student handbook each year. ECA does not refer to any specific student or organisation in any of the advertising and marketing it conducts in Australia or overseas.

OTHER ACADEMIC ISSUES AT ECA

5.1 COURSE PRE-REQUISITES

5.1.1 GENERAL PRE-REQUISITE

The minimum levels required for entry to a certificate or diploma level course is completion of NSW School Certificate = year 10 or equivalent, and an IELTS of 5.5.

INTERNATIONAL ACADEMIC RECORDS

The ECA Training Manager will determine academic entry levels for international students on an individual basis. You need to provide all relevant academic transcripts as part of your enrolment procedure.

5.1.2 ENGLISH LANGUAGE ABILITY

In order to enrol in the Diploma of Accounting course students must have a minimum of IELTS 5.5 or equivalent.

5.1.3 MATURE AGE

Mature age students (students 21 years and over) may be admitted without meeting the general academic requirements. English language requirements still apply. Students may have to prove literacy levels for adequate study at this level.

5.1.4 RECOGNITION OF PRIOR LEARNING (RPL) AND RECOGNITION OF CURRENT COMPETENCY (RCC) EXEMPTIONS

Exemptions may be granted for RPL and RCC for students that have undertaken appropriate studies or work experience and who can provide evidence of competency. Support for the application may result in credit being approved for the course in which the applicant is enrolled. If you feel you are eligible for RPL/RCC, firstly discuss this with the ECA Training Manager.

Applications for RPL are to be made on the Application for RPL form available from the Administrative officer with documentary evidence provided by you. An administration fee may be applied for RPL/RCC applications.

5.2 ATTENDANCE

Students are required to attend all scheduled classes and all assessments. Failure to do so may mean the student is deemed not competent for that unit. If there is constant absence (20% or more),

students are given one warning in writing and following this may be asked to leave the college. Students who cannot be contacted are immediately reported to DIAC.

5.2.1 ATTENDANCE CERTIFICATES

Please make a request to the Administrative officer if you need an interim or final attendance certificate stating reason for your request.

5.3 CLASSROOM TIMES

B: You are expected to be in class if there is a class scheduled. You are deemed absent if you are not in class when the roll is being taken.

5.4 ASSESSMENT IN VOCATIONAL

Assessment requirements for each unit of competency are provided in the subject outline. All assessment requirements are to be undertaken within the required timeframe. Assessment activities such as written tests are given during class times while practical activities, assessed in simulated or real job environments, are organised for a mutually acceptable time.

Teachers discuss all aspects of the assessment requirements prior to the activity being conducted. You are rated competent or not yet competent for each activity undertaken.

Assessment requires:

- Practical demonstration of skills and performance of tasks, with competency measured by the teacher.
- Tests, assignments, and case studies
- Individual research
- The student has a minimum 80% class attendance in the unit.

Students are given clear instructions by their teachers on what the mix of assessment is for completion of the unit Please ask your teacher if you are not sure.

5.4.1 REASSESSMENT

If you fail a unit of competency the procedure is:

- Two opportunities for re-assessment if your attendance has been 80%+

ECA will undertake quality control across assessments by reviewing the outcomes and providing a second assessor at time to review competence to ensure moderation of assessment.

You have the right to appeal in writing to the ECA Training Manager if you feel the assessment has not been fair.

- Another assessor will re-assess you
- You will be informed in writing of the outcome
- After two re-assessments a further cost will be incurred

5.4.2 STUDENTS ABSENT FROM ASSESSMENT

A medical certificate must be produced if a student is absent for an assessment.

5.4.3 Certificates

Certificates are issued 2 weeks after completing the last assessment. Students who do not complete the full program are issued a Statement of Attainment, listing all the units completed Students successfully completing the full program are issued a Certificate, with the course title and all the unit names.

5.4.4 COMPETENCE/CERTIFICATION

Students who fail to complete the entire course are awarded a 'Statement of Attainment' for the units completed. Completion of the full certificate will receive the appropriate award.

5.5 FIRST AID

The college has a first aid officer on staff. If you are feeling unwell contact your the Administrative officer who will direct you to the appropriate person.

5.6 STUDENT FEEDBACK AND QUALITY IMPROVEMENT

ECA collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve existing educational and student services provided by the college.

To provide management with this feedback for evaluation you will be asked to complete a student survey which will be distributed after induction and orientation and each unit with the opportunity to review your learning outcome and goals.

Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged discuss it with the ECA Training Manager.

All student feedback is analysed for suggestions for improvement. Any improvements will be incorporated into the activities at the College and form part of our continuous improvement regime..

EDUCATION CENTRE OF AUSTRALIA
LEVEL 2, 545 KENT STREET
SYDNEY 2000
PHONE: 02 9283 3601
FAX: 02 9283 3646
EMAIL: INFO@ECA.EDU.AU