

International Student Handbook

LA MAISON

SCHOLAR COLLEGE

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Introduction

Welcome

Welcome to La Maison Scholar College (LMSC)! This handbook provides you with everything you need to know about studying with us in Australia. By choosing us as your education provider, you are choosing a high-quality and industry relevant course and education provider to ensure you are set up for the future.

About us

LMSC is located at Suite 203 Level 2, 118 Church Street Parramatta NSW 2150.

LMSC provides courses in the areas of hospitality, information technology and management sector. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources, LMSC is a wise choice for your learning and future.

LMSC is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions.

We are a private institution. VET courses broaden your skills in specialised areas and are competency based. This means that you are either Competent, or Not Competent, and if you achieve competence for all your units that make up a qualification then you can be awarded with your qualification certificate. To read further about vocational education and to see the various certificate levels which make up the framework, follow the link: https://www.studyaustralia.gov.au/en/plan-your-studies/vocational-education-and-training

Our obligation to you

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Outcome Standards for RTOs, 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).

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been found competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the ***Complaints and Appeals*** section of this handbook for information on how to do so.

Our contact details

Main telephone number: +61 2 7805 8111

Email: info@lmsc.edu.au

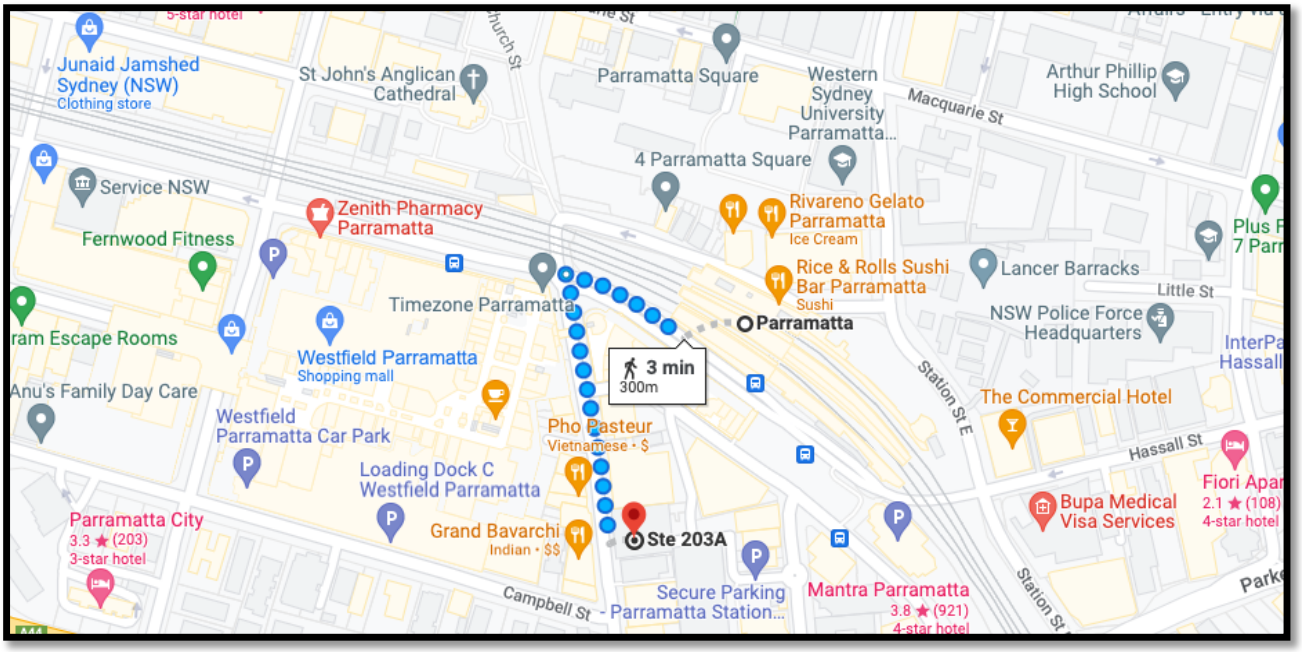
Website: www.lmsc.edu.au

Student support contact details

Position and name	Contact details	You can contact them:
CEO – Prakash Shrestha	+61 4 2110 4061 ceo@lmsc.edu.au	• Available 24/7 for emergency situations
Operations Manager – Kevin Park	operations@lmsc.edu.au	• If you have course related enquiries • If you have timetable enquiries • For reassessment related enquiries and support • For course progress and re-enrolments related support • For resource related enquiries • For general academic support
Administration & Student Support Officer – Merry Shrestha	info@lmsc.edu.au	• If you have general enquiries • To notify your change of address • If you require first aid while on campus • If you have qualification/certificate issuance enquiries • To apply for leave or course variations • For payments and related enquiries • If you need to lodge complaint or appeal • If you have health cover (OSHC) enquiries

Our location

We are located at:



About our area

Parramatta is a suburb and major commercial centre in Greater Western Sydney, in the state of New South Wales. Parramatta is located approximately 24 kilometres west of the Sydney central business district on the banks of the Parramatta River.

Courses we offer

LMSC offers the following courses to international students:

- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management
- SIT60322 Advanced Diploma of Hospitality Management
- ICT50220 Diploma of Information Technology
- ICT60220 Advanced Diploma of Information Technology

Visas and conditions

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.

Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).

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 you received.



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.

What is a USI and why do I need one?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrols in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit https://www.usi.gov.au/.

For information on exemptions visit: https://www.usi.gov.au/exemptions

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

Education agents

LMSC uses education agents to assist us to recruit students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector and reputation of the VET industry in Australia very seriously. A list of approved education agents can be found on our website at: www.lmsc.edu.au

RPL and credit transfer

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the ***Fees and Refunds*** section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

Course orientation

One week prior to your course start date, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:



- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency and health services.
- Safety relevant to Australia and your environment.
- Critical incidents and critical incident reporting
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Student visa conditions related to course progress and attendance.
- Information about work rights.
- Question and answer session
- Assistance in creating your USI if you have not done so already.

What can I expect during training and assessment?

Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

Work Placements

Some courses at La Maison Scholar College require you to complete a work placement. A work placement is structured workplace learning that forms part of your course and helps prepare you for employment.

The placement allows you to apply what you have learned in the classroom to a real workplace. You will complete tasks related to your course in a suitable industry setting, helping you better understand your training.

Benefits of a work placement include:

- applying the knowledge and skills gained during your course in a real workplace
- developing skills that are recognised by industry
- gaining experience and building connections with employers

La Maison Scholar College can help you find a suitable work placement if required, or you may arrange your own. More information will be provided during your orientation.

Reassessment arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment as outlined in the ***Fees and Refunds*** information and this will also be outlined in your *Student Agreement* signed at enrolment. Please refer to the ***Fees and Refunds*** section for more information.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

Support and welfare

We all need a little extra support sometimes and when you are living and studying overseas – you may need a little bit more than you normally would. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Social events.
- Buddy program.
- Information about external sources of support.



You may not have studied for a while, may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of application and enrolment and may prepare an Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it – then we are concerned about it. Please communicate with us because we care. We don't charge for internal services, but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed in our ***Important information about Australia*** section of this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

Issuing certificates

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.

Reissuing certification documents

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our ***Fees and Refunds*** section for more information.

Feedback

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

You will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.

If your details change…

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. It's actually a condition of your visa to notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.

What's required of me as a student?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

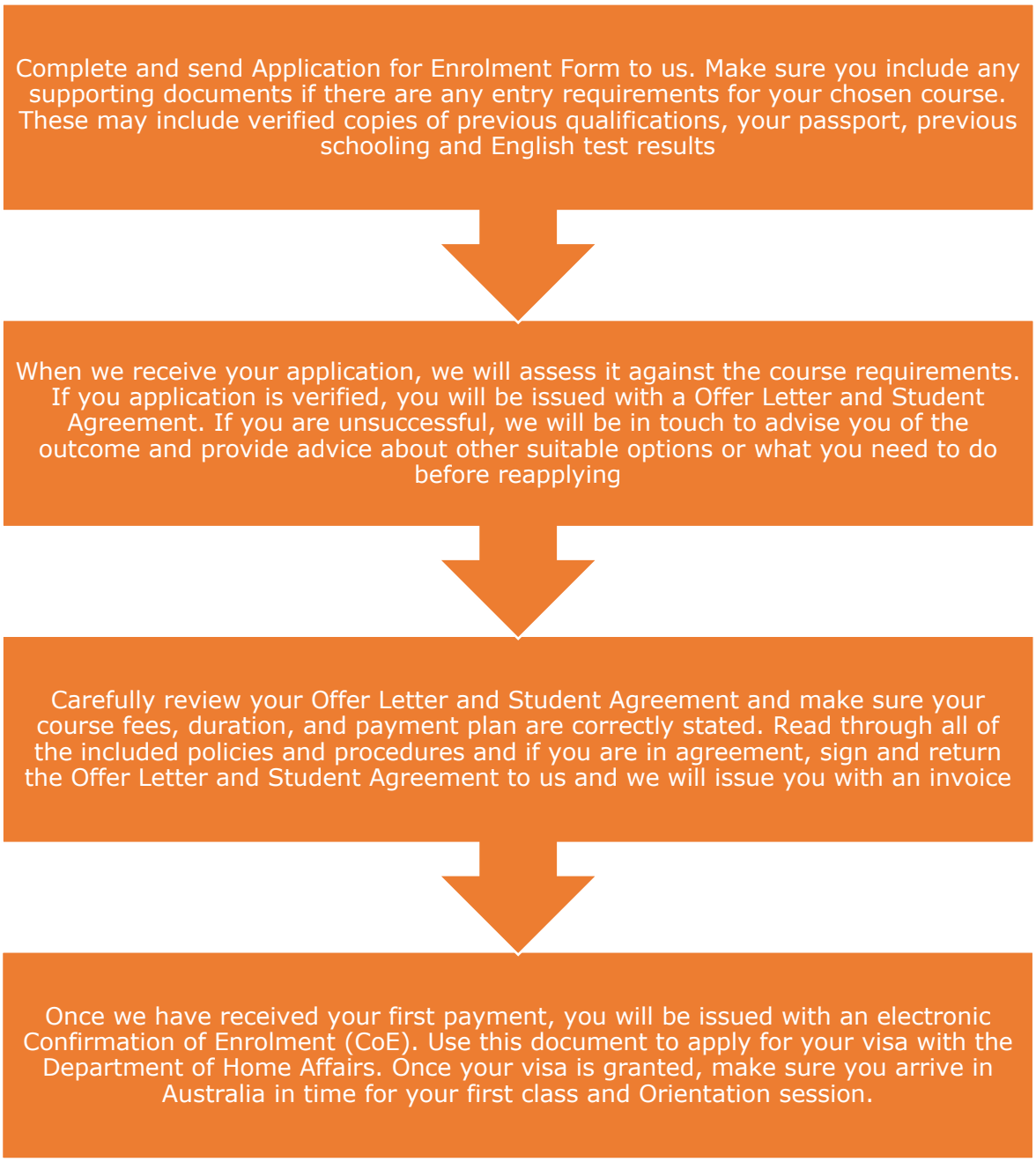
You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at:

https://www.studyaustralia.gov.au/en/plan-your-studies/australias-education-system

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia!

How can I apply?

The application process is outlined in the diagram below:



Policies and processes

Information about fees and charges

LMSC is committed to providing students with information about all fees and charges associated with a course, as well as its refund policy and processes.

Prospective students can access information about fees and charges and refunds in the International Student Handbook and Course Brochure.

Enrolling students are fully informed of all fees and charges and the refund policy in the Offer Letter and Student Agreement.

The Offer Letter and Student Agreement includes details of all applicable fees and charges, including the enrolment fee, tuition and non-tuition fees and the payment schedule for such and payment options. It also describes the student's consumer rights, including the right to a cooling off period depending on the relevant state/territory requirements.

Students are advised of the potential for fees and charges to change over the duration of their course.

All fees and charges will be reviewed annually, and all marketing material and student information will be updated accordingly. New fees and charges will generally only apply to incoming students.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply	**Amount**
Reassessment fee (Theory units)	$200 per unit
Reassessment fee (Practical units)	$400 per unit
Student ID card replacement fee	$ 20
Fees for late payment of course fees	$100 per week for each week the payment for course fees is delayed
Credit transfer fee	$60 per unit
RPL fee	Application fee of $250 Unit fee $300
Certificate urgent processing fee (issued within 5 working days of completion of all units of the course)	$100
Certificate replacement/ re-issuance fee	$100
Course deferment fee	$200
Course Deferral fee	$100
Reassessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee).	$100 per unit
Student ID Card Replacement	$ 20

Fees for late payment of course fees	$100 per week for each week the payment for course fees is delayed
Credit transfer	$60 per unit
RPL	Application fee of $250 Unit fee $300
Certificate Urgent Processing (Issued within 5 working days of completion of all units)	$100
Certificate Replacement/ Re-issuance Fee	$100

Fees protection

Fees paid by students are protected as follows:

Domestic students: students pay up to a maximum of $1,500 in advance for services not yet provided.

International students: international student fees are protected through the following mechanisms:

- Maintaining a sufficient amount in the LMSC account so that so that it is able to repay all tuition fees already paid.
- Through membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where the Registered Training Organisation is unable to fully deliver their course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.

In addition, international students are not required to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, any international student may choose to pay their fees in full or a greater amount than 50%.

Payments

Payment options are specified in the Payment Options and Schedule section of this Agreement.

Students must pay all fees and charges by the due date indicated on the invoice. However, if students cannot make the payments by the specified due date, they can request alternative arrangements by contacting the LMSC office.

Students must use the bank transfer option to pay the fees and charges listed under this Agreement's 'Accepting this offer' section. LMSC will maintain a sufficient amount in the account to repay all tuition fees already paid. Where fees are overdue and the student has not made alternative arrangements, a First Warning, Second Warning and Notice of Intention to Report regarding non-payment of fees will be sent to the student as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting LMSC to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting LMSC to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting LMSC to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, the debt will be referred to a debt collection agency.

All receipts of payments are kept for a minimum of 2 years following the student's completion of their course.

Credit transfer and RPL

A reduction of fees can apply for any units granted through credit transfer and RPL. The course tuition fees should be divided by the number of units and then the reduction applied per unit for the applicable number of units. This should be shown on the invoice.

Refunds

Refunds for international students are calculated in accordance with the ESOS framework.

All enrolment fees are non-refundable except where LMSC cancels a course prior to commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on LMSC.

Where LMSC cancels a course either before or after commencement, students will receive a refund without completing the Refund Application Form. This will be provided within 14 days of the default.

In all other circumstances, students are required to complete a Refund Application Form which can be accessed from our office. This form must be submitted within 14 days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to the student within 4 weeks.

Refunds will be paid to the person or entity from whom the original payment was received and in Australian Dollars.

The refund policy does not remove the right of the student to take further action under Australian Consumer Law.

International student refunds

Refunds for international students will be calculated as follows:

Circumstance	Refund due
LMSC cancels course before commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on the LMSC (known as provider default).	Full refund of all fees paid in advance.
LMSC cancels course after course commencement due to unforeseen circumstances, including a sanction being imposed on the LMSC (known as provider default).	Enrolment fee not refunded. Non-tuition fee not refunded. Refund of unspent tuition fees calculated as follows:

Circumstance	Refund due
	Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
In the unlikely event LMSC is unable to deliver your courses listed in your offer letter and student agreement.	Refund of unspent tuition fees or alternatively and upon your agreement you will be placed in a suitable alternative course. Calculation of unspent tuition fees in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
LMSC has not provided an Offer Letter and Student Agreement that meets the requirements of the National Code 2018.	Refund of all unspent fees. Calculation of unspent tuition fees in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
Student withdraws up to 4 weeks prior to course commencement.	Enrolment fee not refunded. Full refund of all fees paid in advance.
Student withdraws less than 4 weeks prior to course commencement.	Enrolment fee not refunded. Refund of 90% of tuition fee paid in advance.
Student withdraws less than 1 week prior to course commencement.	Enrolment fee not refunded. Refund of 50% of fees paid in advance.
The student does not commence course on the agreed start date and has not previously withdrawn.	No refund of any fees paid in advance.
Student withdraws for whatever the reason after course commencement.	No refund of any fees paid in advance.
Student's enrolment is cancelled due to disciplinary action.	No refund of any fees paid in advance.
Student breaches a visa condition.	No refund of any fees paid in advance.
The student has supplied incorrect or incomplete information causing LMSC to withdraw the offer of the course prior to commencement.	No refund of any fees paid in advance.
The student request in writing to cancel enrolment prior to course commencement date due to student visa application refusal.	Refund of fees paid in advance less $500 or 5% fess paid (whichever is lesser)

Circumstance	Refund due
The student request in writing to cancel enrolment after commencing the course due to student visa application refusal.	Refund of all unspent fees. Calculation of unspent tuition fees in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

Process for claiming a refund

- Application for a refund must be made in writing on the *Refund Application form* and addressed to the CEO, clearly stating the reason for the cancellation.
- Refunds (if any) in case of student default will be provided within 4 weeks and refunds in case of provider default will be provided within 14 days
- Refunds (if any) will be deposited into the authorized account notified by the student on refund application form, unless:
    - The international student is under the age of 18 years, in which case, the refund will be provided to the parent or legal guardian responsible for the international student.
    - In the event that the international student is deceased or incapable of nominating a bank account, the refund will be provided to the parent or legal guardian as nominated on the refund application form.
- Under no circumstances will an international student's refund be paid to an education and/or migration agent or other third party without the international student's written consent and that consent is written in the English language.
- Where a refund is processed for overseas payments for international students in accordance with this policy, international students will be charged any bank fees associated with the transfer of funds which will be deducted from the refund.

Complaints and appeals

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints may be made against the LMSC, its trainers and assessors and other staff, a learner of the LMSC, as well as any third party providing services on behalf of the LMSC including education agents.

Complaints can be in relation to any aspect of the LMSC's services provided.

Appeals can be made in respect of any decision made by LMSC. An appeal is a request for the LMSC's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, LMSC will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means reviewing each complaint or appeal in an objective and consistent manner.

LMSC will appoint relevant person/s to manage complaints and appeals.

The internal complaints and appeals process will be conducted at no cost to students.

Potential causes of complaints and appeals will be investigated and corrective and preventative action will be taken in relation to complaint and appeals.

Complaints and appeals will also be seen as an opportunity for improvement.

All individuals, including third parties will be informed of allegations made and will have the opportunity to present their case.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

LMSC encourages complainants to first seek to address the issue informally by discussing it with the person involved. However, if the person is not comfortable with this or has tried this unsuccessfully, they are to follow the procedures below.

All records of complaints and appeals will be kept by LMSC and entered into the complaints and appeals register.

Complaints and appeals process

Complaints and appeals are to be made as follows:

- Submit complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided.
- Submit complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

Response to complaints and appeals

Complaints and appeals will be responded to as follows:

- The complaint or appeal will be acknowledged in writing within 3 working days of receipt.
- Commence review of the complaint or appeal within 5 working days of receiving it.
- Complaints and appeals will be finalised as soon as practicable.

- Where the complaint or appeal is complex and is expected to take more than 60 calendar days to process, LMSC will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.
- The outcomes of the complaints and appeals process will be communicated in writing to the person making the complaint or appeals. This will also include the reasons for the outcome.

Complaints and appeals handling

Each individual involved in the complaint may have a support person of their choice present at any meetings to resolve the complaint or appeal.

An independent assessor will be identified to conduct a review of an assessment decision that is being appealed.

Enrolment during a complaints process

Domestic students' enrolment will be maintained throughout the complaints and appeals process unless the complaint is in relation to misconduct.

International students' enrolment will also be maintained throughout the internal appeals processes without notifying DoE via PRISMS of a change in enrolment status.

Additionally, for international students:

- If the appeal is against the LMSC's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported the LMSC's decision to report.
- If the appeal is against LMSC's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, LMSC will notify DoE via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

Independent appeal process

Where the internal process has failed to resolve the complaint or appeal, the matter will be referred to an independent mediator.

For domestic students, all associated costs are to be met by the complainant/appellant unless it is LMSC that made the decision to appoint the independent party.

The independent party recommended by LMSC for cases involving domestic students is the Resolution Institute. However, another mediator of the student's choice can be appointed.

For international students, the external mediator is the Overseas Students Ombudsman (OSO). International students can access the OSO at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

During the mediation process, LMSC will cooperate in full and commits to immediately implement the decision or recommendation made by the external mediator and/or take preventative or corrective action required by the decision or recommendation.

All actions taken will be communicated in writing to students.

Information about external bodies to whom complaints can be made

Complaints can also be made to the organisations indicated below:

National Training Complaints Hotline:

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

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA):

Complainants may also complain to the LMSC's registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at: https://www.asqa.gov.au/complaints

The Overseas Student Ombudsman (OSO)

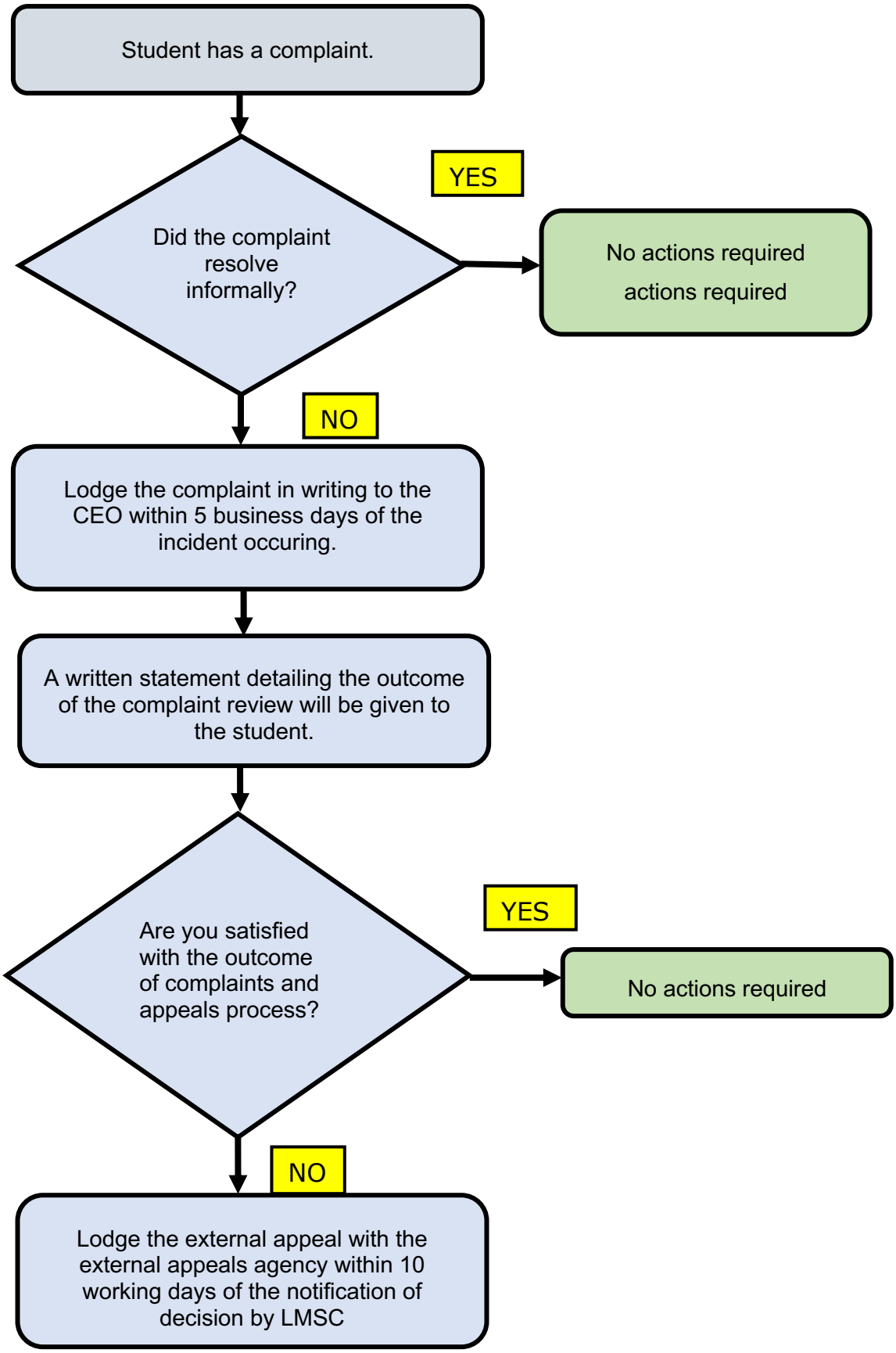
International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course;
- course fees and refunds;
- being refused a course transfer;
- course progress or attendance;
- cancellation of enrolment;
- accommodation or work arranged by the RTO;
- incorrect advice given by an education agent;
- taking too long in certain processes such as issuing results; and/or
- not delivering the services indicated in the Offer Letter and Student Agreement.

More information can be found at:

https://www.ombudsman.gov.au/complaints/international-student-complaints

Complaints and Appeals Flow Chart



Compassionate or compelling circumstances

You will find that many of our policies refer to compassionate and compelling circumstances so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and

present you with limited or no choice.

Course progress and monitoring

LMSC monitors, records and assess international students' course progress and attendance to ensure they are able to complete their course within the required duration specified on the overseas student's Confirmation of Enrolment (CoE).

LMSC advises students before they commence their course of the requirements to achieve satisfactory course progress and attendance, including that students who do not meet course progress requirements are at risk of having their visas cancelled. This advice is included in the International Student Handbook, Course Brochure and within the Orientation.

All records of course progress and monitoring will be kept in relevant student files.

Monitoring course progress

A number of strategies will be used to determine whether a student is at risk of or is making unsatisfactory course progress.

Course progress is monitored during each study period as follows:

- By reviewing satisfactory completion of assessments.
- By assessing the student's participation in class.

Course progress monitoring will determine the need for a student to participate in an intervention strategy. LMSC commits to an early intervention approach.

A student will be deemed at risk and be required to participate in an early intervention strategy if:

- they have an overall result of Not Competent for a unit
- do not attend classes on a regular basis
- do not participate in learning activities within the classroom.

All course progress monitoring is achieved by reviewing data on the Student Management System.

Intervention strategy

Students who are identified at risk of not meeting course progress requirements are required to participate in an intervention strategy.

The intervention strategy will be developed to meet the student's needs and documented in an *Intervention Strategy Form*.

Intervention strategies may include one or more of the following:

- Providing opportunities for students to be reassessed within set deadlines including tutorial classes if required.

- Advising students about attendance requirements if nonattendance is identified as an issue.
- Assessing the impact of unsatisfactory course progress on student's ability to complete the course within the CoE duration and advising student to extend the enrolment if necessary.
- Advising students on English language support and referrals if English language proficiency is identified as an issue.
- Advising students about personal counselling referrals if personal issues are identified as the issue, and if necessary, suspend the course due to compassionate or compelling circumstances.
- Assessing the suitability of the course and advising student a suitable alternative course that better meets student's needs and capabilities.

Students who are identified as being at risk will be informed in writing that they are at risk. This will be in the form of two formal warning letters and an intention of notice to report as follows:

- *Not Competent Outcome Notification*: after failing one or more assessment tasks of a unit.
- *Unsatisfactory Course Progress Warning*: after failing 50% or more assessment tasks of the unit in one study period. Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements (units) in a compulsory study period.
- *Notice of intention to report due to Unsatisfactory course Progress*: after failing 50% or more assessment tasks of the unit in two consecutive study period despite an intervention strategy.

Ensuring student complete their course within the expected duration of their CoE

LMSC ensures above requirements by:

- setting a standard pathway course timetables that ensures:
    - courses delivered to overseas students are based on full-time study (20 scheduled course contact hours per week)
    - all units and assessments are delivered within a fixed timeframe
    - not more than one third of the course is delivered using online or distance delivery
    - overseas students, in each compulsory study period, study at least one unit that is not by distance or online unless the student is completing the last unit of their course
- using a student management system that can identify any student that has not been
- assigned into a class in each study block
- not permitting students to reduce their study load except in very limited circumstances
- not permitting an overseas student to extend their CoE period except in very limited circumstances, these circumstances include:
    - compassionate or compelling circumstances based on supporting evidence provided by the overseas student, or
    - implementation of the intervention strategy for not meeting course progress requirements, or
    - approval of deferral or suspension of the overseas student's enrolment

Reporting

Where a student has demonstrated unsatisfactory course progress in a consecutive study period despite interventions implemented, LMSC will:

- notify the student in writing of the intention to report the student for unsatisfactory course progress
- inform the student of the reasons for the intention to report
- advise the student of their right to dispute the decision by accessing LMSC *Complaints and Appeals Policy Procedure* within 20 days of receiving the notice of intention to report.

LMSC will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
- the student has chosen not to access the external complaints and appeals process: or
- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

All records will be kept on the student's file including warning letters and the notice of intention to report.

Definitions

The following definitions apply to this set of policy and procedures:

- Course: refers to unit, qualification, skill set or group of units being packaged as a course
- Compulsory study period: refers to study period in which a student must enrol unless granted a deferment or suspension. The duration of the compulsory study period is 10 (ten) weeks.
- Study block: is a period of study with duration of 5 study weeks
- Attendance: is maintaining 20 scheduled course contact hours per week during compulsory study periods.
- Unsatisfactory Course Progress: is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements (units) in a compulsory study period.
- Compassionate or compelling circumstances may include but are not limited to:
    - serious illness or injury
    - bereavement
    - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
    - a traumatic experience which has impacted on the student.
- Critical incident: includes but not limited to:
    - missing students

  - severe verbal or psychological aggression
  - death, serious injury or any threat of these
  - natural disaster
  - issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Deferral: to postpone commencement of studies.
- National Code 2018: National Code of Practice for Providers of Education and Training to Overseas Students 2018: https://www.legislation.gov.au/Details/F2017L01182
- PRISMS: Provider Registration and International Students Management System.
- SMS: Student Management System.
- Suspension: to temporarily postpone studies.

Procedures

Inform students of the course progress requirements before they commence the course

- Provide access to this policy and procedure and course progress monitoring flowchart to students prior to enrolment via International Student Handbook (will be made available in LMSC's website).
- Include link to International Student Handbook within each offer letter and International Student Agreement. Student must acknowledge and sign written agreement.
- Provide information on following key points during student orientation session:
  - course timetables, compulsory study periods and assessment due dates
  - requirements for achieving satisfactory course progress
  - steps students can take to maintain satisfactory progress
  - *Academic Misconduct Policy* and its impact on course progress
  - processes for assessing course progress requirements and identifying overseas students at risk of unsatisfactory course progress
  - details of the intervention strategies to assist at risk students
  - processes for determining the point at which the overseas student has failed to meet satisfactory course progress.
- After the completion of the orientation, students must acknowledge and sign the *Student Orientation Form*.

Identifying, notifying and assisting student at risk of not meeting the course progress requirements- Early Intervention

- The Training Manager reviews data from *Student Management System* at the end of each study block to identify student with *Not Competent Unit* outcome.
- The Administration and Student Support Officer sends the student a *Not Competent Outcome Notification*. Include the letter on the student's file.
- The Training Manager uses the *Intervention Form* to guide the meeting with the student.
- Document agreed interventions on the *Intervention Form* and implement immediately. Include the Intervention Form on the student's file.
- In consultation with the student, adjust the intervention if required and update the *Intervention Form*
- The Training Manager signs off on form when the intervention is complete and the student is meeting course progress/attendance requirements.

Monitoring course progress and determining the point at which the student has failed to meet satisfactory course progress

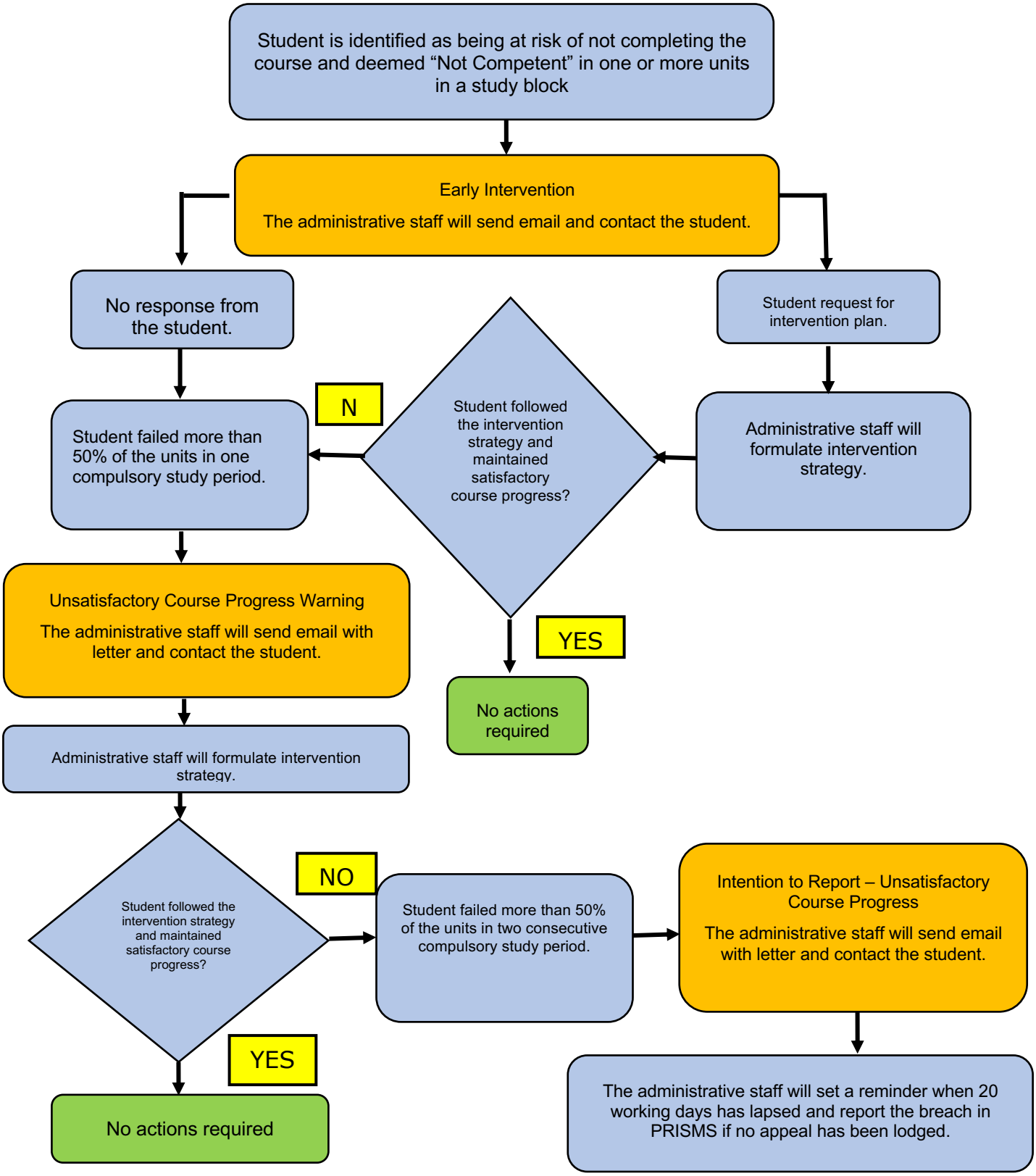
- The Training Manager reviews data from *Student Management System* at the end of each study block to identify student with *Not Competent Unit* outcome. Data from this report is further analysed to identify students who maintained unsatisfactory course progress on one or more compulsory study periods concluded up to that point.
- Where the student is not meeting course progress requirements, the Administration and Student Support Officer sends the student an *Unsatisfactory Course Progress Warning* email.
- Use the *Intervention Form* to guide the meeting with the student.
- The Training Manager advises the student that despite the interventions agreed to, they have still not been making progress. Identify their reasons for such and document in the progress report section of the *Intervention Form*.
- Document any agreed adjusted interventions on the *Intervention Form* and implement immediately.
- Monitor progress through regular communication and document progress on form.
- The Training Manager signs off on form when the intervention is complete, and the student is meeting course progress/attendance requirements.

Notifying students unsatisfactory course progress in two consecutive study periods

- The Training Manager reviews data from *Student Management System* at the end of each study block to identify student with *Not Competent Unit* outcome. Data from this report is further analysed to identify students who maintained unsatisfactory course progress on one or more compulsory study periods concluded up to that point.
- Where the student is still not meeting course progress requirements, the Administration and Student Support Officer sends the student a *Notice of Intention to Report for Unsatisfactory Course Progress* email.

- If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for breach of course progress requirements.
- The Training Manager completes all actions associated with cancellation such as removal of student's email account, access to LMSC property and so on.

Course Progress Monitoring Flowchart



Deferral Suspension and Cancellation

Student-initiated deferral or suspension or cancellation

International students can defer or suspend their studies. LMSC allows the deferral or suspension of studies where evidence of compassionate or compelling circumstances can be provided by students.

Evidence of compassionate or compelling circumstances will be considered as part of the decision about suspension or cancellation.

Deferrals and leave of absences will be approved for up to 12 months. However, following this the student's enrolment will be cancelled.

International students may withdraw from their course at any time. Where an international student has not already completed six months of their principal course of study, their application will be assessed as per LMSC *Course Transfer Policy and Procedures*. International students are entitled to a refund as per LMSC *Fees and Refunds Policy and Procedures*.

Provider-initiated suspension or cancellation

A student's enrolment may be cancelled or suspended by LMSC in a range of circumstances:

- misbehaviour
- not paying course fees
- not meeting course progress and attendance requirements.

Not paying course fees and not meeting course progress and attendance requirements will be managed as documented in the Fees and Refunds and Course Progress and Attendance Policy and Procedures.

Any student who breaches the *Code of Conduct* as applicable to expected behaviour will be immediately suspended. Their case will be considered during the period of suspension and the student may then be reinstated or have their enrolment cancelled.

Where any of the above circumstances apply, the student will be contacted in writing with regard to the intended suspension or cancellation and the reasons for this.

Students will be able to access the *Complaints and Appeals Policy and Procedure* to appeal the decision within 20 working days of receipt of the decision.

Students will not be reported until the internal appeal process is complete, unless their health and wellbeing or that of others could be at risk.

Students are advised to contact the DHA to seek advice on their student visa.

Transferring courses

LMSC will not knowingly enrol an international student who wishes to transfer from another registered provider's course prior to the student completing six months of his or her principal course except in the case of any of the following circumstances:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by ASQA that prevents the student from continuing their principal course at that registered provider;

- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Assessing course transfer request to other registered providers and circumstances where the transfer request will be granted

International students who wish to transfer to another registered provider prior to completing six months of their principle course must complete a *Withdrawal Form* and attach a valid offer from another registered provider.

The outcome of the assessment will be provided within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a *Letter of Release* will be provided. The *Letter of Release* will advise students to contact the DHA to seek advice on whether a new student visa is required. Refunds will be in accordance with LMSC *Fees and Refunds Policy and Procedure*.

The transfer request will be granted where any of the following circumstances apply:

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with LMSC intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- There is evidence of compassionate or compelling circumstances.
- LMSC fails to deliver the course as outlined in the *Offer Letter and Student Agreement*.
- There is evidence that the student's reasonable expectations about their current course are not being met.
- There is evidence that the student was misled by LMSC or an education or migration agent regarding LMSC or its course and the course is therefore unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Circumstances where the transfer request will not be granted

A transfer request will not be granted where any of the following circumstances apply:

- There are no legitimate compassionate or compelling circumstances.
- The student has not paid their fees.
- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

Where the request is not granted, the reasons for non-grant of the request will be communicated in writing using the Refusal of Request for Course Transfer Template. The letter will advise the

student that they may access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

LMSC will not finalise the student's refusal status in PRISMS until the appeal process is complete and either finds in favour of LMSC or until the 20-working day period in which the student can access the complaints and appeals process has passed.

Internal transfer

LMSC allows students to transfer to other courses offered by LMSC in any of the following circumstances:

- the course better meets the study capabilities of the student; and/or
- the course better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- the student provides evidence that their reasonable expectations about the current course are not being met.

A transfer to another course within LMSC will not be granted in any of the following circumstances:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

International students who wish to transfer to another course must complete an *Internal Course Transfer Application Form*.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of the form. Where the application is not granted, reasons for such will be provided.

Record keeping

LMSC will maintain all records of requests for course transfer and documentation associated with the assessment and decision regarding the request. Records will be maintained for a minimum of 2 years following the student's completion or withdrawal from their course.

Privacy and access to records

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dewr.gov.au/national-vet-data/vet-privacy-notice

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact LMSC to:

- request access to your personal information

- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

Student code of conduct

The following information outlines what's expected of you.

Your responsibilities

Policies and procedures

You are expected to:

- read and follow our policies as documented in this handbook
- respond to our communications promptly
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

Learning and assessment

You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

Classroom conduct

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

Respect and ethics

Students are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended

- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property.

Your rights

Policies and procedures

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you.
- have the opportunity to provide feedback on services received.

Learning and assessment

You can expect to:

- be provided with high quality training, assessment and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission.
- receive feedback on assessments where the result is not satisfactory.

Classroom conduct

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

Respect and ethics

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- interact with others in a collaborative, professional manner
- respect for yourself and your property.

Important information about Australia



Living and studying in Australia

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.

This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website: https://www.studyaustralia.gov.au/

Cost of living

As a guide, the recommended 12-month living cost for a single student is AUD$29,710.

For a specific breakdown of accommodation and other living costs, please refer to https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs and make use of the cost of living calculator provided by Insider Guides at https://insiderguides.com.au/cost-of-living-calculator/

Accommodation



There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit

https://www.studyaustralia.gov.au/en/life-in-australia/accommodation

Transport

Australia has great public transport options including trains, buses, taxis and other ride share options like Uber and Didi. Australia also has many cycling and walking paths and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights.

Health and safety



Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies
- Home safety
- Fire
- Transport and personal
- Sun and water.

Working on a student visa

Student visa holders can work up to 40 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman visit:
https://www.studyaustralia.gov.au/en/work-in-australia

Overseas Student Health Cover (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit

https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc

Emergency contacts and other useful numbers and information

Emergency services:



Dial 000 and advise whether you require:

- police
- fire
- ambulance.

Police station

The nearest police station is:

- Parramatta Police Station
- 95 Marsden St, Parramatta NSW 2150
- Phone: 02 9633 0799
- Department of Home Affairs (DHA):
- 101 George St, Parramatta NSW 2150
- Phone: 13 18 81

Medical facilities near campus:

The closest hospital to campus with an Accident and Emergency Department is:

- Westmead Hospital
- Cnr Hawkesbury Road and Darcy Rd
- Phone: (02) 8890 5555

The closest medical centre is:

- Parramatta Medical Centre
- Entrada Building, Shop 2, 20 Victoria Rd, Parramatta NSW 2150
- Appointments: parramedicalcentre.com.au
- Phone: (02) 9762 1041

Transport services

There are so many ways to get to Parramatta, a well-connected city served by bus, train and ferry.

Parramatta is just 24 kilometres from the Sydney CBD and is easily accessed by express train or by Parramatta Road/M4 freeway, Victoria Road, Cumberland Highway or Windsor Road.

The city is served by buses to the interchange near Parramatta Station. Bus routes connect Parramatta with other Sydney destinations like Castle Hill, Hornsby, Ryde, Strathfield and the Sydney city centre.

Parramatta Station connects to locations all around metro Sydney. It's a 30-minute ride from Sydney's Town Hall to Parramatta. There are stations at nearby Harris Park and Westmead, too.

The F3 Parramatta River ferry service travels from Parramatta Wharf to Circular Quay. Known as the Parramatta RiverCat, these catamarans are a great way to travel to and from Parramatta.

If you need to get around the Parramatta CBD, the Parramatta Shuttle Bus is a fast, free and accessible service run by Transport for NSW through Transdev. More information is available in this website: https://atparramatta.com/plan-your-stay/getting-to-and-around-parramatta

Taxi company

Black and white cabs 133222
https://www.blackandwhitecabs.com.au

Crisis support

Lifeline 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.

Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au

See a range of help lines and websites at https://www.beyondblue.org.au/get-support including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.

Legislation in relation to your study

As a student at LMSC, you are required to know about your rights and responsibility in relation to various Act and Regulations that may impact on your study.

There are certain bits of legislation that you need to make yourself aware of during your course. These are (but not limited to):

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / *Privacy Amendment (Private Sector) Act 2000*
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and download copies off the internet at www.austlii.edu.au

VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for Registered Training Organisations 2015
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

Outcome Standards for Registered Training Organisations 2025

The Outcome Standards for Registered Training Organisations 2025 (Outcome Standards) are the quality-focused requirements that all ASQA-regulated RTOs must meet to deliver nationally recognised training under Australia's VET system. These standards came into full effect on 1 July 2025 and focus on the outcomes achieved for students, industry and employers, rather than just administrative compliance.

The Outcome Standards are part of the 2025 Standards for Registered Training Organisations, which also include Compliance Standards and the Credential Policy. Together, these elements replace the earlier Standards for Registered Training Organisations 2015.

The Outcome Standards aim to support consistently high-quality training and assessment and ensure that RTOs deliver outcomes that benefit learners, industry and the Australian community.

Structure of the Outcome Standards

The Outcome Standards are organised under four overarching Quality Areas, each with outcome statements and performance indicators that describe what RTOs must demonstrate in practice.

- Training and Assessment – Quality training and assessment that enables students to attain nationally recognised and industry-relevant competencies.
- VET Student Support – Support services and information that help students succeed in their studies.
- VET Workforce – Competent and capable trainers, assessors and workforce management.
- Governance – Leadership, accountability, risk management and continuous improvement.

Each Quality Area contains specific requirements and performance indicators that RTOs must meet, demonstrating quality training, ongoing improvement, and alignment with industry expectations

Useful links

- **Department of Immigration:** Website: https://immi.homeaffairs.gov.au/
- **Australian Diplomatic Missions Overseas:** Website: www.dfat.gov.au/missions
- **Tourism** - Australian Tourist Commission Website: www.australia.com
- **Tourism NSW Web**: https://www.visitnsw.com/
- **City of Sydney Web**: www.cityofsydney.nsw.gov.au
- **Sydney Transport Info Web**: https://transportnsw.info/
- **CRICOS Website**: http://cricos.education.gov.au/
- Training Packages: http://training.gov.au
- Australian Qualifications Framework: http://www.aqf.edu.au
- **Newspapers:** Sydney: www.newspapers.com.au/sydney.html
- **Health Insurers:** A list of health providers of OSHC can be found at: https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc

English Language Websites

International English Language Testing System (IELTS): www.ielts.org

Test of English as a Foreign Language (TOEFL): www.toefl.org

Key Contacts

Contact name	When to use this service	Contact details
AUSTRALIAN CONSUMER LAW	Understand your legal rights in regard to shopping or purchasing goods and services.	consumerlaw.gov.au
AUSTRALIAN HUMAN RIGHTS COMMISSION	If you feel you are being treated unfairly because of your race, descent, colour or ethnic/national origin then make a complaint to the Australian Human Rights Commission.	humanrights.gov.au
AUSTRALIAN TAXATION OFFICE	Contact them to arrange a Tax File Number or learn more about payments made to you while you're here.	ato.gov.au
BEYOND BLUE	A free counselling service that you can contact if you are feeling depressed or anxious.	1300 224 636 beyondblue.org.au
CITY OF PARRAMATTA	See the website for information on all the services, facilities and events happening in the city centre and surrounding suburbs.	https://www.cityofparramatta.nsw.gov.au/
CITY OF PARRAMATTA COMMUNITY CENTRES	Community facilities that assist with the learning and recreation needs of the local communities in which they're based	https://www.cityofparramatta.nsw.gov.au/community-care
OVERSEAS STUDENT OMBUDSMAN	This resource investigates complaints about problems that overseas students have with private education in Australia.	1300 362 072 oso.gov.au
CONSUMER AND BUSINESS SERVICES (AND TENANCY ADVICE)	If you require detailed information about obligations and entitlements when buying products and services.	13 32 20 fairtrading.nsw.gov.au
COUNCIL OF INTERNATIONAL STUDENTS AUSTRALIA	The peak body for the interests and needs of international students, they always require volunteers.	cisa.edu.au
DEPARTMENT OF FOREIGN AFFAIRS AND TRADE (FOR EMBASSIES)	If you require help from your country's embassy within Australia.	dfat.gov.au
DEPARTMENT OF HOME AFFAIRS	This government department handles visa enquiries and issues.	homeaffairs.gov.au
FAIR WORK OMBUDSMAN	If you require assistance understanding your workplace rights and responsibilities.	13 13 94 fairwork.gov.au
HEALTHDIRECT AUSTRALIA	Outside of GP consultation hours their trained staff can help you treat non-urgent illnesses.	1800 022 222

LEGAL AID	If you need to know what your legal rights are then contact this free legal service.	1300 888 529 legalaid.nsw.gov.au
LIFELINE	If you need someone to talk to about your state of mind, this resource is a crisis support hotline.	lifeline.org.au 13 11 14
NSW OMBUDSMAN	An independent agency to watch over the NSW Government and improve their delivery of services to the public.	9286 1000 ombo.nsw.gov.au
SERVICE NSW	NSW Government services including driving and transport.	13 77 88 service.nsw.gov.a
TRANSPORT INFOLINE (PUBLIC TRANSPORT SERVICES)	To find out about trains, buses and ferries, including ticketing information, timetables and more.	131 500
ICLC inner city legal centre	Advice on same sex parenting, surrogacy, de facto relationships, discrimination, homophobic violence and vilification, neighbourhood disputes, domestic violence and employment.	0466724979
Alcohol and Other Drugs Information Service (ADIS) telephone services	Alcohol and other drug information, support and treatment is available through publicly funded and private services across New South Wales. These services are not emergency services. If you require urgent medical attention, contact or attend your local hospital or general practitioner, or call 000 for ambulance.	1800 793 466 https://www.health.nsw.gov.au/aod/Pages/contact-service.aspx

In the event that a student requires the services of a qualified counsellor or crisis accommodation fees may apply which the student will be responsible for.

Your Feedback

All students at LMSC are encouraged to provide continual input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. LMSC will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Staff, Trainer and student surveys will be collected online, or offline and complaints & appeal form is available at reception. There is also a provision of suggestion box at LMSC where

you can give your suggestions at your convenience. Furthermore, you are welcome to make appointments with staff members to discuss issues personally.

Feedback questionnaires are distributed once every second term, all students have the opportunity to complete this questionnaire and have their say. All information in this document is private and confidential.

Feedback can also be emailed on info@lmsc.edu.au