



**Student
Handbook
International
Students
2019**



envirotech.edu.au

 @envirotecheducation  Envirotech Education

Welcome Student,

Thank you for selecting Envirotech to further your educational and training pursuits.

Envirotech is an educational provider of vocational education and training in Australia. Your decision to complete Nationally Recognised Training with Envirotech is an important step in developing your cognitive processes in the learning of new skills & knowledge.

We aim to provide a quality learning experience which meets the needs of all students and that complies with industry standards.

To assist you with your learning we have developed this Student Information & Orientation Guide. Please take the time to read it carefully and should you require further information please contact our staff.

This handbook is an information resource of first-resort for students covering most aspects of what is required of them by Envirotech Education and what they can expect from it. The handbook provides you with clear guidelines about your duties and responsibilities as a student. It will also refer you to relevant policies that define those requirements. This will assist you to prepare better for your studies at Envirotech and life in Australia.

Our team is committed to maintain our high standards for training. We are proud of the qualifications we issue and continue to be recognised as a quality Registered Training Organisation.

We trust that you will find your learning with Envirotech a rewarding experience. We look forward to your productive feedback to ensure that our products and services meet your expectations.

I wish you a very rewarding training experience with Envirotech.

Regards,

Shelly Bengiat,

Director & Chief Executive Officer
Envirotech Education

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ENVIROTECH
 E D U C A T I O N

ABOUT ENVIROTECH

Established in 2008, Envirotech Education (“Envirotech”) is an Australian registered training organization (RTO) registered by the Australian Skill Quality Authority (ASQA) for delivery of approved training courses to domestic and international students.

Envirotech is strongly committed to the accountable and responsible delivery of the highest academic level Vocation Education Training (VET) Quality Framework.

Envirotech is fully compliant with the RTO standards for excellence in training. We offer exemplary student services and a wide range of outstanding courses designed for both domestic and international students.

With tailored programs to suit industry requirements and the development of student’s employability skills, Envirotech academic programs incorporate innovation, technology, and sustainability in combination with positive employment outcomes.

Envirotech Innovation Leadership Hub enables students to open and grow their own business initiatives as part of their course projects, supported by the Envirotech team of trainers and assessors. Innovation Leadership Hub, Internship and work based training are elective components our Diplomas and Advanced Diploma programs.

The beachfront Gold Coast and Byron Bay campuses offer unforgettable learning experience.

- Professional Academic programs
- First class locations and facilities
- Vocational placement and work experience
- Blended learning
- Online assessments, free tutoring, mentoring and academic services
- Multicultural academic and support staff
- Rolling intakes, studies commence every month
- Flexible payment plans
- University Pathways

VISION AND MISSION

Envirotech: Globally innovative sustainable learning

Envirotech will continue to be at the forefront of globally innovative learning through environmental sustainability based on technologically advanced education.

ACADEMIA

Our commitment to excellence is not only to our students but to ourselves and directly drives us to continually be at the highest academic level of accountability for the responsible delivery of the Vocation Education Training (VET) Quality Framework.

INNOVATION

Envirotech was founded on the visionary goals of innovative and economically sound technological learning. This has long been a deciding factor when implementing new tools and procedures.

STUDENTS

Envirotech will continually facilitate the educational and personal growth of its students through multi-layered support networks locally, nationally and internationally. Envirotech's vision is to bring our students into the 21st century through innovation and modern technology.

CAMPUS

Envirotech endeavours for the locations and the design of our campuses to enhance the cultural diversity and the natural beauty of their surrounds to create the best student experiences.

TECHNOLOGY

Envirotech continues to move towards our goal of being a world-class leading education provider in business technology and sustainability by consistently investing in business innovation technologies and entrepreneurship education on a global scale.

TEAM

Envirotech drives its employees' success through continually inspiring and educating every individual. By passionately supporting the growth and intellectual nourishment of its team Envirotech will create a positive atmosphere for its students and stakeholders.

ENVIROTECH VISION

- High Standards of Education focusing on sustainability and Innovation
- Providing all of our students the tools to succeed by the empowerment of skills, Australian qualifications and vendor's certifications.
- Qualify our students to find suitable employment, participate in the workforce or start a successful business.
- Offer our students a diverse range of courses and give our students assistance in gaining work experience through student services work placement schemes.
- Provide our students with lifelong leadership and mentoring roles leading to personal growth and rewarding careers
- Understanding each student individually and to be aware of every student's circumstances.
- Offering education and learning experiences for our students to meet tomorrow's challenges.
- Receive widespread recognition for our commitment to delivering vocational education and training programs of the highest standard through an ethical, caring and professional approach.
- Provide a caring and loving learning environment for staff and students.
- A diverse Faculty and Staff
- Friendly, Safe and Healthy Learning Environment
- Important focus on student employability

CAMPUS LOCATIONS



Envirotech operates two campuses from two different states. Queensland (QLD) and New South Wales (NSW).

The campuses are relatively close, only a one-hour drive from campus to campus via the picturesque Pacific Coast Highway.

GOLD COAST - 64-66 Goodwin TCE, Burleigh Heads, QLD, 4220

The Envirotech Gold Coast beach front campus is located in the idyllic “old theatre arcade” full of bustling Gold Coast culture.

Located in one of the most popular tourist destinations, our Burleigh Heads campus boasts a short walking distance to shopping centres, and is a hop, skip and jump away from some of Burleigh Head’s best recreational spots!

We are just 15 minutes from the Gold Coast International Airport, and there is easy access to public transport and many options for student accommodation.



BYRON BAY - 33 Childe Street, Byron Bay, NSW 2481

The Envirotech Byron Bay beach front campus is located in one of the world’s tourist hot spots, in the most supportive learning environment across from the ocean, natural parks, resorts, trendy restaurants, hip cafes and locally owned shops. Byron Bay is one of Australia’s cosiest and coolest surfing towns, just a short drive away from the scenic New South Wales hinterlands.

Beach yoga, surfing lessons and cruising eateries are just a few of the activities to indulge in while opening your career prospects while studying with Envirotech International College in Byron Bay.



TRAINING ENVIRONMENT

Envirotech learning resources are available to students in electronic copies and supports a productive learning and technological environment: this environment is conducive to an effective learning process.

Envirotech staff must meet strict criteria before conducting any training or the validation of assessments and fostering a personal approach to studying. The minimum qualifications we require our trainers to have are: Certificate IV in Training and Assessment, relevant industry experience, and any occupation training requirements as stated within course curriculum and/or training packages.

Along class sessions Envirotech students participate in and contribute to class discussions and group activities. They have close relationship with the trainers and are encouraged to adopt new knowledge and abilities in the area of studying.

Students with special needs will be identified in collaboration between the student and the trainer. These needs will be addressed through reasonable adjustments to enable the student to achieve goals and the completion of the qualification

Student's feedback is highly valued to continuously improve our operations. Therefore, we encourage our students to complete an online feedback form at the end of each term, to evaluate, analyse and improve processes during the term break.

On a daily basis students are always welcome to knock on our door, provide feedback, or for any other chatting opportunity on any matter, as we believe in an open door policy.

ENROLMENT PROCESS

Online enrolment through Envirotech collects essential enrolment details from the student. You must complete the Enrolment Checklist and submit all of the required paperwork listed, including evidence of the student's English level.

The enrolment process differs between international and domestic students and different enrolment procedures also exist for Australian funded or non-funded students. Following the enrolment process, Envirotech enters into a Training Agreement with every student.

ENGLISH TEST

In the case where your English level evidence is not available, please arrange for a test and an interview.

Any student from countries where English is not the native language will have to submit an English test. Envirotech accepts the IELTS test results or alternatively students can take Envirotech's internal English test at no cost.

OFFER LETTER

Envirotech guarantees to send an Offer Letter within 1 business day.

The offer letter is the course or program contract, binding to both Envirotech and the student. It is created once a student submits the enrolment form together with all supporting evidence as per the checklist on the application form. It contains a summary of policies and procedures relating to student's enrolment.

The Offer Letter is sent to prospective students together with an invoice. To formalise student enrolment please return the signed document to Envirotech via email.

PAYMENT FEES

The Letter of Offer will state the amount payable before commencing study at Envirotech and the optional payment methods. At this stage the agreed tuition, service and Overseas Health Cover (OSHC) fees are paid. The transaction record should be provided to Envirotech via email. After induction, all additional course fees are charged periodically through a direct debit service.

CONFIRMATION OF ENROLMENT (COE)

The COE is an Australian government document issued by the Education Provider in supporting student visa applications. You must have a valid and current COE to apply for a student visa, otherwise a Student Visa is not granted.

Students from certain countries will first be required to lodge a Pre-Visa Assessment. If this is the case, the application for your Pre-Visa Assessment can be made with the COE or Envirotech's signed letter of offer.

The COE is issued through PRISMS to confirm that the student is enrolled in an approved course. You can be granted a student visa to cover the total of the proposed course package only if you provide COE's for all courses.

ENROLMENT COMPLETION

To complete your enrolment in accordance with the Offer Letter, please follow the steps below:

1. Read carefully your offer details and ensure all details are correct.
2. Read the Terms and Conditions of Enrolment and the ESOS Framework (Act and Regulation) to which you agree to and be bound by.

3. Provide a signed copy of your enrolment offer, together with relevant evidence.
4. (Passport copy, Overseas Student Health Cover (OSHC), evidence for English level, previous qualifications' certificates etc.)
5. Make a payment of the required deposit as specified in this letter of offer, after accepting and signing your Offer Letter;
6. Your offer will be valid for 28 days from the issue date that appears on the bottom of the page.

Please refer to our Student Terms & Conditions to familiarise yourself with the pre-requisites and conditions of enrolment.

PAYMENT PLANS

After deposit payment, Envirotech Education offers you the option to pay your course remaining tuition in several instalments. Payment plan details will be included on the Offer letter.

All payment plans must be set through direct debit organised by Envirotech. That means, the instalment amount will be debited automatically from your bank account according to the Offer Letter payment plan.

Note that Direct Debit is compulsory for students with payment plan and must be completed prior to the start date of your course.

Please follow the link below to set up your direct debit plan:

<https://api.ezypay.com/4301/general-1>

Please note, the monthly amount and dates that appear in the form are by default. They will be amended according to the payment plan on your signed offer letter. A confirmation email will be sent to you once you sign up and your account is active.

Direct debit supplier (Ezypay) fees:

- Transaction fee applies
 - o \$ 1.58 for bank account (recommended)
 - o 3.894% of the debit/Instalment amount for visa/master card
 - o 7.786% of the debit/Instalment amount for AMEX
- Failed payment fee applies:
 - o The failed transactions will be rebilled one week after the failed debit and \$20.24 will be added on top.

We recommend the use of BANK ACCOUNT details to avoid unnecessary fees. Using your BANK ACCOUNT details will ensure you pay the minimum transaction fees. Note that it must be an access or cheque account. Savings account does NOT have authorization to be debited and will result on failed payment and extra fees.

STUDENT'S RIGHTS

Envirotech is strongly committed to the highest academic level standards and the responsible delivery of the Vocation Education Training (VET) Quality Framework. Along with those standards, we strive to provide exceptional customer service and always have open communications with our students and their representatives from the start.

Please, refer to Envirotech Student's Rights where you can find essential information to protect yourself as a student and customer:

- Enrolment deferral
- Suspension, cancellation or approved leave of absence
- Transfer between providers
- Termination of enrolment
- Student's concerns, complaints and appeals
- Consumer Protection
- Privacy Statement

RECOGNITION OF PRIOR LEARNING (RPL) AND COURSE CREDIT

Recognition of Prior Learning (RPL) allows a candidate to receive exemptions for the knowledge and skills they have already attained or for those who have had extensive work experience. Students who have completed previous studies of their proposed course and can present appropriate evidence may apply for a Credit Transfer before starting.

A written application should be submitted before or during the enrolment process into the selected course. Credit transfer application must include:

- A statement of attainment showing the awarding registered provider
- Course code and title
- Units of competency code and title
- Result and date

An application for credit transfer or RPL is assessed by a qualified trainer. If a student is not satisfied with the decision, he/she may appeal. Policies and procedures related to the appeal process can be obtained from Student Services and the Student Handbook.

Granting of RPL or Credit Transfer may result in the shortening of the actual duration of the course, which, in the case of international students, will have to be notified to Department of Immigration and Border Protection (DIBP) via PRISMS.

Students should apply for Credit Transfer or RPL before his/her visa is granted, or in the first 2 weeks of the course enrolment. The CoEs and course duration will be amended as required.

RPL PROCESS

Envirotech offers students the opportunity to apply for RPL to all students upon enrolment. It is your right to be awarded for your skills and experience and we will be privileged to assist you achieve this goal. The RPL process is rewarding and engages applicants through the process to create a portfolio demonstrating their accumulated professional achievements.

For further information about RPL and the process at Envirotech access our Envirotech RPL Guide, and Credit Transfer & RPL Form.

4 STEPS FOR RPL

1. RPL initial application

Students should apply for recognition at enrolment within the two (2) weeks following enrolment. The student, with support from Envirotech, will have to identify the appropriate qualification / unit for which they seek recognition.

RPL applications must be supported with the applicant's current CV.

2. Personal Interview

Envirotech will interview the student and will advise of RPL selected units and the evidence gathering requirements. The interview allows time to examine the applicant's CV, and assisting students on how to construct a reasonable evidence portfolio.

The student will be given access to the full curriculum, so they can clearly identify the learning outcomes or competencies and the type of required evidence.

3. Gather and submit your work

The gathering of competency evidence is the fundamental stage of the RPL where each individual student must seek the unique work outcomes demonstrating their skills and knowledge. To submit the RPL an application form should be completed and forwarded to Envirotech with all supporting evidence.

4. RPL finalisation

Envirotech will then analyse individual experience and qualifications and compare them against appropriate learning outcomes/competency statements. If the claim matches the learning outcomes/competencies, then full recognition is granted.

PROFESSIONAL GAPS

When a professional gap is identified by Envirotech the student may be required to complete gap training.

Students may appeal the decision and ask for a subject matter expert to make a recommendation. The cost of this further process will be borne by the student.

A letter of advice of the outcome will be forwarded to the applicant within two weeks of the final decision.

INTERNATIONAL STUDENTS

VISA INFORMATION

Envirotech has experience dealing with Student/ Working Holiday/ Partner visa holders and offshore applications. We support students and agency representative in visa application needs. Our approved agents can assist you through your journey with:

- Available Courses
- VISA Requirements
- Travel Information
- Accommodation Options
- Gold Coast and Byron City Information

We have quality education agents all over the world to support your safe and easy arrival in Australia. To check our updated [Registered Agents List visit our website.](#)

Attention-Education agents are not exempt persons and therefore must not provide immigration assistance. For more information please refer to: <https://www.border.gov.au/Trav/Visa/Usin/immigration-assistance>

STUDENT VISA

To study in Australia an international student will need to apply for a Student Visa either at the relevant Australian embassy in your home country or online for certain passport holders. Most of Envirotech courses will require a student visa, if you are the holder of other visas, please refer to our office to check your options

There are different student visas for the different course levels. Students wishing to enrol for study at Envirotech in VET* must apply for Student Visa 500.

You are welcome to contact us for any visa enquiry or service.

* *Vocational Education and Training*

For further information, refer to our Full Envirotech Immigration Guide.

- Important visa requirement
- Before you enrol
- Apply for a visa

- ESOS legislation framework
- Conditions for a student visa grant
- Student visa conditions
- Work and study
- Mandatory Overseas Student Health Cover (OSHC)
- School aged dependent conditions
- Academic and administration conditions
- Living costs and Evidence of Fund

COURSE OUTCOMES AND QUALIFICATIONS

Envirotech delivers nationally accredited courses. Upon successful completion, you will be entitled to receive a Nationally Accredited Qualification. In the completion of units of competency a Statement of Attainment will be issued. Courses are designed to meet the national standards and requirements and will comprise several units of competency. Student's skills and knowledge are assessed against the units of competency criteria, and if met, will be marked as competent. Qualifications are issued upon gaining competency in all required units.

All students participating in training with Envirotech, shall be issued with either a

- A full AQF Certificate and Transcript or
- Statement of Attainment (when partial qualification is completed)

COURSE / UNIT RESULTS

The following results are used to record unit outcomes on the above documents:

Competent: When achieving satisfactory results in each of the unit sub modules assigned.

Withdrawn: The student has withdrawn from a unit or course and not completed all required learning outcomes.

Exemption: The student has been granted exemption from studying the unit due to previous study or an approved Recognition of Prior Learning process.

Pending: Indicates that assessments or assignments have not been finished yet.

Not Yet Competent (NYC): The student has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit.

Re-issuing Qualifications: If your Certificate or equivalent document is misplaced or damaged, contact Envirotech administrative staff to order a replacement. This will attract a cost of \$20.00 plus postage. Qualifications are issued from the results and are kept for 30 years

Re-assessment: Students have 3 attempts for gaining competency in a unit. If a re-assessment needs to be undertaken outside of normal operating hours, then a fee of \$70 may be imposed. Should the student again be unsuccessful, they will receive a further 14 days and additional support before being required to retake the assessment. In case of a total failure in any unit of competency the student will be required to undertake the entire unit again and to present all of the relevant tests and assignments. This can be expected to incur further fees. Repeated failure in units may result in exclusion from the program or a requirement to restart the full current term work.

SPECIAL CONSIDERATION AND DEFERRED ASSESSMENT

Envirotech may provide special consideration or an extension of time to a student in any unit and in respect of any assessment item. Students may apply for special consideration or extension if:

- Their performance in an assessment item was seriously affected by a reasonable situation beyond their control (such as medical grounds, compassionate circumstances, religion grounds); or
- They were seriously disadvantaged when the assessment was attempted, on the grounds of illness, accident, disability, bereavement or other compassionate circumstances.

TIPS FOR STUDYING EFFECTIVELY

- Make a weekly timetable that includes time for study, mark in deadline dates for any work that needs to be handed in for assessment e.g. assignments, projects.
- Keep up to date with class work by taking notes during the session and reviewing work at home.
- If you are studying via 'distance self-paced' ensure that you keep to your schedules for work completion.
- Prioritise your study with your work and personal life; you may have to give something up to be able to meet your study commitments.
- Revise your work prior to the next training session.
- Do take regular breaks during study sessions.
- Study at the time of day that best suits you.
- Give yourself a reward (snack, cup of coffee or do something you like) when you have completed the study task for the session.
- Visualise what you are reading about.
- Develop notes as you read, noting any new terms with their translation or meaning.
- Relate what you are reading about to what you already know.
- Ensure that you have plenty of fresh air, as one of your brains main foods is oxygen

- Email your trainer with any question or difficulty you come across in your home assignments.

APPEAL PROCESS

This agreement, and the availability of complaints and appeals processes, does not remove the rights of the student to take action under Australian Consumer Law.

The dispute resolution process of Envirotech Education does not limit the student's right to pursue other legal remedies.

If a student requires assistance from outside Envirotech they have the option to contact the office of Education Queensland International. Envirotech Education Provider No: 31971 CRICOS No: 03094J OR Access the website on www.eqi.com.au

EXPECTATIONS OF STUDENTS AND HOUSEKEEPING

STATEMENT OF UNDERSTANDING

You must sign the "Statement of Understanding" in your induction to indicate that you understand and agree with the conditions contained in this handbook. Also, refer to our Policies & Procedures to be aware of your responsibilities as an Envirotech Student.

SELF-DIRECTED LEARNING

Envirotech strongly encourages you to engage in self-directed learning activities in consideration that this is a major attribute in the workplace, including continual updating of knowledge and skills and development of new skills and knowledge. Envirotech will assist students to develop such skills in tutorial sessions. Further optional access and staff assistance outside of class contact hours is available by prior arrangement at the Administration Office.

CHANGE OF CONTACT DETAILS OR SITUATION

You must advise Envirotech of any changes in your personal details within 7 days of the change. You can update your personal details on the student portal website. For more information of how to do it, please refer to the 'students portal guide' available in the office and will be handed to you in the induction day.

CLOTHING

Remember to bring a sweater or jacket if you feel the cold, as air-conditioning in the class is usually on. Please do not wear any rude words or pictures on your clothing- other people could get upset or angry! Students are expected to be dressed in an appropriate manner and shoes (footwear) should be worn all of the time.

MULTICULTURAL AND ENGLISH LANGUAGE

Envirotech delivers our courses to domestic and international students. We provide new arrivals with multicultural support while we request that English only is spoken around our campuses. You will get much more English practice if you make friends with students from other countries

who are also learning English in Australia. It is important to be patient and respect each other in class and in general.

EATING AND DRINKING

Food and drink are allowed in the classrooms. You can make lunch in the kitchen and eat it in the Common Room. It is your responsibility to leave your area clean and tidy.

PRIVACY OF YOUR PERSONAL INFORMATION

Envirotech will always respect your personal information and will only share your personal details with any third party only when there is a real need. In these cases, your personal contact, enrolment and course details may be shared with Australian Governments and designated authorities, the TPS (Tuition Protection Service), the ESOS assurance Fund Manager or any other relevant body.

PUNCTUALITY

Please don't be late! Coming late to class not only disrupts others in your class and distracts your teacher. There are penalties for lateness and if you are more than 15 minutes late, you will be marked absent for one hour on the class roll. This could affect your attendance.

KEEPING A COPY OF YOUR WORK

Please retain a copy of all work that you submit to Envirotech. Regrettably we must ask you to re-do any assessments and/or assignment tasks that are lost in transit.

DRUGS AND ALCOHOL

Consumption, or being under the influence, of drugs and alcohol or illicit substances during training hours or abusing a trainer or other work colleague is unacceptable and will result in your being asked to leave the premises. Continued abuse of this policy may result in your removal from the Training program. Student's behaviour must not disrupt or threaten other students or company personnel. Abusive behaviour, verbal or physical violence can result in instant withdrawal from a program.

SMOKING

Smoking is not permitted inside the Envirotech buildings and campuses outdoor areas. Smokers are only allowed to smoke when well away from the main Envirotech buildings. Smokers are also required to smoke on breaks only and to ensure that all butts or other debris is placed in the receptacles provided.

MOBILE PHONES

Mobile phones must remain off during all training sessions. Students may make and receive calls other than class times. However, the phone must be set to silent or meeting modes to avoid disturbance of staff or other students during class.

MEDICAL ATTENTION

If you have an ongoing medical condition, you must make us aware of the situation at the time of enrolment. If the condition requires continuing medical attention or treatment, this must also be declared at that time and the Chief Executive informed of the required treatment, including any medication required to be taken during class time. In the event of a student requiring treatment, the trainer is to be advised immediately so that appropriate action can be taken and any necessary medical treatment obtained.

ENVIROTECH EQUIPMENT

Individual student users are responsible for safety, care, health and hygiene standards and to ensure that equipment is cleaned and returned in accordance with Envirotech policy and trainers instructions. No equipment or products may be taken from Envirotech premises for any reason whatsoever. Any student found removing Envirotech property from the premises without prior consent is subject to instant dismissal from the Envirotech on misbehaviour grounds.



OTHER PROGRAMS

SCHOLARSHIP

While most international students in Australia are full-fee paying students, another option is to apply for a scholarship. Envirotech grants some scholarships per year with the aim of ensuring diversity across our educational programs.

GOVERNMENT FUNDING

Domestic students may be able to gain funding of their course through a variety of additional funding opportunities.

Envirotech is a pre-qualified supplier under the User Choice Program, and a Centrelink qualified training organisation.

Australian Government scholarships are not available for international students undertaking English language training specifically in Australia. However, there are English language training scholarships granted by Envirotech every year.

An international student granted a scholarship must still apply for an Australian Student Visa Subclass 500.

TRAINEESHIP & APPRENTICESHIP

Envirotech provides Nationally Recognised qualifications under this funding program which are adjusted to suit individual business needs and apprenticeship programs for some of our courses. We provide flexible training options allowing for on-the-job training, with negotiations around time, location, and the nature of the training to suit individual business needs.

USER CHOICE PROGRAM

The User Choice Program is a national initiative for trainees and apprentices designed to address specific shortfalls in the industry through employment supported education. It is a national policy governing the flow of public funds to Registered Training Organisations (RTOs). The purpose of User Choice is to make Vocational Education and Training (VET) more responsive to the needs of industry and employers.

The User Choice policy works in conjunction with the Australian Apprenticeships system, enabling employers and apprentices/trainees to:

- Choose an RTO to best provide their training services;
- Negotiate key aspects of training, such as where, how, and when it is provided;

The program entitles apprentices and trainees to have their course funded by the program. Additional federal financial incentives are available, subject to eligibility, of up to \$3,000 in payments for upskilling existing or new employees.

User Choice Program [www.training.qld.gov.au/training/incentives/userchoice]

CERTIFICATE 3 GUARANTEE

Envirotech currently offers Certificate 3 Guarantee (C3G) funding on a selection of Certificate III level courses.

The Certificate 3 Guarantee (C3G) supports eligible individuals to complete their first post-school certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career. The program also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

The program is open to any Queensland resident aged 15 years or over who is no longer at school (with the exception of VET in Schools students) and is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency. Prospective students must not have or be enrolled in a certificate III level or higher qualification, not including qualifications completed at school and foundations skills training.

To access the Department of Education and Training C3G fact sheet, please go to - <https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3g-factsheet-student.pdf>

If you would like more information on what courses we have available under Certificate 3 Guarantee funding and to check your eligibility, please contact our office on 07 5535 3766.

WORK PLACEMENT

Here is your chance of improving employability skills and preparing yourself for the Australian job market.

The competition for graduate jobs in Australia is high and challenging. As a student you are competing against locals who are familiar with the culture and industry, and for international students, language can also be an obstacle. Having a second or postgraduate qualification is no guarantee of gaining a job and you may need to put extra effort into persuading an employer to hire you.

Therefore, work placement component as part of your course, can be a good platform to gain vocational experience and network with industry professional people.

INTERNSHIP

An Internship is a temporary position within a host organisation with an emphasis on on-the-job training. From that you can gain practical training and experience in an English language

environment, helping you to develop a network of professional contacts. These can be useful for future references and increasing your chances to find a similar job in your home country.

COURSES AVAILABLE

- Diploma & Advanced Diploma of Leadership and Management
- Diploma & Advanced Diploma of Marketing
- Diploma & Advanced Diploma of Business
- Diploma Project Management

INTERN AT ENVIROTECH

Our internship program primarily aims to provide students with valuable work experience by investing their vocation skills in an industry in the context of our institution.

Participation in this program will provide an intern with work experience, that will be linked to your course of study at Envirotech. It is an unpaid position for a fixed duration.

This work experience and employment training will be of no charge to you.

MAIN BENEFITS

1. Find out about different aspects of work in a business environment;
2. Future long term career prospects on board at Envirotech, by the end of the program;
3. Advice on pathway decisions such as whether you are suitable for a particular career or job choice;
4. Networking opportunities, meeting other professional who may help you with future job opportunities or with references required in job applications.
5. Immediate opportunities to use classroom acquired skills.
6. Develop a “can do” level of confidence supported by real work environment experiences.

INTERNATIONAL STUDENTS

We know that moving to a new country can be a great adventure; meeting new people, experiencing new cultures, exploring new places. However, there are times when things can become a little overwhelming and get you off track. This can impact all aspects of life; leading to depression, isolation and withdrawal. This process strongly impacts the student’s ability to keep up with academic requirements, and financial obligations.

Thinking of that, Envirotech offers full-time student support. During one-on-one sessions, we explore challenges, emotions and obstacles, and come up with achievable action plans designed to equip students with tools and strategies to move forward.

These often include many of the skills cited in the Australian employability skills framework, such as self-management, communication and planning.

AUSTRALIAN MARKET

The current labour market in Australia is becoming very competitive with the changes in the Economic landscape. International students often find the labour market difficult to enter. Learning how to represent their skills and talents to best meet the Australian market gives them a competitive advantage and a fair chance of gaining employment.

Our range of initiatives have been assisting students every day to successfully enter the Australian marketplace. Each student who comes to us is provided with a tailor-made action-plan which will help them focus and attain stronger results through our work placement program.



OCCUPATIONAL HEALTH AND SAFETY (OH&S)

Envirotech is committed to providing a safe and healthy environment for all students. We aim to achieve the highest degree Occupational Health and Safety and Security by adhering to Government Legislation and taking personal interest in the wellbeing of our students, staff and visitors.

Students are required to participate in all training activities and carry out any tasks that may be asked for by your trainer to the best of their ability and these will include in each unit a reference to the relevant WH&S procedures.

All self-paced learning workbooks and/or assessments must be completed, even when students perceived that they already referred to the OH&S components in previous units. Students are required to wear workplace uniforms as directed for any scheduled practical training sessions.

DUTY OF CARE

Who is responsible for Occupational Health and Safety?

All employees and students are responsible for their own Occupational Health and Safety in the Workplace and Training environment.

Students are responsible for not only their own health and safety but also the health and safety of others within their working environment. Students should report unsafe working conditions, faulty equipment and accidents in the workplace/training environment immediately to their trainer, supervisor, manager or administration staff.

To meet this commitment, each person must take all reasonable care to prevent injury to others, damage to the school or plant and equipment, identifying risks and hazards in the workplace and reporting them. Students should abide by safe working practices and comply with all health and safety regulations.

EMERGENCY CONTACTS

- Police/Fire/Ambulance: 000
- SES assistance in floods and storms: 132 500
- Police attendance: 131 444 (all states except Victoria)
- International incident emergency helpline: 1300 555 135 (within Australia)
- Outside Australia - external site: +61 2 6261 3305
- Road Assistance QLD: 13 1905
- Road Assistance NSW: 13 1111
- Poisons Information Centre: 13 1126
- Community Health: 55198242
- Other Gold Coast services: www.goldcoast.com.au/essential-gold-coast-services

Gold Coast Hospital

1, Hospital Blvd, Southport, QLD, 4215 | 1300 744 284

www.health.qld.gov.au/goldcoasthealth

Robina Hospital

2, Bayberry Ln, Robina QLD 4226 | 07 5668 6000

www.health.qld.gov.au/services/goldcoast/gcoast_robina_hosp.asp

Tweed Hospital and Community Health Services

Cnr Florence & Powell Streets, Tweed Heads 2485 | 07 55067416

www.nswlhd.health.nsw.gov.au/about/community-health/tweed-heads-community-health

Byron District Hospital

10, Shirley Street, Byron Bay NSW 2481 | 02 6685 6200

www.service.nsw.gov.au/nswgovdirectory/byron-district-hospital

Byron Bay Hospital

54, Wingsdale Rd, Ewingsdale NSW 2481 | (02) 6639 9400

<http://nswlhd.health.nsw.gov.au/about/hospitals/byron-central-hospital/>

FIRST AID KIT

The first aid kit is provided for use by all staff and students and is maintained by the Red Cross. The first aid kit is located at the staff room.

CRITICAL INCIDENT

It is any traumatic event or threat of such (within or outside Australia) which causes extreme stress, fear or injury.

Envirotech has a documented critical incident policy together with emergency and OH&S procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Students who identify a critical incident must report the incident immediately to any of Envirotech's staff.

Critical Incident: it is any traumatic event or threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents may include (but are not limited to) events such as:

- Missing students;
- Severe verbal or psychological aggression;
- Death/ suicide, serious injury, violence or any threat of these;
- Widespread infection/ contamination or the threat of these;
- Natural disaster;
- Substantial damage to facilities;
- Deprivation of liberty and/ or civil unrest;
- Matters of high risk to personal safety;
- Issues such as domestic violence, sexual assault, drug or alcohol abuse; and
- Publicity with the potential to significantly damage/ disrupt the reputation or operations of Envirotech Education.

Note: Non-life threatening events could still qualify as critical incidents.

EMERGENCY MEETING POINT

GOLD CAST CAMPUS

Please refer to the emergency and evacuation plan located in each classroom and on walls across the campus building.

If there is an emergency, assembly point will be at the entrance of the building, next to the **Forty-Two 20 Café**.

Fire distinguishers are located along the corridors outside the classrooms.

BYRON BAY CAMPUS

Please refer to the evacuation signs located in each classroom.

If there is an emergency, assembly point will be in the entrance of the building, next to the **Envirotech sign**.

STUDENT SERVICES

Once your student VISA is granted, notify Envirotech with the details of your travel arrangements at least two weeks prior to arrival. Here are some services we can provide to all our students:

- Airport pickup
- Cultural adjustment support
- Internet and computer access
- Arranging accommodation
- Arranging medical cover
- Student Discounts
- Assistance in finding work
- Counselling
- On campus Welfare support
- Electronic resources library
- Blended learning

Envirotech staff is available during Australian business hours to answer any inquiry and assist with your enrolment. Business hours are 9:00am to 5:00pm Monday to Friday.

Envirotech administration staff has a special interest in ensuring you get through your course as smoothly as possible. The administration staff are well experienced in sorting out any problem you may have concerning the administration of your course. Their years of experience in administration and customer service roles will ensure all of your questions are answered, and if they don't know the answer, they will find out for you.

- Highly qualified multicultural staff
- Most of our staff are fluent in at two languages
- International experience and background
- We understand your journey in Australia

INTERNET ACCESSIBILITY

All Envirotech students have free access to Envirotech wireless Internet network.

PHOTOCOPYING AND PRINTING FACILITIES

Services are available through the administration office and incur costs of 20 cents per page and 50 cents per colour page.

LIBRARY ACCESS AND LEARNING RESOURCES

Envirotech has available individual extra study materials that include:

- DVDs and Digital Media– relevant to course information, visual re-enforcement.
- Audiotapes – Students are encouraged to tape lectures for back-up study tools.
- Review sessions with relevant instructors.
- Sample tests for homework.

Envirotech campuses are located close to public libraries, that are easily accessible for students.

STUDENTS' AMENITIES

Accessibility and availability of students' basic amenities includes kitchen, coffee and tea station with free coffee and tea to all students at all times, clean and accessorised toilet rooms and showers and free drinking water.

It is the responsibility of students using the student amenities area to ensure that the area is clean and tidy, all amenities are always clean at all times and that all utensils are cleaned and returned to the storage provided by the end of each day.

NOTICE BOARD

Students' notice board is provided in the classroom area. Student information relating to course calendar, course information and other notices will be posted on the notice board. Students wishing to post their own notices must seek approval from Envirotech staff.

DISCOUNTS

You are entitled to discounts in several businesses in the campus area as an Envirotech student.

PERSONAL MEETINGS WITH STUDENTS

Envirotech has an open communications policy and students are encouraged to approach staff for any matter, regardless if it is or not relevant to the course and academic requirements.

WELFARE AND SOCIAL SERVICES

All students have access to the guidance of social and welfare services by qualified social worker including confidential personal guidance to help resolve any personal issues, which may be affecting their studies or achieving progression in course outcomes and requirements. Appointments can be made at the administration.

COUNSELLING

Counselling services are provided to all students at no cost.

Counselling services may be also contacted by phone and via the internet, the following contacts may be of service.

www.health.qld.gov.au

www.aihw.gov.au

www.lifeline.org.au/goldcoast/lifeline_services

STUDENT CARDS

On your first day at Envirotech, a photo will be taken to issue you your student card. The student card comprises your personal details, therefore it is not transferable to anyone else but you.

The card will allow you concessions for transport and different social activities. You can also apply for ISIC (International Student Identity Card).

www.isiccard.com.au/index.html

EDUCATIONAL GUIDANCE AND TUTORING

Students that are experiencing difficulties with their studies and course progress are supported by an Envirotech tutor, who is available on Fridays to all students at no cost. A tutoring session during assistance day must be booked in advance in the office.

STUDENT RECORDS

All student records are kept in a secure location and are accessible to staff only. Any student wishing to view their records can do so by logging in to their students' portal.

LEGAL SERVICES

A free legal service is available at Legal Aid Queensland, 1st Floor, 100 Scarborough Street, Southport QLD 4215. Telephone: 1300 65 11 88

SERVICES ARRANGEMENT

AIRPORT PICKUP

Envirotech offers its students a friendly airport pick-up service where we can meet you at the Gold Coast or Brisbane airports and take you to your accommodation.

Airport pickup charges:

- Airport Transfer (One Way): \$ 99.00
- Airport Transfer (Return): \$ 190.00
- Airport transfer Brisbane-Coolangatta (one way): \$ 250.00
- Airport transfer Brisbane-Coolangatta (return): \$ 480.00

You are welcome to contact us for any enquiry or service.

ACCOMMODATION

Envirotech and Students Accommodations can totally assist our students in this process. We have many Australian families offering homestay and shared accommodation options.

They are ready and trustful to receive our students, as well as to provide comfortable accommodation with a typical Australian family. An exciting opportunity to experience the Australian way of life, share the food, the customs and the humour!

Homestay is an important part of an International student's study experience abroad. It is a great learning experience for both the student and the host family.

The cost of accommodation is NOT included in tuition fee amounts.

GOLD COAST

Student Homestay Accommodation: www.aussiehomestay.com.au

For booking your homestay on the Gold Coast, and to find out more details, fill out the form available on our website.

BYRON BAY

Student Homestay Accommodation: www.byronbaystudentaccommodation.com.au

For booking your homestay in Byron Bay, and to find out more details, fill out the form and download its current pricelist available on our website.

MORE ACCOMMODATION OPTIONS

Envirotech has a noticeboard with some options for share and rent accommodation.

You may also visit our Facebook page to look for available rooms shared by student's posts.



STUDENT LIFE

Ready to get on board with this great adventure with Envirotech?

In this segment, we have selected some important information that you must keep in mind when planning your studies abroad.

LIVING COSTS

As an international student, it is recommended that you allow at least \$100-\$300 per week for accommodation and another \$100-\$200 for incidental living costs. The statistics used by the Department of Immigration and Border Protection (DIBP) are \$1550 per month of average living costs in Australia.

This amount may include different expenses such as:

ACCOMMODATION

- Hostels and Guesthouses: \$90 to \$150 per week
- Shared Rental: \$85 to \$215 per week
- Homestay: \$235 to \$325 per week
- Rental: \$165 to \$440 per week

OTHER LIVING EXPENSES

- Groceries and eating out: \$80 to \$280 per week
- Gas, electricity: \$35 to \$140 per week
- Phone and Internet: \$20 to \$55 per week
- Public transport: \$15 to \$55 per week
- Car (after purchase): \$150 to \$260 per week
- Entertainment: \$80 to \$150 per week

MINIMUM COST OF LIVING

The Department of Immigration and Border Protection has financial requirements you must meet to receive a student visa for Australia. **From 1 July 2016** the 12 month living cost is:

- You: \$19,830
- Partner or spouse: \$6,940
- Child: \$2,970

All costs are per year in Australian dollars. To convert to your own currency, visit www.xe.com
The Australian Government provides you with guidance on managing your finances, at www.moneysmart.gov.au

For more information, access www.studyinaustralia.gov.au/global/live-in-australia

CURRENCY AND MONEY

- Australia's currency is the dollar (\$). 100c = \$A1.
- Note denominations: \$100, \$50, \$20, \$10, \$5.
- Coin denominations: \$2, \$1, 50c, 20c, 10c, 5c.
- Traveller's cheques can be cashed at banks and major hotels.
- Major credit cards accepted at shops, hotels and restaurants.
- Common credit cards include American Express, Bankcard, Diner's Club, MasterCard and Visa.
- ATMs are widely available 24 hours a day.
- Currency exchange facilities: at airports and, key tourist centres.

International students may open personal bank accounts with low bank fees specifically designed for students. This can be done from Australia or prior to your arrival.

STUDENTS WITH FAMILY DEPENDANTS

International students accompanied by dependent family members must accommodate and present additional funds for the support of these family members. In addition, any school aged dependents (between the age of 5 and 18 years) must have arrangements for their education in Australia and have obtained an official Confirmation of Enrolment for Overseas Students form for those dependents.

For information regarding schooling for dependants and living in Queensland please visit the Department of Education and Training website.

www.eqj.com.au/qld-schools

BEFORE ARRIVAL

7 Steps to Envirotech

1. Choose your course of interest
2. Complete our Online Enrolment Application Form
3. Arrange your accommodation and health insurance
4. Make your payment and receive the Confirmation of Enrolment (CoE)
5. Lodge your visa and do your medical check
6. Obtain your Visa Grant letter
7. Buy your flight tickets, pack your bags and live the dream!

EVERYDAY LIFE

Envirotech strives to help you to have a remarkable experience in Australia as our student. For this, we provide for you here a relevant list of the main providers you may need while in Australia.

Besides this, our friendly staff and Registered Agencies are always available to assist you and advise you how to proceed in those matters.

REAL ESTATE

Renting

www.realestate.com.au
www.domain.com.au

Agencies

www.eldersrealestate.com.au
www.ljhooker.com.au
www.professionals.com.au
www.raywhite.com

AUSTRALIAN BANKS

Research

www.finder.com.au

Major Brands

www.commbank.com.au
www.anz.com.au
www.nab.com.au
www.stgeorge.com.au

GAS AND ELECTRICITY

Research

www.comparethemarket.com.au
www.iselect.com.au

Providers

www.agl.com.au
www.originenergy.com.au

PHONE AND INTERNET

Research

www.iselect.com.au
www.youcompare.com.au

Providers

www.optus.com.au
www.dodo.com
www.telstra.com.au
www.virginmobile.com.au
www.tpg.com.au

PUBLIC TRANSPORT

QLD – Gold Coast Campus

www.queenslandrail.com.au

NSW – Byron Campus

www.byron-bay.com/transportation

CAR SALES

Research

www.carsales.com.au
www.carsguide.com.au
www.gumtree.com.au

WORK EXPERIENCE

Job Seeking

www.seek.com.au
www.jobseeker.org.au
www.au.indeed.com

Australia Fair Work

www.fairwork.gov.au

AUSTRALIAN BODIES

Australian Documents

www.qld.gov.au
www.rms.nsw.gov.au
www.ato.gov.au

Consumer Protection

www.rta.qld.gov.au

USEFUL WEBSITES FOR INTERNATIONAL STUDENTS

Medibank Private: www.medibank.com.au

Australian Health Requirements: www.immi.gov.au/allforms/health-requirements/

Study Gold Coast: www.studygoldcoast.org.au

Study Queensland: www.studyqueensland.qld.edu.au

ESOS framework: www.aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm

Department of Immigration and Citizenship (DIAC): www.immi.gov.au

GETTING A TAX FILE NUMBER

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

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

STARTING YOUR OWN BUSINESS

Students who wish to start their own business must apply for an ABN – Australian Business Number in addition to the TFN. They must ensure they not work over the allowable amount of 20 hours per week.

International students have full work permission for periods of course break or public holidays. This permission does not apply to their family members who are restricted to the 20 hours work per week with no exceptions.

Tax Return and the financial year

The financial year in Australia starts on 1 July of every year and ends on 30 June of every year.

Every person in Australia, including temporary residents and international students MUST lodge a tax return in the end of the financial year. The tax return calculates the total income earned by an individual and the total taxes paid and the balance between the 2 figures is either payed to the tax department or is given to the individual if for example the individual worked only for a short period of time and therefore the tax rate that was applied was too high.

For more information, access www.ato.gov.au/Individuals/Lodging-your-tax-return

CLIMATE AND SEASONS

GOLD COAST

The Gold Coast sub-tropical climate has an average of 287 days of sunshine a year with average summer temperatures of 19 to 29 degrees Celsius (66 to 83 degrees Fahrenheit) and average winter temperatures of 9 to 21 degrees Celsius (48 to 69 degrees Fahrenheit).

BYRON BAY

Byron Bay enjoys a subtropical climate with hot, wet summers and mild, dry winters. It's mild, temperate climate makes it a perfect place to holiday all year round. The summer months are December, January and February. February is usually the hottest and most humid. Winters are not cold with daily maximums usually reaching a pleasant 19.4 degrees Celsius (66° Fahrenheit) and a minimum of 11 °C (52 ° Fahrenheit).

- Spring: September to November
- Summer: December to February
- Autumn: March to May
- Winter: June to August

THINGS TO DO AND SEE

GOLD COAST

The Gold Coast is home to numerous theme parks such as Warner Bros Movie World, Dream World and White Water World, check out Australia's largest water theme park Wet 'n' Wild, or see the dolphins at SeaWorld.

The Gold Coast has a range of large quality shopping centres covering everyone's needs at Robina Town Centre, Pacific Fair, Australia Fair or Harbour town. Both the large city of Brisbane with its markets and fairs, museums and many shopping centres and the small town of Byron Bay lay just about an hour drive from the Gold Coast and are very interesting places to visit.

www.goldcoast.qld.gov.au

www.visitgoldcoast.com

www.verygc.com.au

BYRON BAY

Byron Bay sits on the forest fringed coast of the sparkling Pacific Ocean and there are many activities that take advantage of these amazing resources. Once you are done relaxing at your accommodation, you will find plenty of inspiration to get outside and enjoy the environment that is such a big part of what makes Byron Bay so special.

Whether it's a walk to the Lighthouse, surfing at the Pass, reading your book while sunbathing on one of the beaches, scuba dives or a parachute jump over the bay, you won't be short of things to do. Or take advantage of one of the many health spas for a massage or beauty treatment. And when the sun sets, you can hit the restaurants and bars for a quiet meal or for drinks and dancing until the early hours.

With a vibrant scene of cafés, restaurants, bars, pubs, boutique shopping and galleries, there are so many things to do and something new to discover in this unique town. And with a full calendar of annual festivals, concerts and events, as well as weekly craft and produce markets, live music and theatre, and daily tours and activities, you will be busy during the whole length of your course.

www.byron.nsw.gov.au

www.visitbyronbay.com

www.byron-bay.com



ENVIROTECH
E D U C A T I O N

ENVIROTECH

STUDENT HANDBOOK



APPENDIXES

- TERMS & CONDITIONS
- STUDENT'S RIGHTS
- IMMIGRATION GUIDE
- POLICIES & PROCEDURES

TERMS & CONDITIONS

STUDENT DECLARATION

Prior to enrolment students must agree, declare and give their consent to the following:

1. I declare that all information given is true, correct and complete;
2. I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above
3. I have read and understand the terms of this written agreement, the Terms and Conditions of Enrolment and I confirm that I have been fully advised of the fees, academic progress, attendance requirements, Refund, course cancellation and Complaints and Appeal Policies and procedures. All documents are available [on Envirotech website](#)
4. I understand, accept and agree to abide by the terms and conditions specified within this offer letter and to the policies and procedures specified in the student handbook, available on Envirotech's website;
5. In case my payment is more than 50% of course fees, payable prior to my commencement date, I agree to voluntarily pay these fees.
6. I understand that all courses have an expected minimum academic requirement of 20 hours per week;
7. I agree that it is my responsibility to pay the course fee on time, and any other fees relevant as per the schedule of fees. I understand that failure to do so means I will not be allowed to attend classes and I will be a student in default which may result in enrolment and visa cancellation;
8. I understand that Envirotech is required, under S19 of the ESOS Act 2000, to report the Department about: changes to student's enrolment; and any breach by students of student visa conditions relating to attendance or satisfactory academic performance.
9. **I will ensure that I have my own laptop with Microsoft Office 2010 (above or equivalent) installed for the commencement of my course;** Students enrolling to Certificate III levels and above MUST have sufficient level of computer skills and experience in the usage of Microsoft Office package;
10. I have read the course requirements on Envirotech website and if I am enrolled in an intensive course, I declare I have sufficient educational or vocational experience to study in a shorter duration.
11. I authorise Envirotech to obtain further official records if necessary from any relevant institution/body;
12. I authorise Envirotech to set up and activate my direct debit account before each course commencement via EzyPay, and to debit my account as per the scheduled payments.
13. Please note, this is a conditional offer letter (student contract), pending until your student visa assessment is approved by Envirotech. For Envirotech to assess your ability to meet the Australian student visa requirements, please complete the visa assessment checklist form: [VISA CHECKLIST FORM](#)

TERMS AND CONDITIONS OF ENROLMENT

1. ENROLMENT COMPLETION

To complete your enrolment in accordance with the letter of offer, please follow the steps below:

- 1.1. Read the offer details, ensure all details are correct and that you agree to the terms and conditions of enrolment under the ESOS Framework (Act and Regulation).
- 1.2. Provide a signed copy of this enrolment offer, together with relevant evidence of Overseas Student Health Cover (OSHC), if Envirotech is not providing you this service.
- 1.3. Please note that if you are under 18 years old, this offer must be signed by your parent or legal guardian.
- 1.4. After accepting and signing this letter of offer, make a payment of the required deposit as specified in this offer agreement.
- 1.5. This is a conditional offer. For Envirotech to assess your ability to meet the Australian student visa requirements and finalise your enrolment, please complete the visa assessment checklist form: [VISA CHECKLIST FORM](#)

2. ORIENTATION DAY

Your orientation day will be conducted on Friday as per your course commencement date at 9am. Please ensure you bring your passport, visa grant letter, OSHC and laptop with you to class.

3. STUDENT VISA INFORMATION

Students must maintain and comply with their student visa conditions, including notifying Envirotech about any change of address or contact details while enrolled in a course within no more than 7 working days from the change. For more information regarding the [student visa](#), or [student visa conditions](#), please check the Department of Home Affairs (DHA) [website](#).

Envirotech assessed your eligibility to apply for a student visa, and we are required to continually assess your enrolment to ensure you comply with the student visa conditions, and that you are a genuine student.

4. CHILDREN'S EDUCATION

Any school aged dependents (5 – 18 years old) accompanying overseas students to Australia will be required to pay full fees if they are enrolled in either a government or non-government school. The accepted benchmark for government school fees is approximately \$8000 per child per year.

5. OVERSEAS STUDENT HEALTH COVER (OSHC)

International students are required to obtain Overseas Student Health Cover (OSHC) for the proposed duration of their visa prior to the visa grant. If you requested Envirotech to arrange your OSHC, this will be included in the offer details. If you arrange your OSHC yourself, or through your agent, evidence of your cover is required as part of your enrolment process. For more information about OSHC please refer to the following website: <http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>

6. COURSE REQUIREMENTS – Laptop Computer

Student must have and bring with them a laptop computer to complete their studies at Envirotech. Additionally, students must have an internet and email account available during enrolment. Students who do not have the above criteria, will not be able to commence their studies, and will have to arrange it prior to their commencement date.

7. PREVIOUS EXPERIENCE AND VOLUME OF LEARNING

Students who are enrolled in intensive courses (E.g.: Certificate III, Diploma or Advanced Diploma courses completed in 6 months) must have sufficient previous educational or vocational experience or they must otherwise complete a lower qualification in the same stream.

8. COURSE CREDIT AND RECOGNITION OF PRIOR LEARNING (RPL)

Students, who have completed previous studies or accumulated extensive work experience and can present appropriate evidence, may apply for a Credit Transfer or Recognition of Prior Learning (RPL) prior to course commencement. A written application should be submitted before or during the enrolment into the selected course. A Credit Transfer application must include a statement of attainment showing the awarding registered provider, course code and title, units of competency code and title, result and date. The application for credit transfer or RPL is assessed by Envirotech and will be

approved based on sufficient evidence. Granting of RPL or Credit Transfer may result in the shortening of the actual duration of the course, which, in the case of international students, will have to be notified to Department of Home Affairs (DHA) via PRISMS. Students should apply for Credit Transfer or RPL before his/her visa is granted, or in the first 2 weeks of the course enrolment, at the latest. The CoEs and course duration will be amended as required.

9. STUDENTS UNDER 18

Envirotech takes special care and interest and responsibility for the welfare of students who are under 18. Envirotech staff are notified if they have students who are younger than 18 years of age in class, so that the extra level of care that is required for these minor students is provided.

Under 18 students, who will **not** be living within the care of a parent or nominated relative, as defined by the National Code 2018, in Australia, must be approved with welfare arrangements and accommodation with one of Envirotech's approved accommodation providers. In cases where students are staying with a 'nominated guardian' approved by the DHA, who is an eligible relative who is aged over 21, Envirotech will conduct screening procedures to ensure the welfare of the student and that the person is of good character.

In cases where appropriate welfare and accommodation have been approved by Envirotech, a Confirmation of Appropriate Accommodation and Welfare (CAAW) will be issued through PRISMS and the information will be provided to the department.

Under 18 students will be inducted by Envirotech staff and be provided with clear emergency contact details and how to seek assistance and report any incident including sexual, physical or any other abuse.

10. DUAL QUALIFICATIONS

Students applying to dual qualifications, will be enrolled in the main qualification, and only upon satisfactory completion will be awarded credit transfer for the secondary qualification.

11. ACADEMIC PROGRESS REQUIREMENTS

Envirotech is required in accordance with Standard 8 of the National Code of Practice 2018 to monitor and record student academic progress throughout their period of enrolment. When a student does not meet the course requirements for two consecutive study periods he or she must be reported to DHA for non-progress via PRISMS. This may result in their visa being cancelled. Envirotech will notify the students at risk of failing to meet course progress requirements and implement an intervention strategy in order to assist the student to meet course requirements. Students failing their academic progress will have to attend an intervention day which may attract additional costs. Envirotech will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. Students have 20 working days to appeal Envirotech's decision through the access of the complaint and appeal mechanism. For the full detailed policies and procedures, please refer to our Student Handbook available on Envirotech website.

Students must satisfactorily complete all required assessment tasks to satisfy the academic requirements of each unit of competency to complete the course.

Students who withdraw or do not complete a full qualification requirement, will not be issued with a certificate and will receive a Statement of Attainment for any units of competency completed during a paid course period. The Statement of Attainment will contain the list of units successfully completed along the paid course duration.

12. ATTENDANCE REQUIREMENTS

International students are required to attend course sessions in order to maintain satisfactory academic progress and meet their student visa conditions. Students who are not able to maintain satisfactory attendance will be required to attend additional hours outside the course schedule which may attract additional fees.

13. CONSUMER AND TUITION FEES PROTECTION

- 13.1. Envirotech safeguards student tuition fees through the use of insurance and assurance schemes mandated by Australian Legislation. (TPS)
- 13.2. In case Envirotech will not be able to provide the course which you have enrolled in and paid for, Envirotech will proceed with its tuition protection scheme in accordance with the ESOS Act and its refund policy. In this case an alternative course (placement) or a refund will be offered.
- 13.3. Envirotech contributes annually to a Tuition Assurance Scheme governed by the Department. This means that as an overseas student in Australia your course fees are safe and in all circumstances, you are assured of either being placed in an alternative course, or to receive a refund of your fees.

- 13.4.** This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australian Consumer Law.
- 13.5.** If a concern/complaint or appeal does not get resolved internally, the matter will be referred to an external mediator.

14. ACCESS AND EQUITY

Envirotech values Social Justice. We are committed to acknowledging and providing for the right of all people to have fair access to the services of society, to be treated in caring and equitable ways, and to live with dignity in an environment free from bias, prejudice, and discrimination. All staff at Envirotech share the responsibility that our Policy is adhered to at all times. Envirotech is committed to Equal Opportunity and recognises its responsibilities under both State and Federal anti-discrimination legislation. To this end we are striving to discourage discrimination against any person on the grounds of gender, sexual preference, marital status, pregnancy, race, political or religious conviction, disability, or age. We are likewise striving to create a harassment-free environment, and promote equality of opportunity for disadvantaged groups, and bias-free communication.

Students who feel that Envirotech Access and Equity Policy has been breached are encouraged to follow the Grievance Policy above until the issue is satisfactorily resolved.

15. CODE OF ETHICS

Envirotech is bound by the requirements of the RTO standards, the ESOS Act 2000 and Regulations in all of its operations and interactions as depicted in the National Code 2018.

16. ADVERTISING CONSENT

Unless it states differently on your enrolment, Envirotech may use your photograph and video imaging taken as part of the course, as applicable, or any reproduction (full or partial) thereof, in any form, style, or colour, together with any writing and other advertising material. The consent and release is given without limitation upon, or liability for, any use for advertising, illustration, publication or broad case of any kind, or in trade or media, or for any purpose. Any photography and/or likeness or voice and the film, tape, plates, and negatives thereof, remain the exclusive property of Envirotech Institute of Education. Commercial or advertising materials will not need to be approved before being advertised or used.

17. AUTHORITY TO RELEASE INFORMATION (In accordance with the Privacy Act 1988, which incorporates the Privacy Amendment (Private Sector) Act 2000)

While you are undertaking your training program, there will be times when Envirotech or its authorised representatives and/or its Training Consultant, Business Development Consultant, Administration Officer, may need to discuss your situation with others. Please be assured that any discussion held with these representatives will be for the purposes of your development and well-being. Students and their employers are required to provide permission in writing for these discussions or viewing of evidence to occur.

This authority does not permit Envirotech to discuss your details, study or work with other students, unless we have your written permission to do so. Please sign in the declaration provided below. Your personal information, attendance details, progress and results will be disclosed to different government departments, E.g.: Department of Education, Training and the Arts, Queensland Studies Authority, ASQA and DHA for the purpose of the Education (General Provisions) Act 2006 and the Education (Queensland Studies Authority) Act and Regulation 2002.

18. STUDENT REQUEST FOR ENROLMENT DEFERRAL, SUSPENSION, CANCELLATION, APPROVED LEAVE OF ABSENCE AND TRANSFER BETWEEN PROVIDERS

Students must start their course on their allocated start date, except in exceptional circumstances. Students who wish to defer their course start date must give at least one-week written notice to Envirotech. Envirotech will cancel the enrolments after 14 days from course start date where no deferral request has been submitted, or no approved deferral has been granted, or if no contact has been made by the student within the 14 days of course commencement. Students who do not commence the course(s) on the agreed start date of the course (s) as per the details in this agreement and do not contact Envirotech to request an alternative start date prior to the commencement date of the course(s) will be in default and Envirotech will notify the Secretary and the TPS Director of the default within 5 business days of the default occurring.

- 18.1.** Once a course, or sequence of courses has commenced, students may be permitted to transfer to another field of study within Envirotech after providing a written request and relevant forms. A change of course will incur an administration fee as referred to in the fee schedule. International students are not eligible to change their

courses if the course is not at the same AQF level or above the original course level. Any course change request must be submitted in writing to Envirotech, and will be subject to Envirotech's approval.

- 18.2.** Cancellation, suspension or deferral of enrolment must be submitted in writing on Envirotech forms available on the website
- 18.3.** Course transfers or exchanges between students are not permitted.
- 18.4.** Requests for transfer to another education provider are restricted and will require a letter of release for international students and in some cases evidence for a new student visa lodgement. In addition, Envirotech will require a supporting letter to be provided from the student and evidence of exceptional and/or extenuating circumstances. Before any release letter is approved, students are required to demonstrate that they have completed their payments, and demonstrated good behaviour and commitment to study. Any provider transfer request must be submitted in writing to Envirotech, and will be subject to Envirotech's approval.
- 18.5.** Should Envirotech approve a course or provider transfer, any monies transferred will be in accordance with Envirotech's Refund Policy.
- 18.6.** By signing this offer you are automatically bound by Envirotech's Deferral Suspension, Cancellations, Approved Leave of Absence and Refund and Transfer between provider policies and procedures. The most up to date policy is always available on the Envirotech website.
- 18.7.** Once a deferral or suspension of enrolment request is received from a student, the request will be assessed and may be approved on compelling and compassionate grounds in accordance with the National Code 2018.
- 18.8.** Envirotech reserves the right to expel, suspend or terminate any student enrolment in certain circumstances that are detailed in the policies and procedures and the Student Handbook. These circumstances include but are not limited to:

<ul style="list-style-type: none"> 18.8.1. Early course completion, 18.8.2. Late or no course commencement, 18.8.3. Transfer to another provider, 18.8.4. Cessation of studies, 18.8.5. Late or no payment of course fees, 18.8.6. Violating any of Envirotech's policies, or Australian law. 	<ul style="list-style-type: none"> 18.8.7. Misconduct or misbehaviour including but not limited to: breach of discipline, bad language, aggressive and offensive behaviour, unsatisfactory attendance. 18.8.8. Failure to successfully progress academically in the course, 18.8.9. Breach of visa conditions (international students), 18.8.10. Providing fraudulent documents, misleading or incorrect information, 18.8.11. Failing to participate in course academic components as a genuine student
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Envirotech will notify the DHA of international student's course status through the PRISMS including any student default. There are no refund rights for such cancellations.

Please refer to the <http://envirotech.edu.au/en/about-us/policies-procedures-and-forms/> available on the Envirotech website for further information.

19. STUDENT CONCERNS, COMPLAINTS AND APPEALS

Policy

- 19.1.** Envirotech ensures that all students will have access to a fair and equitable process for dealing with concerns, complaints and appeals (grievances) and will provide an avenue for students to appeal against any such decisions which may affect the students' progress.
- 19.2.** Every effort will be made by Envirotech to resolve students' grievances. At the time of enrolment these concerns, complaints and appeals (grievance resolution) procedures will be outlined to students through the student's offer letter, Student Handbook, Envirotech website and during the orientation day.
- 19.3.** Envirotech staff members are equipped to accept and act on verbal or written advice of a complaint at any time. Academic staff should be the first point of contact for a student with a concern, and are responsible to find an immediate resolution if possible. If no resolution can be found or a consultation regarding compliance standards are required, academic staff will report the complaint to the relevant departmental manager. Staff should support students in the process and provide them access to this policy and relevant documents, including explaining them their rights.

- 19.4. Students should bring up to the attention of Envirotech staff any complaint as soon as possible after they arise usually within twenty (20) working days. The student is to be advised to represent their concerns in writing, outlining all relevant aspects of the complaint unless the complaint can be immediately resolved. Envirotech is generally not able to investigate complaints that are notified outside of this time frame, unless special circumstances prevail.
- 19.5. When students feel that the academic staff did not provide a resolution to their satisfaction, the next step is to lodge an internal formal complaint using the Complaint Application Form available on Envirotech website. Formal complaints will automatically be sent to the relevant Envirotech staff and a review of the complaint will begin within 10 working days of receiving the formal Complaints Application Form.
- 19.6. All documents and related information must be kept on the Envirotech intranet (SP) under the student's complaint folder, listed under the Complaints and Appeals Register.
- 19.7. Nothing in this policy negates the right of a student to pursue other legal remedies, however it is recommended to initially solve the complaint internally and if still not solved, to seek external advice.
- 19.8. Envirotech maintains a supportive and fair environment which allows students to lodge complaints or appeal decisions. Complaints and appeals are ideally resolved as amicably as possible.
- 19.9. Envirotech will endeavour to always have a complaints and appeals process which is:
 - 19.9.1. Well publicised, explained and easily accessible, including being clear and easy to understand for all parties with the steps involved.
 - 19.9.2. Fair and with no costs to the students.
 - 19.9.3. Handled in a manner that protects the privacy of relevant parties.
 - 19.9.4. Formally documented.
 - 19.9.5. Transparent, equitable, objective and unbiased.
 - 19.9.6. Comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc.
 - 19.9.7. Implemented effectively and efficiently to ensure complaints and appeals are resolved within an acceptable timeframe.
 - 19.9.8. Handled professionally and confidentially to achieve a satisfactory resolution.
 - 19.9.9. Monitored, recorded and reported to the appropriate parties and,
 - 19.9.10. An input or trigger point to the continuous improvement process for Envirotech.
- 19.10. Complaints cannot be anonymous. An anonymous complaint is considered to be unfair and in most cases, unable to be effectively resolved as ongoing discussion/ mediation cannot take place to resolve the issue between the concerned parties.
- 19.11. Information submitted to the trainer or any staff member is treated with respect and taken as an opportunity to improve the organisation's practices and management system. Privacy requirements and student/ individual rights are maintained.
- 19.12. Students who lodge a complaint will be invited to represent his or her case formally by phone or face to face, and will be invited to have a support person present at the meeting.
- 19.13. Complaints include any perceived problems relating to student perceptions of any unreasonable treatment at the hands of Envirotech staff or other parties or students at Envirotech.
- 19.14. All reasonable measures will be taken to investigate and finalise the process to the satisfaction of all parties as soon as practicable and preferably within no more than twenty (20) working days upon receiving the formal complaint or appeal in writing.
- 19.15. Initial investigations are to be undertaken by the students' trainer, Student Registrar and Compliance Manager, if the complaint is not in any way directed at the said trainer. If the trainer is the subject of the complaint, then the investigation will be conducted without the appointed trainer.
- 19.16. In the completion of the initial investigation, Envirotech will provide the student with a formal report regarding the complaint, including recommendation and action items to be followed.

- 19.17.** Where a matter is resolved internally, the Student Registrar shall then determine whether any adjustment to the policies, procedures, culture or other aspect of Envirotech operations might require modification. This is achieved through input to the continuous improvement process.
- 19.18.** Where cases require to be referred beyond an initial investigation, or when student would like to appeal on the initial complaint investigation decision, students will have to submit an official appeal to the Chief Executive Officer (CEO). Envirotech will provide the student with all the information necessary to place the matter in the hands of the CEO.
- 19.19.** The CEO will conclude the decision and inform the student in writing about the outcome of their appeal within 10 working days. The CEO may invite the student to represent his or her case formally by phone or face to face, and will be invited to have a support person present at the meeting. The final outcome will be provided to the complainant in writing including reasons for the decision and will outline the results of the investigation and any action proposed to be undertaken as a result
- 19.20.** When internal complaint and appeal process ends with the student being unsatisfied, the student may submit a complaint with an external mediator:
- 19.20.1. Australian Skills Quality Authority (ASQA) on the website <https://www.asqa.gov.au/complaints/make-complaint-domestic-students>
- 19.20.2. The Ombudsman is the official external independent mediator for students to be contacted. When students wish to lodge an external appeal, or complaint against an Envirotech decision, they can contact the Ombudsman. The Ombudsman offers a free and independent service for students who have a complaint or want to lodge an external appeal about a decision made by Envirotech. The Ombudsman has different departments for different students' types:
- 19.20.2.1. Overseas Students Ombudsman (OSO):
- Email: ombudsman@ombudsman.gov.au
Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.
Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.
Postal: GPO Box 442 Canberra ACT 2601.
- 19.20.2.2. Domestic Students Ombudsman:
<http://trainingombudsman.qld.gov.au/> or phone 1800 773 048 for more information
- 19.20.2.3. VET Student Loan (VSL) Ombudsman
<http://www.ombudsman.gov.au/about/vet-student-loans-ombudsman>
- 19.20.2.4. VSL students can also complain to The National Training Complaints Hotline (13 38 73), www.education.gov.au/NTCH
- 19.21.** Envirotech may refer the student with any complaints that do not directly concern Envirotech Institute of Education but may affect students' ability to achieve competency to the appropriate external support groups for assistance.
- 19.22.** Where the complaint is not internally resolved, the Student Registrar will facilitate the student's access to the external mediator.
- 19.23.** Envirotech will maintain the enrolment of students who make a complaint against Envirotech until the matter is resolved. In every case, it is Envirotech policy to resolve matters as quickly and as efficiently as possible to the satisfaction of all parties.
- 19.24.** All expenses attached to such appointment will be shared equally by the student and Envirotech.
- 19.25.** The submission and final outcome of the appeal or complaints are recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal or complaint and the reasons for the decisions made. A copy of the communication is placed in the student folder under the register, on individual employee files when relevant and on the continuous improvements register if any changes and improvements to the Envirotech systems have been made.
- 19.26.** No further appeal mechanism exists beyond this point in the process.

19.27. If the internal or external complaint handling or appeal process results in a decision that supports the student, Envirotech must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

If the external complaint handling or appeal process results in a decision that supports an Envirotech decision, the student must comply with the external decision made and act accordingly. Envirotech will then act according to the decision made and relevant legislation.

Procedures

Steps students to follow:

19.28. Address any complaint with Envirotech academic staff and seek for an immediate resolution and response.

It is recommended to send the complaint details in writing (can be via email). Students must raise the issue within 20 days from the date it occurs as mentioned above, unless special circumstances apply.

19.29. If the resolution provided does not meet the satisfaction on the student, the student should complete a formal complaint, by completing the official Complaint Application Form, available on Envirotech website. Students who cannot find the form online can get a copy from Envirotech office or request a link from any staff member. The completed form will automatically be sent to the Envirotech relevant staff.

19.30. Students should expect a response within 10- 20 working days from the date they lodged their official complaint.

Envirotech management will conduct an internal investigation, and will provide a written response describing the findings, relevant recommendation and actions to be followed. As part of the investigation, students may be contacted by the Compliance Manager to represent their case by phone or face to face. Students will be invited to have a support person present with them if they like.

19.31. In case the internal investigation response still doesn't meet the students' satisfaction, they may appeal on the decision, and submit an official appeal by completing the Appeal Form (Available on Envirotech website) to the CEO within 7 working days from receiving the written response for their complaint. Students require to submit their official appeal to director@envirotech.edu.au

19.32. Students should expect a response within 10 working days and should know that the CEO may contact them to represent their case by phone or face to face. Students will be invited to have a support person present with them if they like.

The CEO will respond in writing to the students with the final decision.

19.33. In case students still believe that they have been treated unfair and are not satisfy with the outcome of the internal complaint, they can lodge a complaint with an external mediator

VSL students

19.34. Students who find themselves with a HELP debt due to a provider's unacceptable conduct in relation to their application for a VET Student Loan may be able to apply to have the HELP debt cancelled.

Examples of unacceptable conduct include, but are not limited to, misleading or deceptive conduct; advertising tuition fees for the course where there are reasonable grounds for believing that the provider will not be able to provide the course for those fees; the use of physical force, or harassment or coercion in connection with the application or enrolment in the course.

Students will need to apply to the department and provide details of what led to the debt being raised and any correspondence or paperwork received about their study and debt. To find out more information about unacceptable conduct remissions, visit the Complaints and Grievances webpage at www.studyassist.gov.au

- 19.35.** Students who applied for re-credit, after their census date and under special circumstances must complete and submit a written appeal by completing the online Appeal Form available on Envirotech website. Above procedures will apply.
- 19.36.** It is at the discretion of Envirotech to determine whether the student has sufficiently demonstrated compelling or special circumstances in which to grant a re-credit of the Help Debt. If a student has not sufficiently demonstrated their circumstances, they will be offered an appeal of the decision.
- 19.37.** When an appeal is submitted, the CEO will review both the initial request and the appeal.
- 19.37.1. If on appeal the student does not demonstrate sufficient evidence, the initial decision will remain.
- 19.37.2. If on appeal the student satisfactorily demonstrates sufficient evidence, the CEO can decide to re-credit the student in full or partially.
- 19.37.3. Under the re-crediting section 68 of the ACT, applications must be made within 12 months after the census date.
- 19.38.** If the student is not satisfied with the outcome, they may seek additional support through the Department of Education VET Student Loan Ombudsman within the Office of the Commonwealth Ombudsman to manage and investigate complaints regarding the VSL program. Appeals lodged to the Department must be within 5 years after census date.

20. STUDENT CONCERNS, COMPLAINTS AND APPEALS

Misbehaviour is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct.

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the trainer.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.
- Refusing to participate when required, in group activities.
- Continued absence or late arrival at required times

21. REFUND POLICY

21.1. Envirotech defaults

21.1.1. Envirotech defaults in relation to a student and a course at a location if:

- 21.1.1.1. Envirotech fails to start to commence the course to the student at the location on the agreed starting date or
- 21.1.1.2. The course provided by Envirotech ceases to be provided to the student at the location at any time after commencement but prior to completion.

21.1.2. To avoid doubt:

- 21.1.2.1. If Envirotech is prevented from providing a course at a location because a sanction has been imposed on Envirotech by way of cancellation, suspension or a condition or any other enforcement proceedings or order by the relevant Minister preventing Envirotech from continuing to provide the course to the student, then Envirotech shall be deemed to have ceased to provide the course to the student.
- 21.1.2.2. If Envirotech for a course for a location has changed to become an entity of a different kind, and the Minister has notified Envirotech in writing that the course is not taken to have ceased to be provided at the location merely because of the change and therefore will not have been deemed in default.

- 21.1.3. Envirotech will not have defaulted if:
- 21.1.3.1. The student has withdrawn before the default day.
- 21.1.3.2. The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course.
- 21.1.3.3. The student breached a condition of his or her student visa.
- 21.1.3.4. There has been gross misconduct by the student.
- 21.1.3.5. If Envirotech is prevented from providing a course in a location due to the course being superseded on the commonwealth register and an alternative equivalent course is offered by Envirotech in place of the course which has been superseded and Envirotech is able to offer the equivalent course in the same location and dates.
- 21.1.4. Refund calculation in the event of Envirotech default:
Where refund fees are payable in circumstances of an Envirotech default then the refund fee shall be the product (multiplication) of the weekly tuition fee for the course and the weeks in default period. (Refund amount = weekly tuition fee × weeks in default period).
- 21.1.5. If Envirotech does not enter into a compliant student agreement:
Where refund fees are payable in circumstances of a student default and Envirotech has not entered into a compliant written agreement with the student, then the refund amount shall be the product (multiplication) of the weekly tuition fee for the course and the weeks in default period. (Refund amount = weekly tuition fee × weeks in default period).

21.2. International Student Default

- 21.2.1. A student default in relation to a course at any location if:
- 21.2.1.1. The course commences at the location on the agreed commencement date but the student does not start the course on that day (and has not previously withdrawn) or
- 21.2.1.2. The student withdraws from the course at the location (either before or after the agreed commencement date) or
- 21.2.1.3. The student's failure to pay an amount he or she was liable to pay Envirotech, directly or indirectly, in order to undertake the course at that location.
- 21.2.1.4. Envirotech is not obligated to provide or to continue providing the course to the student at any location because of one or more of the following events:
- The student failed to pay an amount the student was liable to pay to Envirotech directly or indirectly in order to undertake the course.
 - The student breached a condition of their visa
 - Gross misconduct by the student.
- 21.2.2. A student does not default in the following circumstances:
- 21.2.2.1. If the student does not commence the course because Envirotech defaults in relation to the course at the location as described herein (Envirotech default).
- 21.2.2.2. If Envirotech does not accord the student natural justice before refusing to provide or continue providing the course to the student at the location.
- 21.2.3. Envirotech shall pay to the student any refund amount (if any) that applies if any student defaults in relation to a course at a location that is required to be paid under the terms of the written agreement entered into with the student.
- 21.2.4. In compliance with the terms of the written agreement with any student, Envirotech shall not be required to refund any course fees or course tuition fees to any student nor shall any student be entitled to claim and receive any course fees or tuition fees in circumstances where the student defaults in relation to a course at a location save for the special consideration provision of this policy.
- 21.2.5. Personal misadventure is a non-medical circumstance beyond a student's control that affects their study or ability to commence a course. Such circumstances include things like the death of a close relative. It does not include any work-related events such as being rostered on to work at the time the student

requires attention to any course, transport or ongoing traffic problems nor does it include anything relating to the student's social or sporting life.

Refund of approved misadventure or medical circumstances is at the sole direction of the Envirotech CEO.

21.2.6. In the event that Envirotech refuses to provide or continue to provide the course to the student at the location because of:

21.2.6.1. A breach by the student of a condition of their visa.

21.2.6.2. Misbehavior or Gross misconduct by the student.

Envirotech will not refund any tuition fees and will notify the Secretary of DEST via PRISMS as required under section 19 of the ESOS Act within 5 days of default or appeal processes being completed.

21.3. Full Refund

21.3.1. Student visa refusal prior to course commencement:

Where a student has been refused a student visa and the student did not commence their course at the location; then the amount of the refund payable by Envirotech is the full sum (addition) of both tuition and non-tuition fees received by Envirotech in respect of the student (course fees), less an administrative enrolment fee.

21.3.2. Overpaid amounts:

If a student has overpaid the Envirotech Institute of Education fee than the overpaid fees will be fully refunded.

21.4. Partial refund

21.4.1. Student visa refusal - after course commencement:

If the student commences a course prior to a student visa refusal and later has their student visa refused, then the refund amount shall be the multiplication of the weekly tuition fee studied weeks prior to the visa refusal.

Example refund amount = weekly tuition fee x remaining course weeks after visa refusal date, excluding any non-tuition fees.

21.4.2. Course - student visa withdrawal:

A partial refund may be granted if a written notice of cancellation and student visa withdrawal is received by Envirotech in the following circumstances:

In each of the following scenarios the student must make payment of outstanding tuition fees in accordance with the relevant enrolment. Subject to satisfaction and the payment being received by Envirotech, the following refunds may then apply from the full course tuition:

21.4.2.1. If a cancellation is made prior to visa lodgment and the student is currently not the holder of a student visa, all pre-paid tuition fees less a \$500 cancellation fee will be refunded.

21.4.2.2. If a cancellation is made 8 weeks or more prior to course commencement, a refund of 75% of the total course tuition fees may be refunded.

A cancellation fee for the balance of 25% of the total tuition fee will apply.

21.4.2.3. If a cancellation is made 4 weeks or more prior to course commencement, a refund of 50% of the total course tuition fees may be refunded.

A cancellation fee for the balance of 50% of the total tuition fee will apply.

21.4.2.4. If a cancellation is made less than 4 weeks and prior to course commencement, a refund of 25% of the total course tuition fees may be refunded.

A cancellation fee for the balance of 75% of the tuition fee will apply.

21.5. No Refund

21.5.1. Student withdrawn after course commencement

Cancelling students must complete payment for all course fees after the course commencement date.

21.5.2. Deferrals and Suspensions

No refund is paid under deferral or suspension. The student must pay all course fees as per the original offer, regardless of suspension or deferral outcomes.

21.5.3. Any other student default

21.6. Refund Process

21.6.1. Envirotech Default

Envirotech shall refund within 14 days of the default day of any default by Envirotech:

- 21.6.1.1. Arrange student affected by the default an alternative course offer at Envirotech's expense and the student accepts the offer in writing; or
- 21.6.1.2. Provide a refund to the student in accordance with the method for calculating refunds set out in this policy (or any legislative instrument made by the Minister specifying a method for working out the amount of unspent tuition fees)

21.6.2. Student Default

- 21.6.2.1. A \$300 fee is payable by the student for refund applications, in addition to any cancellation fees and other non-refundable prepayments held to cover administration costs.
- 21.6.2.2. Any refund payable under the terms of written agreement relating to a student default must be paid within the period of four (4) weeks after receiving a valid written claim from the student supported by relevant and sufficient evidence as described below:
- 21.6.2.3. Any student requesting a refund shall do so on an Envirotech refund application form available on the website and in the main office, and shall:
 - Set out the reasons for the application; and
 - Be accompanied by such supporting documents as may be appropriate
- 21.6.2.4. Refund applications will not be processed where the request is not supported by relevant evidence.
- 21.6.2.5. Refunds will be issued to the student, unless:
 - The student is registered with an approved sponsor who has paid the tuition fees on behalf of the student; or
 - The student gives written direction to pay the refund to another person or organisation and provides documentary evidence to substantiate that the other person or organisation paid the tuition fees.
 - All International refunds to overseas bank accounts will be paid in Australian dollars.
 - In the event that the nominated bank account will not accept Australian dollars, a bank fee may be imposed by the transferring bank. In those circumstances Envirotech shall deduct the bank fee cost from the refund amount.
 - The funds covering the tuition fees must be cleared (i.e. cheques cleared, telegraphic transfers received etc.).
 - All debts to Envirotech must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.
- 21.6.2.6. The refund will be made in Australian dollars, although Envirotech reserves the right to make refunds payable in the country of origin currency.
- 21.6.2.7. Applications for refunds for students must be authorised by the Envirotech Chief Executive Officer (CEO) nominee.

21.7. **Special consideration**

- 21.7.1. Special consideration shall be made upon the request of a student in circumstances where a student cancels at any time prior to the course commencement date due to serious illness or personal misadventure. Determination of whether fees shall be refunded in these circumstances is at the sole discretion of Envirotech's CEO.
- 21.7.2. Any request made on the basis of serious illness shall be supported by a certificate from a medical practitioner. Envirotech may contact the doctor concerned to verify that the documentation is genuine. Failure to get documents verified may result in no special consideration being granted.

21.8. **Accommodation Refund & Cancellation Policy**

21.8.1. If a homestay booking is cancelled or changed after the booking confirmation is issued by Envirotech:

- 21.8.1.1. Students are required to provide at least seven (7) days' notice of leaving the homestay family before the end of the contract period in order to receive a refund of the remaining homestay fees.

- 21.8.1.2. If no notice is given and the student has left the homestay, then one (1) week of homestay fees will be deducted from the remaining homestay fees. The student will be refunded with the remaining duration.
- 21.8.1.3. Students who do not present to their booked homestay and has not given cancellation notice, one (1) week of homestay fees applies, to compensate the homestay family for loss of homestay income and the food already purchased for the student.
- 21.8.1.4. Home stay replacement fees will be refunded with a notice of at least seven (7) days before the booking commencement date.
- 21.8.1.5. Homestay placement fees still apply, and will not be refundable when the student fails to present or cancel the booking, and did not give a notice of at least seven (7) days prior to booking commencement date.

21.9. Airport Pick Up Refund & Cancellation Policy

If an Airport Pick Up cancellation or change is received by Envirotech at least 48 hours prior to initial arrival time, the airport pickup fee will be refunded. If no notice has been given or notice has been given in less than 48 hours prior to the initial arrival time, airport pickup fees will not be refunded and the students will have to re-arrange this service.

21.10. Overseas Student Health Cover Refund (OSHC)

In the case that Envirotech has arranged the OSHC for the student, the student will be entitled to a full refund for the weeks which the cover was not used by the student.

Refund summary table



ENVIROTECH
E D U C A T I O N

Fee and Notification Period	Refund	Cancellation fees
Enrolment fee	✗	
Course Cancellation - Envirotech default Envirotech unable to deliver contracted course	✓	Pro-rata study weeks delivered
Visa refusal before course commencement	✓	Enrolment Fee
Visa refusal after course commencement	✓	Pro-rata study weeks delivered
Overpaid amount	✓	
Course Cancellation: cancellation date > 8 weeks Prior course commencement	✓	25% + \$300 refund process + \$100 COE cancellation fee
Course Cancellation = Cancellation date = 4-8 weeks' Prior course commencement	✓	50% + \$300 refund process + \$100 COE cancellation fee
Course Cancellation: Cancellation date < 4 weeks' Prior course commencement	✓	75% + \$300 refund process + \$100 COE cancellation fee
Course Cancellation on or after course commencement	✗	\$100 COE cancellation fee
Deferral & suspension	✗	
Transfer Course	✗	
Course Cancellation – Misconduct / visa conditions	✗	
Homestay Accommodation		
Prior to booking confirmation	✓	Placement fee
Prior to booking confirmation with 7 days' notice	✓	
After booking confirmation with 7 days' notice	✓	
After booking confirmation but no notice received	✗	1 week of homestay fees
Airport pick up		
48 hours prior to initial arrival	✓	
Overseas Student Health Cover		
At any point of enrolment and when Envirotech has arranged the cover	✓	Weeks that have been used

22. RIGHTS OF OVERSEAS STUDENTS IN REFUND DISPUTES:

Envirotech has a dispute resolution process designed to assist settling any disputes over refunds or any other matter. Full details of our dispute resolution Process can be found in the Student Handbook under the Complaint and Appeal Policy and Procedures. This agreement and the availability of the complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws. Where a student is dissatisfied with a decision to provide or not to provide a refund he or she may appeal that decision in accordance with Envirotech Complaints and Appeals Procedures.

23. FEES AND CHARGES

If the student does not pay the fees by the due date, a late fee will be charged and the student may lose their place in the course. Envirotech reserves the right to review its fees without notice. Students should check the fee details prior to payment. Fees are not expected to rise by more than 10% in any one year per letter of offer that has been issued.

The student is to undertake diligent payment of Envirotech's fees and charges, as specified or amended in the student's letter of offer.

For the purposes of this agreement, fees and charges include, but are not limited to: tuition fees, application and materials fees, excursion and related expenses, OSHC, Homestay accommodation fees (if applicable), certificate replacements, administration charges, extra assistance in academic progression, change of course and course deferrals.

It is the student's responsibility to be aware of payment deadlines and be aware of Envirotech policies relating to payments. All Envirotech fees are subject to indexation in accordance with Australian CPI as reported by the Reserve Bank of Australia (RBA)

You are required to keep a copy of any fees paid by you.

24. PAYMENT SCHEDULE

- 24.1. All fee payments shall be made to Envirotech.
- 24.2. Failure to pay these fees may result in any one or all of the following:
 - 24.2.1. Any statements of attainment of results will be withheld until payment is received.
 - 24.2.2. The debt will be transferred to Envirotech's debt collection agency. The full costs of which will be borne by the student.
 - 24.2.3. The student's enrolment will be cancelled, which will be reported to DHA via PRISMS. This may result in the student's visa being cancelled.
 - 24.2.4. Release letter and cancellation of student's enrolment may not be issued.
 - 24.2.5. Students with unpaid fees will not be permitted to re-enrol in or attend any course at Envirotech.
 - 24.2.6. Interest being charged in accordance with the schedule of fees:
- 24.3. Late academic submission fees will apply for students, for any assessment that has been submitted for grading after the schedule due date.
- 24.4. Students who do not pay their fees as scheduled or will not rectify overdue payments, are risking enrolment cancellation. A notice will be issued to the student via email.

25. PRIVACY NOTICE

Under the Data Provision Requirements 2012, Envirotech is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this offer letter and your training activity data) may be used or disclosed by Envirotech for statistical, regulatory and research purposes. Envirotech may disclose your personal information for these purposes to third parties, including but not limited to:

- 25.1. School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- 25.2. Employer – if you are enrolled in training paid by your employer;
- 25.3. Commonwealth and State or Territory government departments and authorised agencies;
- 25.4. NCVER;
- 25.5. Organisations conducting student surveys; and
- 25.6. Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- 25.7. Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- 25.8. facilitating statistics and research relating to education, including surveys;
- 25.9. understanding how the VET market operates, for policy, workforce planning and consumer information; and
- 25.10. administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Student Academic Course Progress Monitoring

DIICCSRTE -DIBP Course Progress Policy and Procedures for CRICOS Providers of VET Courses- for International Students Implementation

25.11. Purpose

In accordance with Standards 9.1, 10 and 11.2 of the National Code of Practice 2007, Envirotech Education (Envirotech) monitors, records and formally assesses course progress of all international students at the end of each compulsory study interval period throughout the student's enrolment.

Student's progress is monitored by evaluating both the student's weekly tasks progress, and the competency gained in the studied units of competency which have been delivered during the study period.

Units are divided into weeks, "unit parts", and each comprises the weekly load assessment.

25.12. Scope

All International Students studying on shore at Envirotech

25.13. Relevant Standards

The Education Services for Overseas Students Act 2000, or ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2007 (National Code):

<u>Standard 2</u>	Student engagement before enrolment
<u>Standard 8</u>	Complaints and appeals
<u>Standard 9</u>	Completion within expected duration
<u>Standard 10</u>	Monitoring course progress
<u>Standard 11</u>	Monitoring attendance

25.14. Relevant Legislative Framework links:

National Code 2007

- [Standard 2](#)
- [Standard 8](#)
- [Standard 9](#)
- [Standard 10](#)
- [Standard 11](#)

Department of Immigration and Border Protection (DIBP) Course Progress Policy and Procedures for CRICOS Providers of VET Courses (The Course Progress Policy)

[pdf, 611kb](#) & [rtf, 107kb](#)

25.15. Relevant Envirotech Documents and Policies:

- Student Complaints and Appeals Policy and Procedures
- Student Handbook

Completion within the expected duration

25.16. Definitions and Calculation Parameters

25.16.1. Full study period = 10 academic weeks

Compulsory Study Periods equal 10 academic weeks from course commencement
In accordance with the DIBP course progress policy, section 3.2, and for the purposes of this policy, the study periods used for determining satisfactory academic progress is 10 (ten) academic weeks. The study period count commences on enrolment start date.

25.16.2. ½ Study period = 5 weeks

25.16.3. Academic outcomes

Satisfactory outcome:

C = Unit Competency

S = Satisfactory Unit part (week)

Un-satisfactory outcome:

NYC = Not Yet Competent Unit of competency

NYS = Not Yet Satisfactory Unit Part (week)

NA = No valid submission for Unit Part (week)

To be marked with a satisfactory outcome in a unit of competency or unit of competency part (week), students must participate and complete all practical and theoretical assessments associated with the unit and the unit parts (weeks) work load.

25.16.4. Invalid academic submission

A set of meaningless characters or empty submission

25.16.5. Units and unit parts (weeks) included in the progress review

All unit parts with due date ≤ study period end date AND Unit parts = NYS / NA

25.16.6. Students included under progress review:

Envirotech assesses the student's academic progress in continuous cycles of half academic study period (5 academic weeks) from the beginning to the end of the course's enrolment. This means that students are sampled every 5 weeks (35 days) from their enrolment date:

25.16.7. Current and finished students to be assessed

25.16.8. From the first day of enrolment

25.16.9. Until the last day of enrolment +10 weeks

25.16.10. Excluding term breaks

25.17. Academic Progress policy calculations

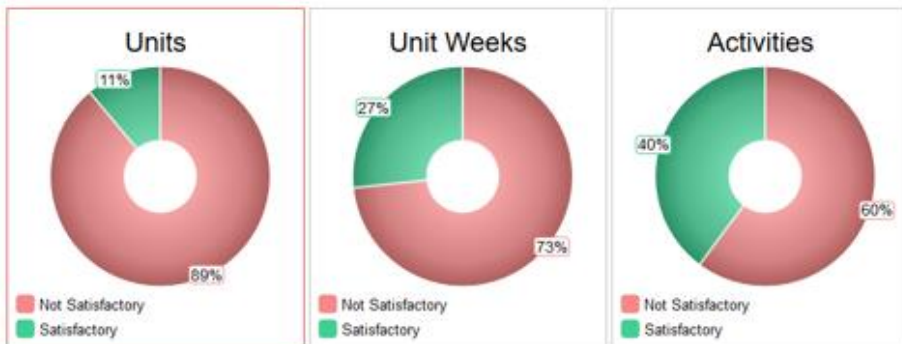
25.17.1. The 50% workload is monitored on 3 levels:

25.17.1.1. Unit of competency

25.17.1.2. Unit Part (weeks)

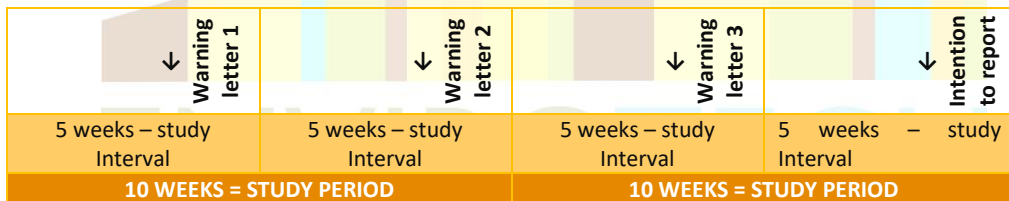
25.17.1.3. Activities

ACADEMIC PROGRESS



25.18. The academic progress review includes 3 period levels:

- 25.18.1. Course start date to point of check
- 25.18.2. Half study Periods
- 25.18.3. Full Study Periods



This means that every 5 week's cycle students are assessed that they have completed at least 50% of their work (activities, weeks and units) for the last 3 periods as indicated above.

25.19. students progressed academically when they:

- 25.19.1. Complete successfully at least 50% of their weekly assignments and assessments AND
- 25.19.2. Complete successfully at least 50% of the units of competency delivered.

25.20. Academic Course Progress Policy Application

Envirotech internal policies are designed to react quickly and positively, to monitor, identify and assist students who fall behind in achieving the expected level of academic progress. By activating an early intervention strategy, struggling students have a better chance of catching up and completing the courses

they started, and receive the necessary academic support or addressing any other matters which may have an impact on their course progress.

Envirotech monitors students and reacts to the student's progress at two levels:

25.20.1. Informal

- 25.20.1.1. Weekly monitoring by trainers and Academic progress officer (APO) of individual student's work, attendance and progress.
- 25.20.1.2. Academic outcomes are discussed with students and recorded on the student management system. (This is for internal use only).
- 25.20.1.3. Trainers are encouraged to contact students and informally notify them regarding any risk of not achieving a satisfactory academic progress in a unit. Trainers will request students to rectify any unsatisfactory components on an ongoing basis.
- 25.20.1.4. The student's dashboard on the E-Learning platform will show students their progress and any overdue assessments they are required to complete. In addition, the dashboard will alert students about their upcoming academic progress review date and provide them with an intervention completion plan
- 25.20.1.5. The 'Trainer Dashboard' provides trainers with a list of students who are at risk and who are about to be reviewed in the next 2 weeks. The trainers are then able to communicate with those students who are identified to be in the next review and are at a low completion rate.

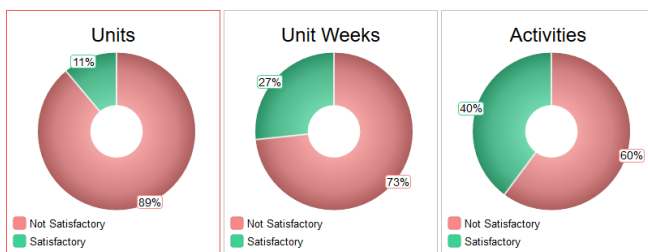
25.20.2. Formal

- 25.20.2.1. Student's academic progress is evaluated at the end of each study period interval (5 weeks). Students who fail to achieve competency in at least 50% of the delivered units will attract a formal warning letter and the activation of an intervention strategy.
- 25.20.2.2. When a unit has been only partially delivered (not all weeks comprising this unit has been delivered) in the study period interval monitored, the unit overall competency will not be included for that study period interval assessment, but will be included in the following one. The number of weeks for this unit will be counted in the total amount of weeks that the students are required to achieve satisfactory academic results.
- 25.20.2.3. Warning letters are generated and sent to students based on the results of their academic progress calculation and upon their response and corrections to previous letters.
- 25.20.2.4. When students at risk have been identified, an automatic formal warning letter will be sent from the system and will be recorded on each student file, and followed up by an SMS and/or a telephone call to ensure students are

aware of their academic progress status and understand the content of the warning letter.

- 25.20.2.5. Students who received a letter will be required to 'accept' the letter, and an automatic message will be sent to the system notifying the Student Registrar that the student has received the message.
- 25.20.2.6. Records of all correspondence between the college and the students are recorded under the student's diary on the system.

ACADEMIC PROGRESS



WARNING LETTERS



Hi [REDACTED],

Your submission due date for the next academic review is 07/05/2017.

You are in danger of receiving warning letter 4

Identifying Students “at risk” - Review for Study Period Intervals of 5 weeks

For monitoring the student’s academic progress, the study period intervals are set to five (5) weeks. The purpose of the 5 weeks intervals is to identify students at risk who are not maintaining satisfactory course progress prior to reaching the end of the first study period.

The academic progress review is designed to assist and systematically alert students who are identified as students at risk of not making satisfactory course progress. This will occur before the end of the study period and will allow the implementation of an intervention strategy as early as practicable.

The study period intervals define the academic progress evaluation dates for each student based on their course commencement date. Each student’s academic progress is evaluated at the end of every study period interval with the goal of ensuring students are in a position to complete the course by the end date as specified in the student’s CoE, and in accordance with Standard 9 and Envirotech policy - 'Completion within the expected duration'.

Students at risk are defined as students who fail to achieve satisfactory progress in a study period interval, when they:

25.20.3. Received a satisfactory result in less than 50% of the weeks delivered over the study period or study period interval (E.g. the students must be assessed as satisfactory in at least 3 out of each 5 week’s study period interval), AND 50% of the total course week’s load

OR

25.20.4. Gained competency in less than 50% of the units delivered over the study period or study period interval (E.g. if 4 units were delivered in the study period, students must gain competency in at least 2 units), AND 50% of total course’s unit of competency

25.21. Course academic late submission fees and account block

25.21.1. **Late fee submission:** An automatic invoice is raised when students do not submit their weekly academic work load by the due date (the result on the system is NA - No Assessment submission).

25.21.2. **Period to submit academic work:** Students have a period of 1 week (7 days) from class delivery date to submit their weekly work for marking.

25.21.3. **Exceptions:** When students fail to submit their work within 1 week, they will be charged a late submission fee of \$50. Envirotech may waive the \$50 in compelling or compassionate circumstances, and when students present relevant evidence. These students will be updated on the Envirotech exception list.

25.21.4. **Invalids submissions:** Invalid submissions will remain marked as NA on the system and students will be charged a late fee if not submitted by the due date.

25.21.5. **Unmarked submissions:** academic work submitted before the due date but not marked will not incur late fees

25.21.6. **Warning students for late fees:** Before the invoice is issued an automatic email and SMS notification are sent to each student to alert them about the coming due date of their assessment. This will provide them an additional 48 hours to submit their work before an invoice will be raised.

25.21.7. **Account blockage:** Students have a further 1 week (7 days) to pay their late fees. After these 7 days (14 days from class delivery) their e-Learning portal will be blocked until they pay their fees. It is encouraged to speak to the student registrar to discuss payment options

within that week, to ensure access to e-learning portal is available and academic progress can be maintained

- 25.21.8. **Appeal on Envirotech decision:** Students may appeal Envirotech decision to issue a late academic submission fees invoice or blocking their account when they feel they have been treated in an unfair manner, or when they have a valid reason as of why an invoice should not have been issued for their NA submission.

Students must follow Envirotech complaints and appeal policy and procedures available on Envirotech website, and may request assistance from the Student Registrar as required.

In case where students chose to access a complaint or appeal process, Envirotech will maintain the student enrolment and ensure the student E-Learning portal account will be accessible until the complaint or appeal will resolved.

25.22. Academic Warning Letters and Notifications

There are 3 warning letters checkpoints before students receive the intention to report notice when students continuously are not progressing academically in the half study periods (if non- progress continue for 2 continuous study periods (4 half study periods).

Each letter will identify all overdue and not satisfactory (NA/NYS/ NYC) units and unit parts if 50% or more work load is not completed in either the last half study period or from enrolment.

The letters advise students of their academic status, their risk of breaching their Envirotech Contract and student Visa conditions. Letters will be sent out electronically within one week of the end of a 5-week study Interval. Each letter explains to students the implications of their failure to progress in their course. Students are also invited to discuss with the Students Registrar any issues which might impacted their academic performance.

The letters are automatically sent, recorded on the system and displayed on the student portal.

- 25.22.1. Warning letter 1 = ½ academic study period non- progress
Consecutive 5 Academic weeks (35 days excluding term breaks from course start date)
Students who are not academically progressed at the end of a 5-week study period will receive a warning letter**

Study Period		Study Period	
5 weeks - no progress	5 weeks	5 weeks	5 weeks

- 25.22.2. Warning letter 2 = 1 academic study period non- progress
Consecutive 10 Academic weeks (70 academic days from start date)**

Study Period		Study Period	
5 weeks - no progress	5 weeks - no progress	5 weeks	5 weeks

- 25.22.3. Warning letter 3 = 1½ academic study period non progress
Consecutive 15 Academic weeks (105 academic days from start date)**

Study Period		Study Period	
5 weeks - no progress	5 weeks - no progress	5 weeks - no progress	5 weeks

- 25.22.4. Letter 4 - Intention to report = 2 academic study periods non- progress
Consecutive 20 Academic weeks (140 academic days from start date)**

Study Period		Study Period	
5 weeks - no progress	5 weeks - no progress	5 weeks - no progress	5 weeks - no progress

25.23. Intention to Report – letter 4

At the end of the fourth study interval – 20 weeks’ enrolment 2nd Study Period Students who have not academically progressed by the end of the 4th study interval (second study period) will be sent an Intention-to-Report Letter as they have failed to reach 50% of course requirements over two consecutive study periods. In some cases, where the course does not extend to 20 academic weeks, the last study period may be slightly shorter. In all cases the second study period is defined by the course end date.

In accordance with the DIBP Course Progress Policy, Envirotech will report students to the department via PRISMS if they fail their academic progress in 2 consecutive study periods.

Envirotech will notify students its intention to report via email, followed by direct communication, SMS and/or a telephone call.

In circumstances where students received their intention to report, however have rectified their academic progress within 1 week from the notice sent, Envirotech will consider the student’s history, and may choose not to report the student based on positive history and good behaviour.

25.24. Envirotech Intervention Strategy

Students who receive warning letters are invited to participate and comply with the Envirotech ‘intervention Strategy’ free of charge.

Students are always able to participate free of charge in tutoring assistance days.

Students who do not demonstrate at least 50% of course requirements in a study interval, will be identified as students at risk and an intervention strategy will be activated to assist them in improving their academic progress.

At a minimum, an intervention strategy will be activated in each study interval where:

The student fails to achieve at least 50% in satisfactory course progress

OR

Student became at risk as previously defined in this policy as ‘student at risk’

Intervention Strategy Procedures

- 25.24.1. Intervention strategies must be activated at the end of a study interval and must be completed no later than 4 weeks of starting the next study interval.
- 25.24.2. If Envirotech identifies students at risk of not meeting satisfactory course progress before the evaluation date, Envirotech will encourage the students to accept the implementation of an intervention strategy to improve their academic progress as early as practicable.
- 25.24.3. Intervention days will be held approximately within one week after evaluation date for students who do not demonstrate satisfactory academic progress. The student Registrar will be responsible to schedule and inform students to attend intervention days. It is the student’s responsibility to participate in and cooperate with the activation of their intervention strategy.
- 25.24.4. Students are encouraged to attend and participate in free academic tutoring to close their academic gaps.
- 25.24.5. Students who missed practical activities without an approved absence (e.g. practical cooking class) are required to pay for late private re-assessment a fee of \$50 for every practical

assessment schedule they have missed. This includes if students are invited to a practical re-assessment and choose not to attend the re-scheduled practical assessment.

- 25.24.6. Envirotech reserves the right to waive the additional fees for some students in special circumstances and for compelling or compassionate circumstances.

Envirotech intervention includes but is not limited to:

- Requirement for 100% class attendance
- Attendance on Tutoring Assistance days
- Intervention day, additional training and assessment as necessary
- Practical equipment operation training
- IT programs and services available for training and tutoring
- Individual academic support
- Individual counselling
- Assistance with personal issues
- Extra study activities and support
- Evaluation and reflecting the suitability of the course they are enrolled in

All intervention strategies and events are recorded and monitored on Student's record in the Student Management System. This is being regularly reviewed by the Student Registrar to ensure ongoing follow ups and course progress support.

25.25. Appeals on Academic Progress Implementation

Students must monitor their records, grades and progress on their 'Student Dashboard' and discuss with their trainers any result/outcome which they do not understand or disagree with.

If students wish to appeal Envirotech decisions, Envirotech will not report them to DIBP until the appeal process is concluded. If the appeal is unsuccessful, the student will then be reported to DIBP via PRISMS. During the appeal period Envirotech will maintain the student enrolment and accept academic work presented by the student.

If the appeal is successful and is not due to compelling or compassionate circumstances, the students will not be reported and the conclusion of the investigation will be documented on their personal record and Envirotech compliance registers. Envirotech will revise its processes, policies and procedures to verify whether any amendments are necessary.

Envirotech will make every effort to identify any compelling or compassionate reasons at every stage and to provide appropriate support as necessary.

25.25.1. Students may appeal on the following grounds:

Successful appeal may be achieved if one of the three grounds for appeal is proved right:

23.16.1.1 Envirotech failure to record or calculate a student's result accurately

If the appeal shows that there was a calculation error and the student actually made satisfactory course progress (successfully completed at least 50% of the units of competency for that study period and received a satisfactory result in at least 50% of the

number of weeks assign to that study period), Envirotech will not report the student and there is no requirement for any further intervention.

23.16.1.2 Compassionate or compelling circumstances affecting their progress

If the appeal process shows that the student has not made satisfactory progress but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through Envirotech's intervention strategy and the student will be given a further period to progress in their course. The period of time will be directly related to the severity of the compelling or compassionate circumstances identified. The student will not be reported to the authorities until the completion of the intervention period.

23.16.1.3 Envirotech has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

If it is demonstrated that Envirotech has failed to implement an intervention strategy or any other part of this policy related to academic progression in the relevant course, the student will not be reported to the authorities and an intervention strategy will be created (if a strategy does not already exist) and implemented immediately. In such cases Envirotech will review its policies and procedures and the implementation processes to identify opportunities for improvements and prevention of similar cases in the future.

25.26. Reporting International Students

Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, the student withdraws from the process, or the process outcome is in Envirotech's favour, Envirotech will be obligated to notify the DIBP and the Secretary of DIICCSRTE through PRISMS as soon as practicable of the student not achieving satisfactory course progress. This may result in an automatic student visa cancellation process being initiated by the DIBP (Department of Immigration and Border Protection).

26. Student request for enrolment deferral, suspension, cancellation, approved leave of absence and transfer between providers

Students must start their course on their allocated start date, except in exceptional circumstances. Students who wish to defer their course start date must give at least one-week written notice to Envirotech. Envirotech will cancel the enrolments after 14 days from course start date where no deferral request has been submitted, or no approved deferral has been granted, or if no contact has been made by the student within the 14 days of course commencement. Students who do not commence the course(s) on the agreed start date of the course (s) as per the details in this agreement and do not contact Envirotech to request an alternative start date prior to the commencement date of the course(s) will be in default and Envirotech will notify the Secretary and the TPS Director of the default within 5 business days of the default occurring.

- 26.1.** Once a course, or sequence of courses has commenced, students may be permitted to transfer to another field of study within Envirotech after providing a written request and relevant forms. A change of course will incur an administration fee as referred to in the fee schedule. Students under the SSVF arrangements are not eligible to change their courses if the course is not at the same AQF level or above the original course level. Any course change request must be submitted in writing to Envirotech, and will be subject to Envirotech's approval.
- 26.2.** Cancellation, suspension or deferral of enrolment must be submitted in writing on Envirotech forms available on the website
- 26.3.** Course transfers or exchanges between students are not permitted.
- 26.4.** Requests for transfer to another education provider within the first 6 months of the primary course are restricted and will require a letter of release for international students and evidence for a new student visa lodgement. In addition, Envirotech will be required to be provided with supporting letter from the student and evidence of exceptional and/or extenuating circumstances. In addition, before any release letter is approved, students are required to demonstrate that they have been completed their payments, are academically progressed in their course and demonstrated good behaviour and commitment to study. Any provider transfer request must be submitted in writing to Envirotech, and will be subject for Envirotech's approval.
- 26.5.** Should Envirotech approve a course or provider transfer, any monies transferred will be in accordance with Envirotech's Refund Policy.
- 26.6.** By signing this offer you are automatically bound by Envirotech's Deferral Suspension, Cancellations, Approved Leave of Absence and Refund and Transfer between provider policies and procedures.
- 26.7.** Once a deferral or suspension of enrolment request is received from a student, the request will be assessed and may be approved on compelling and compassionate grounds in accordance with the National Code 2007.
- 26.8.** Envirotech reserves the right to expel, suspend or terminate any student enrolment in certain circumstances as outlined below, and are further detailed in the policies and procedures and the Student Handbook, E.g.:
 - 26.8.1.** Early course completion,
 - 26.8.2.** Late or no course commencement,
 - 26.8.3.** Transfer to another provider,
 - 26.8.4.** Cessation of studies,
 - 26.8.5.** Late or no payment of course fees,
 - 26.8.6.** Violating any of Envirotech's policies, or Australian law.
 - 26.8.7.** Misconduct or misbehaviour including but not limited to: breach of discipline, bad language, aggressive and offensive behaviour, unsatisfactory attendance.

- 26.8.8. Failure to successfully progress academically in the course,
- 26.8.9. Breach of visa conditions (international students),
- 26.8.10. Providing fraudulent documents, misleading or incorrect information,
- 26.8.11. Failing to participate in course academic components as a genuine student

Envirotech will notify the DIBP of international student's course status through the PRISMS including any student default. There are no refund rights for such cancellations.

Please refer to the [Student Handbook](#) and policies and procedures for further information.

27. STUDENT CONCERNS, COMPLAINTS AND APPEALS (Full policy in the following page)

If you are not happy about any part of your course or services at Envirotech, please tell us. We will do our best to meet your requests. Our staff members are available to talk to you about any matter at any time. You may bring a friend to assist you at any time if you have a problem. If you are unable to resolve the problem after conferring with a trainer, coordinator or counsellor, you are welcome to make an appointment to discuss your concerns with the Student Registrar. There will never be any cost to you to access the Grievance and Dispute Resolution Procedures and your paid enrolment will be maintained while any complaint and appeals process is proceeding.

If Envirotech staff members are unable to resolve the dispute, independent mediation will be required. The mediator for overseas students is the OSO:

Email: ombudsman@ombudsman.gov.au. Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.

Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian) is available through the Dispute Resolution Branch, Department of Justice and Attorney General. Students outside Brisbane may use the toll-free number 1800 017 288. At the present time there is no fee for the use of this service, but this may change.

The dispute resolution process, which is described in Envirotech policies and Procedures and the Student Handbook, does not prevent an overseas student from exercising the student's right to other legal remedies.

A large, faded version of the Envirotech Education logo, with the word "ENVIROTECH" in a large, light green font and "EDUCATION" in a smaller, light blue font below it.

28. Complaints and appeals policy and procedures

28.1. Purpose

This policy is to ensure that all Envirotech students have, and know that they have, a clear right to fair and equitable treatment in all their dealings with Envirotech. Any expressed dissatisfaction is valuable feedback, and important learning opportunity and input to our continuous improvement process.

Should a student receive unfair or inappropriate treatment in their dealings with Envirotech, they should address the issue directly with their trainer.

28.2. Scope

- 28.2.1. Students studying off and on shore at Envirotech
- 28.2.2. Staff of Envirotech, including but not limited to managers, academic staff, administration and marketing staff, consultants, contractors and subcontractors.
- 28.2.3. Third party who represent Envirotech or having partnership with Envirotech such as other educational providers, employers and supervisors in a work placements and education agents.
- 28.2.4. These policy and procedures apply to all campus locations and off site activity which involves Envirotech's students or prospective students.

28.3. Relevant Standards

- 28.3.1. Standard 6 of the Standards for RTOs 2015
- 28.3.2. Standard 8 of the National Code 2007

28.4. Relevant links:

- 28.4.1. <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD8.aspx>
- 28.4.2. <http://www.oso.gov.au/>
- 28.4.3. <http://www.oso.gov.au/frequently-asked-questions/for-private-education-providers/index.php>
- 28.4.4. <http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/about-the-standards-for-rtos/standard-six/standard-six.html>
- 28.4.5. www.asqa.gov.au/media-and-publications/meeting-trainer-and-assessor-requirements.html

28.5. Associated documents

- 28.5.1. Students' complaint and appeal form
- 28.5.2. Students' complaint and appeal approval letter
- 28.5.3. Students' complaint and appeal refusal letter

28.6. Policy

- 28.6.1. Envirotech ensures that all students will have access to a fair and equitable process for dealing with concerns, complaints and appeals (grievances) and will provide an avenue for students to appeal against any such decisions, which affect the students' progress.
- 28.6.2. Every effort will be made by Envirotech to resolve students' grievances. At the time of enrolment these concerns, complaints and appeals (Grievance Resolution) procedures will be outlined to students through the student handbook and during the orientation day.
- 28.6.3. Any student experiencing grievance should first bring this to the attention of their trainer. If the issue has not been dealt with to their satisfaction, the next step is to lodge a Complaint & Appeal Form, in writing, to the student registrar. Process will begin within 10 working days of receiving the formal written lodgement of the complaint or appeal.
- 28.6.4. Nothing in this policy negates the right of a student to pursue other legal remedies
- 28.6.5. Envirotech maintains a supportive and fair environment, which allows students to lodge complaints or appeal their assessments and recognition decisions. Complaints and appeals are ideally resolved as amicably as possible using this formal appeal process.
- 28.6.6. Envirotech will endeavour to always have a complaints and appeals process which is:
 - 28.6.6.1. Well publicised, explained and easily accessible, including being clear and understandable to all parties with the steps involved
- 28.6.7. Fair and with no costs to the students;
- 28.6.8. Handled in a manner that protects the privacy of relevant parties
- 28.6.9. All in writing;
- 28.6.10. Transparent, equitable, objective and unbiased;
- 28.6.11. Comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc.;;
 - 28.6.11.1. Implemented effectively and efficiently to ensure complaints and appeals are resolved within an acceptable timeframe;
 - 28.6.11.2. Professionally and confidentially to achieve a satisfactory resolution
 - 28.6.11.3. Monitored, recorded and reported to the appropriate people; and
 - 28.6.11.4. An input or trigger point to our continuous improvement process
- 28.6.12. Student who lodged a complaint, will be invited to represent his or her case formally and will be invited to have a friend present at the meeting.
- 28.6.13. Complaints include any perceived problems relating to student perceptions of any unreasonable treatment at the hands of Envirotech staff or other parties or students at Envirotech.
- 28.6.14. In resolving a complaint, it is the responsibility of the student to initiate the procedure outlined in the procedures below within twenty (20) working days of the problem occurring. Only in special circumstances will incidents reported outside this timeframe be investigated.
- 28.6.15. information a thorough investigation of the complaint. All reasonable measures will be taken to finalise the process to the satisfaction of all parties as soon as practicable and preferably within no more than further twenty (20) working days.

- 28.6.16. Initial investigations are to be undertaken by the individual's trainer wherever he/she is not at the centre of the complaint; then procedures outlined below apply. If the trainer is the person at the centre of the complaint, then the Chief Executive will appoint another staff member to undertake the initial investigation.
- 28.6.17. Where cases require to be referred beyond an initial investigation, they are to be provided to the Chief Executive in writing. If the issue continues to be unresolved, Envirotech will provide the student with all the information necessary to place the matter in the hands of external mediator. The Overseas Students Ombudsman is the official external independent mediator. When students wish to lodge an external appeal or complaint against an Envirotech decision, they can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by Envirotech. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.
- 28.6.18. The complete result will be provided to the complainant in writing including reasons for the decision and will outline the results of the investigation and any action proposed to be undertaken as a result.
- 28.6.19. Envirotech will maintain the enrolment of students who make a complaint against Envirotech, at least until the matter is resolved. In each case it is the Envirotech policy to resolve matters as quickly and as efficiently as possible to the satisfaction of all parties.
- 28.6.20. Envirotech may refer the student with any complaints that do not directly concern Envirotech Education but may affect students' ability to achieve competency, to appropriate external support groups for assistance.
- 28.6.21. Complaints cannot be anonymous because this is considered unfair as ongoing discussion cannot take place to resolve the issue between both parties.
- 28.6.22. Information submitted to the instructor or any staff member is treated with respect and taken as an opportunity to improve the organisation's practices and Management System. Privacy requirements and student/ individual rights are maintained.

28.7. Procedures

- 28.7.1. Envirotech staff members are equipped to accept and act on verbal or written advice of a complaint at any time. Academic staff should be the first point of contact for a student with a concern.
- 28.7.2. Complaints should be brought to the attention of Envirotech staff as soon as possible after they arise usually within twenty (20) working days. Student is to be advised to represent the concerns in writing, using the Envirotech official form, outlining all relevant aspects of the complaint unless the complaint can be immediately resolved.
- 28.7.3. Envirotech is generally not positioned to investigate complaints that are notified outside of this time frame, unless special circumstances prevail.
- 28.7.4. It is the responsibility of all Envirotech's staff to which a student expresses a concern; to ascertain if any staff member is at the centre of the complaint. If they are that person, they are to arrange for another staff member, being the student registrar as a first choice, who has not been involved with the issue, to undertake its initial investigation. The responsible staff

member will then:

- 28.7.4.1. Inform the student of their rights and if necessary, provide them with a copy of the Complaints Policy and Procedures. The staff member is also to ensure that the matter is represented in writing and provide that document to the Chief Executive and compliance manager.
- 28.7.4.2. Arrange an appointment for the Student Registrar / campus counsellor to interview the student in depth at the earliest possible time. The student may be accompanied by a friend or other support person if necessary. If the complaint or appeal can be resolved without the need of a formal meeting, Envirotech will act to resolve it in the most efficient and timely manner.
- 28.7.5. Students' complaints written applications are submitted to the Student Registrar (students@envirotech.edu.au) who advocates on behalf of the student in resolving this complaint.
- 28.7.6. The Student Registrar liaises with the compliance manager or academic manager who advocates on behalf of the organisation. Regardless of this, any complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.
- 28.7.7. All documents and related information must be kept on Envirotech intranet (SP) under the student's compliant folder, listed under the Complaints and Appeals Register
- 28.7.8. If the assessor considers that an inappropriate decision has been made, then he or she has the authority to issue a revised assessment. Written advice of the revised assessment and the reason for it is to be recorded on the Appeals Register and provided to the Chief Executive within seven (7) working days
- 28.7.9. Where the assessor is satisfied that the assessment decision stands, he or she is to outline the evidence collection process and results to the student concerned. Where the student accepts the situation, no further action is required.
- 28.7.10. The Student Registrar records the details and outcome of the complaint or appeal and advises the Chief Executive Officer and compliance manager.
- 28.7.11. A written reply with the compliant or appeal outcome will be sent to the student in writing, usually within 10 working days
- 28.7.12. Where a matter is resolved internally, the Student Registrar shall then determine whether some adjustment to the policies, procedures, culture or other aspect of Envirotech Education operations might require modification. This is achieved through input to the continuous improvement process.

28.8. External Complaints

- 28.8.1. Where the complaint is not internally resolved, the Student Registrar will facilitate the student's access to the OSO contact details, and the following appeal or complaint process is followed:

OSO contact details:

Email: ombudsman@ombudsman.gov.au

Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111.*

Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time

(Australian Eastern Daylight Time when daylight savings is in effect)

Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.

Postal: GPO Box 442 Canberra ACT 2601.

- 28.8.2. OSO as an external independent mediator and will review the complaint and resolve the dispute in a fair and legal way.
- 28.8.3. All expenses attached to such appointment will be shared equally by the student and Envirotech.
- 28.8.4. The submission and the final result of the appeal or complaints are recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal or complaint and the reasons for the decisions made. A copy of the communication is placed in the student folder under the register, when relevant on staff files, and on the continuous improvements register if any changes and improvements to the Envirotech's systems have been made.
- 28.8.5. No further appeal mechanism exists beyond this point in the process.
- 28.8.6. If the internal or external complaint handling or appeal process results in a decision that supports the student, Envirotech must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.
- 28.8.7. If the external complaint handling or appeal process results in a decision that supports Envirotech decision, the student must comply with the external decision made and act accordingly. Envirotech will then act according to the decision made



ENVIROTECH
E D U C A T I O N

29. Deferment, Suspension, Cancellation of Enrolment, and Leave of Absence

29.1. Purpose

The purpose of this policy is to govern the circumstances in which a student can defer, suspend or cancel their enrolment with Envirotech, and under what circumstances Envirotech will initiate a suspension or cancellation of course enrolment. This policy meets the requirements of Standard 13 of the National Code 2007.

29.2. Scope

29.2.1. All International Students studying off and on shore at Envirotech

29.3. Relevant Standards

29.3.1. Standard 13 of the National Code 2007

29.4. Relevant links:

29.4.1. <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD13.aspx>

29.5. Associated documents and location

- 29.5.1. Students' General Request form
- 29.5.2. Students' Suspension, Deferral form
- 29.5.3. Cancellation of Enrolment form
- 29.5.4. Cancellation for being non- GTE warning letter
- 29.5.5. Cancellation for being non- GTE Notice
- 29.5.6. Cancellation Refusal Letter
- 29.5.7. Students' Suspension, Deferral Approval Letter
- 29.5.8. Students' Suspension, Deferral Refusal Letter
- 29.5.9. Students' Suspension Register
- 29.5.10. Cancellation list

29.6. Associated policies

29.6.1. Complaints and appeals

29.7. Policy

- 29.7.1. Suspension or deferment of enrolment is not necessarily a result of misbehaviour, as such action may also be initiated by the student when an unforeseen situation arises where they must temporarily attend to other matters.
- 29.7.2. Suspension means a temporary cessation of the course enrolment
- 29.7.3. Deferral means a postponement of the course enrolment commencement date
- 29.7.4. Envirotech, in accordance to the ESOS ACT and the National Code 2007 has policy and rules in relation to students' deferral, suspension, cancellation and approved leave, listing the ground where these will be approved or initiate.
- 29.7.5. Envirotech will make its decisions regarding the assessing, approving and recording of deferment, suspension, or cancellation of student enrolments in accordance with the procedures outlined in this document
- 29.7.6. The below procedures are intended to ensure that Envirotech actions in relation to deferring course commencement, the grounds for Leave of Absence approvals, and suspending or cancelling the enrolment of international students are in accordance with the requirements of the National Code Standard 13.
- 29.7.7. Envirotech holds a commitment to:
 - 29.7.7.1. notify the Secretary and TPS Director and DIBP through the Provider Registration and International Student Management System (PRISMS) of provider defaults within 3 business days and student defaults within 5 business days,
 - 29.7.7.2. Notify the Secretary and the TPS Director (via PRISMS) of the default outcome within 7 days of the provider obligation period.

29.8. Procedures for deferment of course enrolment

- 29.8.1. Student may request a temporary deferment or suspension of their enrolment on the grounds of compassionate or compelling circumstances.
- 29.8.2. Student seeking to defer their studies for any reason should complete the Student Deferral, Suspension Form obtainable from the Student Registrar or Envirotech website. However, in doing so, students need to be aware that any deferment of enrolment may affect their student visa and detailed evidence must be provided to sustain the request.
- 29.8.3. Envirotech will assess if compassionate reasons exist, these are generally outside of the control of the student and include but not limited to:
 - 29.8.3.1. serious illness or injury where medical certificate states unable to attend classes

- 29.8.3.2. bereavement of close family members such as parents and grandparents (Death Certificate should be provided where possible)
- 29.8.3.3. major political upheaval or natural disaster in home country requiring emergency travel which has impacted on student's studies
- 29.8.3.4. a traumatic experience such as involvement in, or witnessing a serious accident or witnessing or being the victim of a serious crime
- 29.8.4. student's inability to commence study on course commencement date due to delays in receipt of student visa
- 29.8.5. Impact on the student should be supported by evidence e.g. from police or a qualified psychologist, Dr., etc.
- 29.8.6. In cases not covered above, Envirotech will use its professional judgement to assess each case on its merits.
- 29.8.7. Copies of documents used in assessing a claim are to be kept in the student's file under the Envirotech Intranet (SP)
- 29.8.8. Envirotech may approve, depends on the circumstances up to a six (6) months deferral of course enrolment. An approval will be granted when the assessor is satisfied that the student has genuine reason and intentions to commence the course.
- 29.8.9. The Students Registrar will notify the compliance manager regarding each student's deferral and assessment will be conducted.
- 29.8.10. The student registrar will record the assessment outcome in writing and will communicate with the student and/ or agent regarding the outcome within ten (10) working days
- 29.8.11. In case the deferral request is approved, a new letter of offer and pre- enrolment procedures will have to be completed.
- 29.8.12. Where a request to defer is refused the applicant will be advised in writing of the reasons for the refusal and will have to commence the course on time. Non- commencement on time may attract a further procedure of course cancellation
- 29.8.13. Envirotech will change the students CoE accordingly:
 - 29.8.13.1. Envirotech notifies the Department of Immigration and Border Protection (DIBP) via PRISMS of the action to defer without affecting the end date of the CoE: In this case there is no change in enrolment status on PRISMS although the notice of deferment will be provided to DIBP for future reference
 - 29.8.13.2. Envirotech notifies DIBP of deferment or suspension that will affect the end date of the CoE: In these situations, Envirotech will cancel the original CoE through PRISMS and will be invited to create a new CoE with an appropriate end date.

29.9. Leave of Absence

- 29.9.1. Students are expected to complete their course enrolment without interruptions. However, where this is not possible Envirotech makes reasonable provision for students who cannot do so, limited to compelling and companionate circumstances, subject to students' providing sufficient evidence.

- 29.9.2. Under these provisions, Envirotech may grant a student with an approved leave for a short period of time along their course enrolment. These provisions are subject to the student completing at least one (1) unit of competency or module in the course, otherwise deferral procedures apply.
- 29.9.3. If a student is absent for 3 consecutive weeks, he or she will be sent an email, warning the student of the breach of his/her contract with Envirotech and that if he/she does not attend the following week (7 days), he/she is at risk of the enrolment being cancelled under misbehaviour (non- genuine student). In this instance students can appeal within 20 working days under the Complaints and Appeals Policy.
- 29.9.4. On the next week of absence (after 7 absence days) students will receive a second and last email notice regarding their requirements to contact Envirotech in regards to their absence. Failing to attend the 4th week, will attract the cancellation of their enrolment unless compelling circumstances exists and evidence have been provided to support these circumstances.
- 29.9.5. Students will only be granted with an approved leave when they are academically progressed in the course and all their fees have been paid to date.
- 29.9.6. In the situation where a student is absent for more than 2 consecutive weeks or more due to compelling and compassionate circumstances, Envirotech must be notified in writing and the student will receive a written waiver for the period required by the Student Registrar.
- 29.9.7. In case the student has been granted with an approved leave, the student's CoE will not be changed and the student profile will be updated with the approved duration of leave.
- 29.9.8. Students who do not return from a break for a period of 3 weeks, have inactively advised they will not be continuing their studies. The enrolment will be cancelled as per National Code 13 and no access to a complaints or appeals process is necessary.

29.10. Suspension and cancellation of enrolment

- 29.10.1. Students who wish to take an extended period of leave from their study must apply for a suspension of enrolment
- 29.10.2. Envirotech may also initiate suspension of a students' enrolment due to the misbehaviour of the student, or cancellation on the basis of academic progress failure, non-payment or in cases where Envirotech is unable to make contact with the student for a period of three (3) weeks or such other time period deemed reasonable by Envirotech.
- 29.10.3. It is very important that students continue to attend their classes until the decision on their request is made as they are still at this stage monitored for their academic progress.
- 29.10.4. In a case where Envirotech finds it necessary to initiate the suspension or cancellation of student's enrolment, Envirotech team member will inform the student in writing of its intention and allow the student 20 working days to access the Envirotech internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply when this deadline may be extended.
- 29.10.5. If students appeal the decision to suspend or cancel their studies, Envirotech will not inform DIBP of any change to enrolment status until the internal complaints and appeals process is completed. However, if the appeal is unsuccessful, the student withdrawals from the process

or chooses not to appeal, Envirotech will inform DIBP via PRISMS of the action taken, unless the student wishes to take the matter for external mediation.

29.10.6. Envirotech may defer, suspend or terminate (cancel) students' enrolment for the following reasons:

29.10.6.1. Early completion of the course

29.10.6.2. None or late start of the course

29.10.6.3. Transfer to another education provider

29.10.6.4. None or late payment of course fees

29.10.6.5. Misconduct or misbehaviour, including but not limited to: breach of discipline, bad language, harassment, aggressive and offensive behaviour, violation of Envirotech policies, their student visa conditions or Australian law. In minor misbehaviour events Envirotech will consult with the student regarding their behaviour and relevant adjustment as it is the goal of the Envirotech team members not to suspend or terminate students' enrolment.

29.10.6.6. Cessation of studies

29.10.6.7. Cheating and Plagiarism: Legations regarding cheating and plagiarism should be referred to the head teacher who will investigate the matter and advise the teaching staff. In all cases the student will be advised in writing and given twenty (20) days to show cause as to why a penalty should not be applied.

29.10.6.8. Students who have allegations of cheating, (including plagiarism) proven, are liable to incur a penalty ranging from: exclusion from that assessment, requirement to repeat the assessment, the award of a fail result in the unit concerned to exclusion from Envirotech.

29.10.7. A student who ceases attending a course or does not return from leave, and is not contactable by Envirotech for 21 days, has "inactively" advised Envirotech of his/her failure to continue studying. Under Section 19(1) of the ESOS Act, Envirotech will notify DIBP via PRISMS of termination of an accepted student's studies within 14 days of the event occurring, by completing a Student CoE Course Variation.

29.10.8. Envirotech notifies through PRISMS that it wishes to terminate a student's enrolment. Once this process is completed, the student's CoE status will be listed as cancelled and the student will have to contact the DIBP to attend to his/her visa to prevent/attend visa cancellation and bridge of current visa conditions.

29.10.9. If suspension is granted, regardless of the reason for the suspension, this period, as entered in PRISMS will not be included in attendance and academic progress monitoring calculations

Procedures:

29.10.10. Suspension and cancellation requests must be submitted in writing using Envirotech Cancellation Form, available on the website and in Envirotech offices. Applications must be provided with all relevant evidence. Only completed applications will be assessed.

29.10.11. Suspension requests must be lodged to the student registrar at students@envirotech.edu.au, while cancellation of studies can be submitted to any enrolment officer.

- 29.10.12. Fees and cancellation dates are calculated from the date the completed written application has been submitted
- 29.10.13. Suspension requests must include the new start date of the course and when the suspension period is requested to be over.
- 29.10.14. If Envirotech does not know when the student will return, it can delay creating the new CoE until the student has notified Envirotech of the intended date of return
- 29.10.15. Copies of documents used in assessing a claim are to be kept in the student's file under the Envirotech Intranet (SP)
- 29.10.16. Envirotech may approve, depends on the circumstances and subject to compelling or compassionate circumstances, up to a six (6) months suspension of course enrolment. An approval will be granted when the assessor is satisfied that the student has genuine reason to suspend the course.
- 29.10.17. The Students Registrar will notify the compliance manager regarding each student's suspension request and assessment will be conducted.
- 29.10.18. The student registrar will record the assessment outcome in writing and will communicate with the student and/or agent regarding the outcome within ten (10) working days
- 29.10.19. In case the suspension request is approved, the student is liable to continue any payment plans and complete any overdue amount owe to Envirotech as per the original offer letter.
- 29.10.20. Where a request to suspend is refused the applicant will be advised in writing of the reasons for the refusal and will have to continue the course as normal.
- 29.10.21. Envirotech will change the students CoE accordingly. The suspension date will always end one day before the new start date of the new CoE
- 29.10.21.1. Envirotech notifies the Department of Immigration and Border Protection (DIBP) via PRISMS of the action to suspend without affecting the end date of the CoE: In this case there is no change in enrolment status on PRISMS
- 29.10.21.2. Envirotech notifies DIBP of the suspension that will affect the end date of the CoE: In these situations, Envirotech will cancel the original CoE through PRISMS and will be invited to create a new CoE with an appropriate end date.
- 29.10.22. The Student Registrar will complete the suspension course of action on the SMS and will create a new calendar alert for the new start date
- 29.10.23. If Envirotech wishes to cancel a student's enrolment and the cancellation was not requested by the student, it must inform the student of its intention via a written notice/letter. This is referred to as giving the student a notice of - Intention to report. Envirotech allows 20 working days in which the student may access the complaints and appeals process.
- 29.10.24. Envirotech will determine on the evidence, the appropriate course of action. This decision will be recorded in the student's file and the student is to be informed of the decision and its implications in writing, including their right to appeal in accordance with the Envirotech Complaints and Appeals Policy, where the sanction is imposed by Envirotech. On completion of appeal processes, if the case still exists:
- 29.10.24.1. The student will be informed that a change of enrolment details may affect his or her student visa. Envirotech will then refer the student to the DIBP website and helpline (131881) for information on how the potential change

- to enrolment status may impact upon his or her visa
- 29.10.24.2. If Envirotech decides to initiate suspension or cancellation of a student's enrolment, Envirotech team member will inform the student of his or her rights under the Envirotech Complaints and Appeals Policy which allows the student 20 working days to lodge his or her appeal.
- 29.10.25. Where a student chooses to access the Envirotech Appeals Process, Envirotech will maintain the student's enrolment until the internal process is completed and has supported Envirotech's intentions. This means that no change will be notified to DIBP via PRISMS during this process
- 29.10.26. A student may also choose to access an external appeals process as detailed in the Envirotech Complaints and Appeals Policy. However, Envirotech is not required to await the outcome of this process before notifying DIBP of the change to the student's enrolment status
- 29.10.27. The notice of intention to report will clearly identify the visa condition that was breached or otherwise the reason for which Envirotech wish to suspend or cancel the student's enrolment (non- payment etc.).
- 29.10.28. Notices will refer to the student by name rather than a generic "Dear student" and will include the address to which the notice will be sent (email or physical address).
- 29.10.29. Methods of sending/delivering the notice:
- 29.10.29.1. Email: Since Envirotech communicates with all its students via email through the students' enrolment and since the student is committed to checking their student portal, Envirotech will issue the warning and intention to cancel notices from the RTO management system and dispatch the notice by email. Letters are available to students in their portal when they log in.
- 29.10.30. Where a notice is emailed the commencement of the 20 working days start from the day of delivery.
- 29.10.30.1. Where Envirotech chooses to use this method the 20 working days should begin the day after the student signs the delivery slip.
- 29.10.31. Extenuating circumstances relating to the welfare of the student may include:
- 29.10.31.1. Medical concerns, severe depression or psychological issues leading to Envirotech concerns for his or her wellbeing
- 29.10.31.2. Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others, or
- 29.10.31.3. Is at risk of committing a criminal offence
- 29.10.32. Any claim of extenuating circumstances must be supported by the appropriate evidence
- 29.10.33. Envirotech may not continue to provide learning opportunities to the student during the 20 working days and appeals process or any subsequent period of appeal.
- 29.10.34. The decision whether a student is excluded or not will depend on the individual circumstances and will be at the discretion of the Chief Executive Officer.
- 29.10.34.1. Once any complaints and appeals processes are completed and the student default is confirmed Envirotech will notify the Secretary and TPS Director (via PRISMS) of student defaults within: 5 business days to notify of the student default
- 29.10.34.2. 14 days to report cancellation of the student's enrolment to DIBP (via

PRISMS) (i.e. a section 19 report)

29.10.34.3. 28 days to finalise the student default obligations as set out in the written agreement with the student and

29.10.34.4. further 7 days to report the outcome of the student default (via PRISMS)



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