



FRONTIER
EDUCATION

CRICOS No: 03520G RTO No: 110080

Student Handbook

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Introduction

Frontier Leadership Pty Ltd trading as Frontier Education is a Registered Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for individuals and organisations throughout Australia.

Frontier Education has the following nationally accredited courses on its Scope of Registration:

- SIT30816 — Certificate III in Commercial Cookery
- SIT30821 – Certificate III in Commercial Cookery
- SIT40516 — Certificate IV in Commercial Cookery
- SIT40521 – Certificate IV in Kitchen Management
- SIT50416 — Diploma of Hospitality Management
- SIT60316 — Advanced Diploma of Hospitality Management
- SIT50116 — Diploma of Travel and Tourism Management
- BSB40120 – Certificate IV in Business
- BSB5020 — Diploma of Business
- BSB50420 — Diploma of Leadership and Management
- BSB60120 — Advanced Diploma of Business
- PSP60816 – Advanced Diploma in Translating
- PSP50916 - Diploma of Interpreting
- CHC33015 – Certificate III in Individual Support (Ageing)
- CHC43015 – Certificate IV in Ageing Support
- CHC52015 – Diploma of Community Services (Case Management)

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that, as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at Frontier Education.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

A Word from the PEO

“Education is the mother of leadership” - Wendell Willkie

Frontier Education was founded in 2010 in Victoria to service the ever-growing industry need of specialised training to its staff in the real workplace. After successful growth within the corporate training sector, Frontier Education is now changing direction to enter the retail sector of vocational education and training, expanding itself in Retail Management, Business & Hospitality sectors

Frontier Education continuously strive to make our mission a reality of delivering outstanding service to realise the potential of learner's and improve the quality of life through dedication and excellence.

We have committed ourselves to provide high quality education beyond the barriers of culture and location with comprehensive education support services to our students.

At Frontier Education our passion and mission are to add value to our clients and partners by matching emerging industry trends and meeting and exceeding expectation of our clients and industry partners.

Our highly dedicated and committed team strives to achieve excellence in the field of vocational education and I am honoured to be leading this team.

Thank you once again for considering Frontier Education to pursue your academic or professional goals. We welcome you to the family and hope that we can provide you with a positive and a fulfilling experience at Frontier Education.

Karen Streeter,

PEO

Vision, Mission and Values

Vision

Be a premier training organisation offering Australian education to the world

Mission

Our mission at Frontier Education is to deliver outstanding service to realise the potential of learner's and improve the quality of life through dedication and excellence

Values

Flexible – Adapt to the demands of our clients & industry

Respect – Be thoughtful, inclusive and open minded to all.

Oppportunity - Promote equal opportunity irrespective age, race, gender or ethnicity

Neutrality – Demonstrate impartial conduct in all personal & professional actions

Tolerance – Promote personal independence & freedom of choice

Integrity – Set a high level of moral & ethical standard in all aspects of personal & business activities

Equity - Recognise and conserve the intrinsic value of cultural diversity & human rights

Reliable – Deliver the services as agreed and expected by clients & industry

Key Contacts

Staff	Functions
PEO Executive Officer (PEO)	PEO will demonstrate leadership in educational & business excellence, and be a role model to other staff, and be committed to their success. Overall responsibility and end accountability of the entire organization.
Marketing Manager	The Marketing Manager is the first point of contact for all Agents. The Marketing Manager is responsible for providing exceptional service for all Agents either by phone or in person.
Student Services Officer (SSO)	This role sets out to provide administrative excellence in the implementation of the student entry and exit systems.
Academic Team	This role sets out to provide administrative excellence in the implementation of the student entry and exit systems. The role will ensure that all information is managed to comply with ASQA & DIBP requirements, to provide Frontier Education staff with accurate and complete reports on the status students attending Frontier Education.
Trainers / Assessors	Lecture/ teach, assist and evaluate students in the relevant unit/s taught.
Administration	Reception and office administration is the first point of contact for all students/customers. Receptionist is responsible for providing exceptional service at first point of contact either by phone or in person for all students/ customers.

Campus Locations | Details

Brisbane Campus

Phone: 1800 680 140
Address: 4/445 Upper Edward Street,
Spring Hill QLD 4000

Kitchen: Craigslea State High School
685 Hamilton Road,
Chernside West QLD 4032

Cairns Campus

Phone: 1800 646 100
Address: 1/19 Aplin Street,
Cairns QLD 4870

Kitchen: St Andrew's Catholic
College
185-205 Redlynch
Intake Road,
Redlynch QLD 4870

Adelaide Campus

Phone: (08) 7001 6838
Address: 3/King Williams Street
Adelaide SA 5000

Hobart Campus

Phone: 1800 818 900
Address: 5/188 Collins Street,
Hobart TAS 7000

Kitchen: Fahan High School
Fisher Avenue,
Lower Sandy Bay TAS 7005

Information for New Students

The ESOS Framework – Providing Quality Education and Protecting Your Rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2018 and the National Code 2018.

For more information please visit

<https://internationaleducation.gov.au/Regulatory-information/Pages/Regulatoryinformation.aspx>

Protection for Overseas Students

As an overseas student on a student VISA, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.doe.gov.au/>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course including its location match the information on CRICOS.

Your Rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- If you are under 18, to ensure your safety, you will be granted a VISA only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

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

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission. If you are under 18, to ensure your safety, you will be granted a VISA only if there are arrangements in place for your accommodation, support and welfare.

Your Responsibilities

As an overseas student on a student VISA, you have responsibilities to:

- Satisfy your student VISA conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy, and

If you are under 18, maintain your approved accommodation, support and general welfare arrangement

Who?	Why?	How?
Your Provider	For policies and procedure that affect you	<ul style="list-style-type: none"> • Speak with your provider • Go to your provider's website
Department of Education	For your ESOS rights and responsibilities	
Department of Immigration and Border Protection	For VISA matters	<ul style="list-style-type: none"> • www.immi.gov.au • Phone 131 881 in Australia • Contact the DIBP office in your country

Enrolment / Application Process

Step 1: Student Enquiry and Application

(Via agent, exhibition, email or phone)

Step 2: International admissions issues

'Offer of place'

Step 3: Student Acceptance

Return signed forms and fees

Step 4: International admissions issues - electronic

Confirmation of Enrolment (CoE) and schedule health insurance (OSHC)

Step 5: Student finalises VISA conditions

with Department of Immigration and Citizenship

Step 6: Student Makes travel/and or accommodation arrangements

Step 7: Student arrives in Australia

Step 8: International Student Orientation

Registration and ID cards

Step 9: Student registers for OSHC card and sets up bank account, mobile phone, etc.

Step 10: Faculty Orientation

Step 11: CLASSES BEGIN!

Public Transport

Tickets can be purchased at all stations. Both automated and over the counter ticket systems are available. For weekly / monthly train passes please visit **www.translink.com.au** (Queensland only)

The Translink Transit Authority ('Translink') coordinates all transport services, which include trains, buses and ferries. All information about timetables, services, ticketing and fares can be found at: **www.translink.com.au**

A Go Card, which is swiped before and after you travel, is a discount card for use on trains, buses and ferries. Other ticket types can be found on the website.

Taxis can be hired by hailing, on city ranks or by phone. A 50% concession on Translink and connect urban public transport services throughout Queensland is provided to full time tertiary students attending a Queensland registered training organisation.

Living Expenses

Yearly expenses in Australia are approximately from AUD\$20 000 plus 35% extra for each family dependent. (Note: School age dependents are required to pay tuition fees for their education in Australia)

Ensure you have enough money to cover the cost of your study without having to supplement your income by taking part-time or vacation employment, which is not always available.

Average Weekly Living Expenses in Cairns *

Accommodation (sharing)	\$200 per week (will depend on the suburb in which you live)
Food/Groceries	\$60 per week, per person
Travel	\$50 per week (will depend on distance and zones travelled)
Phone / other bills	\$20 per week
Eating out	\$45 per week (will depend on where you are eating)
Miscellaneous	\$35 per week, per person
Average Expenditure	\$410

** Please not, these are just estimations, prices will vary depending on individual situations*

Average Weekly Living Expenses in Brisbane *

Accommodation (sharing)	\$151 per week (will depend on the suburb in which you live)
Food/Groceries	\$60 per week, per person
Travel	\$50 per week (will depend on distance and zones travelled)
Phone / other bills	\$20 per week
Eating out	\$45 per week (will depend on where you are eating)
Miscellaneous	\$35 per week, per person
Average Expenditure	\$361

** Please not, these are just estimations, prices will vary depending on individual situations*

Average Weekly Living Expenses in Hobart *

Accommodation (sharing)	\$250 per week (will depend on the suburb in which you live)
Food/Groceries	\$60 per week, per person
Travel	\$50 per week (will depend on distance and zones travelled)
Phone / other bills	\$20 per week
Eating out	\$45 per week (will depend on where you are eating)
Miscellaneous	\$35 per week, per person
Average Expenditure	\$450

** Please not, these are just estimations, prices will vary depending on individual situations*

Average Weekly Living Expenses in Adelaide *

Accommodation (sharing)	\$185 per week (will depend on the suburb in which you live)
Food/Groceries	\$60 per week, per person
Travel	\$50 per week (will depend on distance and zones travelled)
Phone / other bills	\$20 per week
Eating out	\$45 per week (will depend on where you are eating)
Miscellaneous	\$35 per week, per person
Average Expenditure	\$395

** Please not, these are just estimations, prices will vary depending on individual situations*

Accommodation/ Home Stay

If student requires Frontier Education to arrange home stay or other types of accommodation the Student Services staff can be contacted for assistance. Most students stay in following three types of accommodation:

Accommodation Type	Price
Hostel	Approximately AUD\$300-375 per week
Home Stay	Approximately AUD\$375-420 per week
Shared Unit Rent	Approximately AUD\$150-300 per week

Finding Accommodation

Finding appropriate accommodation is one of the biggest difficulties facing international students. The major sources of real estate information are:

- The classified section of The Courier Mail, especially Saturday's and Wednesday's editions.
- The noticeboard at your education provider.
- Real Estate Agent offices- Look under 'Real Estate Agents' in the Yellow Pages.
- Local Community newspapers (weekly).

Home Stay:

- www.homestaynetwork.com
- www.urbanest.com.au

Relevant Real Estate Websites:

- www.realestate.com
- www.homehound.com.au
- www.myhome.com.au
- www.domain.com.au
- www.rent.com.au

Important Contact Details for Students

Information Required On	Source	Contact Details
<ul style="list-style-type: none"> AQF Standards National Code ESOS Act. 	DET	www.desbt.qld.gov.au http://www.legislation.qld.gov.au Postal Address Department of Employment, Small Business and Training, PO Box 15483, City East, QLD, 4002, Australia Street Address 85 George Street, Brisbane, QLD, 4000, Australia Phone: +61 7 3237 0111
<ul style="list-style-type: none"> Permission To Work Student VISA Conditions Applying for other VISAs 	Department of Immigration and Citizenship (DIBP)	www.immi.gov.au General Inquiries: 131 881
Tax File Number (TFN)	Australian Taxation Office (ATO)	www.ato.gov.au
Overseas Health Cover (OSHC)	Allianz Global Assistance (formerly Worldcare)	www.oshcallianzassistance.com.au 24 Hour Helpline: 1800 814 781 General Questions: 13 6742
Overseas Student Ombudsman	Commonwealth Ombudsman	Level 18, 53 Albert Street Brisbane QLD 4000 Phone: 1300 362 072 (Calls from mobile phones at mobile phone rates) International: +61 2 6276 0111 http://www.ombudsman.gov.au
<ul style="list-style-type: none"> Information on Renting Real Estate Agents 	QLD Office of Fair-Trading Domain	www.qld.gov.au/law/fair-trading/ http://www.domain.com.au
<ul style="list-style-type: none"> Employment Writing Applications and Resumes 	Seek Adzuna	www.seek.com.au www.adzuna.com.au
Transport: Buses / Rail / Ferries	Translink	www.translink.com.au
Emergency: Police / Fire / Ambulance	QLD State Emergency Services	www.emergency.qld.gov.au Dial 000 in case of an emergency Police, Fire and Ambulance - Phone 000 for assistance in an emergency. Lifeline - Phone 13 11 14 for crisis support when feeling suicidal or if you need to talk to someone immediately. Kids Help Line - Phone 1800 55 1800 SANE Helpline - Phone 1800 18 SANE for help during business hours. Crisis Counselling Service - Phone 1300 363 622
Information on Location/Street Maps	Google Maps Where Is	www.google.com.au/maps www.whereis.com
General Information	Yellow Pages	www.yellowpages.com.au
Taxi Information	Yellow Cabs Black & White Cabs	www.yellowcab.com.au www.blackandwhitecabs.com.au/brisbane
Driving License / Vehicle Registration	Department of Transport and Main Roads (TMR)	www.tmr.qld.gov.au

Professional Counselling Services	All Psychology Australian Counselling Association	Paterson House, 543 Ipswich Road, Annerley QLD, 4103 Phone: (07) 318 00 284 www.allpsychology.com.au 43C Carberry Street Grange Qld 4051 Phone: (07) 3356 4255 or 1300 784 333 http://www.theaca.net.au
Disability Services	Disability Services, Queensland	www.communities.qld.gov.au/disability Telephone: 13 QGOV (13 74 68) Email: disabilityinfo@disability.qld.gov.au
Legal Services	Legal Aid	44 Herschel Street, Brisbane, QLD, 4001 Phone: 1300 65 11 88 www.legalaid.qld.gov.au
Bullying	Australian Human Right Commission	Level 3, 175 Pitt Street, Sydney, NSW, 2000 Telephone: (02) 9284 9600 www.humanrights.gov.au
Workplace Health Safety	Work Cover, QLD Occupational Health and Safety Australia	Occupational Health and Safety www.ohs.net.au Work Cover, QLD 1300 362 128 www.worksafe.qld.gov.au
Family Assistance & Child Assistance	Relationship Australia	Relationship Australia www.relationships.org.au Phone: 1300 364 277 Kids Help Line: 1800 55 1800
Pregnancy Help	Centacare, Brisbane	Centacare Level 1, 229 Elizabeth Street Brisbane QLD 4000 Phone: 1300 CENTACARE (1300 236 822) www.centacarebrisbane.net.au
Domestic Violence	Domestic Violence Line	DV Connect Women: 1800 811 811 Men: 1800 600 636 Sexual Assault: 1800 010 120 www.dvconnect.org
Drugs and Alcohol	Alcohol & Other Drugs Information Service (ADIS)	Alcohol Drug Information Service Free call: 1800 131 350
Gambling Helpline	Gambling Helpline, Gamblers Anonymous and Gambling Helpline Online	Gambling Helpline (24hr): 1800 222 050 Gamblers Anonymous: 1800 002 210 Gambling Helpline Online: www.gamblinghelponline.org.au or phone: 1800 858 858
Mental Health Information	Mental Health Association QLD	473 Annerley Road, Annerley, QLD, 4103 www.mentalhealth.org.au Phone: (07) 5519 2550

Code of Practice

Administration

Frontier Education (FE) will ensure, through a continuous review process that quality policies and management practices are implemented, resulting in the maintenance of high professional standards in the delivery of VET services, which safeguard the interest and welfare of students.

Frontier Education will maintain a learning environment that is conducive to the success of students by providing modern and up to date training resources, providing high quality facilities and methods that are appropriate to the training needs of the students.

Frontier Education ensures all training and assessment programs are registered with the appropriate state and national registers.

Frontier Education academic staff will collaborate with student services staff to ensure that all students enrolled will be monitored and assessed in their performance, attendance and progress.

Frontier Education will employ appropriately qualified staff, providing adequate professional development to maintain up to date qualifications and will ensure staff is sensitive to the culture of the students being taught.

Frontier Education will maintain flexibility in its operations and functions ensuring appropriate responses to the changing education needs of the student community are met.

Marketing and Liaison

Frontier Education will market the services it provides with integrity and accuracy, avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian International Education. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Frontier Education will market its' services in consistence with the education, cultural and regulatory systems of countries and will not detract from the reputation and interest of other Australian institutions.

Frontier Education will ensure that appointed agents act in the best interest of the applicant and the provider. Frontier Education will be responsible for the actions of their agents in marketing their training and assessment programs.

Frontier Education will not accept students from an agent if they know or reasonably suspect the agent to be:

- Engaged in dishonest practices
- Facilitating the enrolment of students who do not comply with their VISA requirements
- Engaged in false or misleading recruitment practices
- Using PRISMS for other than bona fide students

Finance

Frontier Education will ensure appropriate documentation is kept of the contractual and financial relationship between the students and Frontier Education and will safeguard funds paid by students. Frontier Education will also meet all legislative requirements of State and Federal government. Frontier Education has a commitment to providing quality service and a focus on continuous improvements.

Frontier Education has a refund policy, which is fair and equitable. Frontier Education will refund students if they are unable to deliver agreed services.

Dissemination of Information

Frontier Education will ensure its entire staff and student body have accurate and current information regarding policies and procedures affecting their stay.

The Principal Executive Officer (PEO) will ensure that these policies and procedures are circulated, understood and implemented consistently throughout Frontier Education.

Frontier Education will ensure that staff are provided with information about current legislation and regulatory requirements that significantly affect their duties.

Frontier Education will ensure that all its students are provided with information about current legislation and regulatory requirements that significantly affect their participation in VET.

Frontier Education will ensure that each student is provided clear information, prior to enrolment, about:

- Selection, enrolment and induction/orientation procedures
- Program information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy assistance
- Client support, including any external support the RTO has arranged for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals and complaints procedures
- Disciplinary procedures
- Staff responsibilities for access and equity as provided for in the Frontier Education's code of practice or similar document, and
- Recognition of Prior Learning (RPL) arrangements.

Frontier Education's Policies and Procedures document, current legislation and regulatory requirements shall be readily accessible and visible at all times for immediate access by Frontier Education staff and students. Our policies include a fair and equitable refund policy, complaints and appeal policy, an access and equity policy and student welfare and guidance services. Where necessary, arrangements will be made for those students requiring literacy and / or numeracy support programs. These documents will be available from reception in electronic copy and emailed to any interested individual.

Any changes and/or updates made to the existing Frontier Education Policies and Procedures due to organizational and legislative purposes shall be disseminated and be made available to all Frontier Education staff and students by anyone, or any combination of the methods outlined below.

- Frontier Education Policies and Procedures
- Current legislation and regulatory requirements shall be informed to any new recruit through induction and counselling programs
- Handbooks, circulating memos & emails
- Meetings and notice board

Core Business

Frontier Education will continuously review all information provided to students to ensure its accuracy and relevance.

Frontier Education will recruit students in an ethical manner. For International students their proficiency in English will specifically be assessed.

Frontier Education will ensure through training that all appointed agents are aware of the educational standards required for students enrolling at Frontier Education.

Frontier Education will offer program placements that clearly include the proficiency of English required. If assistance is required Frontier Education will provide bridging training and assessment program where these are deemed necessary through contracting qualified staff or other registered training organisations

Frontier Education will notify the relevant Commonwealth authority when International students are no longer participating in a program for which they are enrolled.

Frontier Education will ensure that the recruitment and placement of International students comply with the EEO legislation and are consistent with immigration requirements.

Frontier Education will meet the needs of students, being sensitive to cross-cultural issues and paying special attention to the social and academic needs of International students.

National Code of Practice

The Department of Education (DOE) regulates the education and training sector's involvement with overseas students studying in Australia on student VISAs. It does this through the Education Services for Overseas Students legislative framework. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes VISA related reporting requirements on both students and providers. The National Code is a legislative instrument made under the Education Services for Overseas Students 2018 which commenced on 1 January 2018. This National Code sets out guidelines for the ethical conduct of registered providers like Frontier Education. Frontier Education offers study programs in accordance with the requirements of the Education Services for Overseas Students (ESOS) Act 2018.

As an education provider Frontier Education understands and implements the National Code for the following purposes:

- To ensure that recognition of prior learning of students is conducted and recorded in a formal process
- To provide refunds to the students as per the refund policy of Frontier Education
- To recruit students in accordance with the National Code of Practice and Frontier Education enrolment policy
- To ensure fairness by committing to Equal Employment Opportunity
- To ensure that all trainers and assessors are suitably qualified and experienced
- To commit to professional development of staff
- To comply with the guidelines issued by Department of Immigration and Border Protection (DIBP)
- To provide adequate support services to students prior to arrival, on arrival and during their study at Frontier Education
- To ensure student personal information is filed confidentially and maintained appropriately

For further information on the ESOS National Code 2018, please refer to:

<https://www.legislation.gov.au/Details/F2017L01182>

Code of Conduct and Ethics

The Code of Conduct is constituted to ensure that Frontier Education operates effectively with a commitment to equity and fairness.

The Code of Conduct will assist Frontier Education to meet its goals through you. It outlines what is expected of you as a member of Frontier Education's community.

Frontier Education expects its student and staff members to remain informed, act within the spirit of and comply with Frontier Education's policies, directions & relevant legislations as well as meet any requirements demanded by their discipline or profession.

All members of Frontier Education are entitled to be treated with respect & given an equal opportunity regardless of personal, social or cultural characteristics.

Frontier Education enforces the idea of fair and open discussion recognising the rights of individuals and supporting the principles of freedom of speech. However, it is expected that you will restrict your personal viewpoint or comments that will compromise Frontier Education's reputation.

Frontier Education is committed to the idea of freedom to undertake intellectual inquiry without undue interference.

In the interest of privacy of individuals/organisation, the staff & students must ensure that those who have legitimate need and lawful authorisation to do so only access the information.

Frontier Education's facilities and equipment are provided to achieve our mission and goals. However, no one is approved to use these for his or her private, commercial or party and political interests.

Frontier Education does not allow the consumption of alcohol or any other illegal drugs on its premises at any time. You must not attend work / study if you are under the influence of alcohol or drugs.

Breach of Conduct

An employee / student who breaches the Code of Conduct may be subject to one or more sanctions depending upon the seriousness of the breach.

- Counselling
- Disciplinary action
- Civil action
- Reporting of the breach to appropriate authorities

The ESOS Framework — Providing Quality Education and Protecting Your Rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

Protection for Overseas Students

As an overseas student on a student VISA, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au> registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course — including its location — match the information on CRICOS.

Your Rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- If you are under 18, to ensure your safety, you will be granted a VISA only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

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

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a VISA only if there are arrangements in place for your accommodation, support and welfare.

Your Responsibilities

As an overseas student on a student VISA, you have responsibilities to:

- Satisfy your student VISA conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address, phone number or NOK
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy, and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements

Who?	Why?	How?
Your Provider	For policies and procedures that affect you	<ul style="list-style-type: none">• Speak with your provider• Go to your provider's website
Department of Education (DoE)	For your ESOS rights and responsibilities	<ul style="list-style-type: none">• https://www.education.gov.au• ESOS: 1300 615 262
Department of Immigration and Border Protection (DIBP)	For VISA matters	<ul style="list-style-type: none">• www.immi.gov.au• Phone 131 881 in Australia• Contact the DIBP office in your country

The Tuition Protection Scheme (TPS)

Introduction

The Tuition Protection Scheme (TPS) is an Australian Government initiative to assist international students whose education providers are unable to fully deliver their course of study.

It ensures that international students are able to either:

- ◇ Complete their studies in another course or with another education provider or
- ◇ Receive a refund of their unspent tuition fees.

Pre-Paid Tuition Fees

As part of the TPS there is a limit on the pre-payment of tuition fees as follows:

Frontier Education includes details of fees due per study period in Letters of Offer and Written Agreements.

Up to 50% of the total fees can be charged before you commence (unless you are enrolling for a short course of 24 weeks or less). The remaining fees will be collected from you once you have commenced but not until two weeks before your second study period.

Frontier Education maintains a designated account in which it holds prepaid tuition fees of non-commenced students to enable refunds to be paid if required.

TPS Provider Obligations

As a TPS provider Frontier Education has a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults. The default notification requirements are to ensure students are looked after following a default in a timely way.

If Frontier Education defaults it will notify you in writing.

Student Default

Any of the following situations can be defined as a student default:

- The course starts at the location on the agreed starting day, but you do not start the course on that day (and has not previously withdrawn); or
- You withdraw from the course at the location (either before or after the agreed starting day); or
- Frontier Education as the registered provider of the course refuses to provide, or continue providing, the course to you at the location because of one or more of the following:
 - ◊ You fail to pay an amount payable to Frontier Education for the course;
 - ◊ You breach a condition of your student VISA;
 - ◊ You misbehave

If You Default Frontier Education is Obligated To:

Notify the Secretary and TPS Director in writing within 5 business days of default occurring. Provide a refund as per either section 47D or 47E of the ESOS Act, depending on which applies to circumstances of the default situation and within 4 weeks.

Student Responsibilities

Communication and Interaction

When communicating and interacting with Frontier Education staff and other students in person, by letter, fax, telephone or email, you have a responsibility to:

- Treat people with respect and fairness regardless of their background or culture
- Show respect for others by not swearing, using obscenities or making offensive remarks
- Not do anything that could offend, embarrass or threaten others
- Not harass or disrupt others in the performance of their duties or studies
- Avoid unacceptable behaviour i.e. aggressive, threatening or abusive behaviour (including bullying or harassment)
- Respect and not damage or steal property of Frontier Education or of other persons
- Not make false statements in regard to your student status or representation as a student or entitlements as a student.
- Ensure personal details such as your address is updated with Frontier Education within 7 days.
- Pay all fees by the scheduled due date.

Study

You should:

- Attend class on time
- Achieve satisfactory progress in your studies through participation or attendance as required
- Do all assessment tasks by the due date (where a date is specified) or ask for an extension of time if there are exceptional circumstances
- Do all assessment tasks and examinations honestly, without any form of cheating
- Not submit and claim as your own, work derived from another source or work done by another person
- Return or renew library resources or other borrowed materials and equipment on time as stated in the library policy

Full-Time Courses

Please note that all programs are in full-time mode and cannot be undertaken part-time or via distance education. The minimum entry requirements to any of Frontier Education's programs are:

- Completion of Year 12 or equivalent
- Minimum age of 18 years
- Have met FE English Entry Requirement: **(Results older than two (2) years are not acceptable)**
 - ◇ IELTS:
 - A minimum IELTS (General/Academic) test score of 5.5 or equivalent for direct entry into a VET course at Diploma level or higher;
 - A minimum IELTS (General/Academic) test score of 5.0 or equivalent for direct entry into a VET course at Certificate III & IV level & up to 10 weeks of ELICOS course to be undertaken for every 0.5 level of IELTS requirement, before the commencement of the main VET course
 - A minimum IELTS (General/Academic) test score of 4.5 or equivalent for direct entry into a VET course at Certificate II level & up to 20 weeks of ELICOS course to be undertaken, before the commencement of the main VET course
 - Up to 10 weeks of ELICOS course to be undertaken for every 0.5 level of IELTS requirement, before the commencement of the main VET course

- ◇ PTE:
 - A minimum PTE (Academic) test score of 42 or equivalent for direct entry into a VET course at Diploma level or higher;
 - A minimum PTE (Academic) test score of 36 or equivalent for direct entry into a VET course at Certificate III level or higher & up to 10 weeks of ELICOS course to be undertaken, before the commencement of the main VET course
 - A minimum PTE (Academic) test score of 36 or equivalent for direct entry into a VET course at Certificate II level & up to 20 weeks of ELICOS course to be undertaken, before the commencement of the main VET course
- ◇ Cambridge English:
 - A minimum Cambridge English test score of 162 or equivalent for direct entry into a VET course at Diploma level or higher;
 - A minimum Cambridge English test score of 154 or equivalent for direct entry into a VET course at Certificate III level or higher & up to 10 weeks of ELICOS course to be undertaken, before the commencement of the main VET course
 - A minimum Cambridge English test score of 154 or equivalent for direct entry into a VET course at Certificate II level & up to 20 weeks of ELICOS course to be undertaken, before the commencement of the main VET course
- ◇ To provide evidence that they have studied in English for at least five (5) years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States
- ◇ To provide evidence that, within two (2) years of their application date, they have successfully completed in Australia, a foundation course or a Senior Secondary Certificate of Education or a substantial part of a Certificate II or higher level qualification, from the Australian Qualifications Framework
- ◇ Students who are on-shore (in Australia) at the time of application can undertake an internal Frontier Education Language (written & oral), Literacy and Numeracy test before the commencement of the main VET course
- Have met FE Academic Entry Requirement: please see <https://frontiereducation.edu.au/courses/> for more information for entry into specific courses

Dress Code

Frontier Education is an adult learning environment that prepares you for industry, as well as for further career-related training. Because of this, you are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace. While in Frontier Education, you should:

- Be adequately clothed in accordance with workplace health and safety requirements
- Not wear clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness
- Not wear clothing that is likely to offend others because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others
- Not wear dark glasses in the classroom unless they are required for medical/safety reasons

College Environment

You are required to assist in maintaining serviceable facilities and equipment by:

- Reporting breakage and/or faults with equipment to the trainer, or Frontier Education administration
- Leaving classrooms and workshops neat and tidy after classes and tutorials
- Not using or installing unlicensed software on College computers and checking all removable data storage devices for viruses before use on College computers

Gambling

Gambling is not permitted on campus. Any breach of this rule will result in immediate expulsion.

Food and drink

Food or drinks are not allowed in any area of the building other than the Student Common Room. Students found consuming food or drink in the PC labs, lecture/workshops or tutorial rooms may have their access suspended.

Alcohol, Drugs and Weapons on College Premises

You are not allowed on College premises or to use College facilities when under the influence of alcohol. Consumption of alcohol on campus is prohibited.

The possession, use or sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens or marijuana) on College premises is against the law and will be reported to the police. If you are taking prescription medication, it is your responsibility to ensure that they do not affect your safety or the safety of others.

You are not to bring knives, guns or other weapons on College premises. It is an offence under the Weapons Act 1990 to be in possession of a knife or other weapon in a public place or an educational facility.

Safety

The Work Health and Safety Act 2011 (Qld) and the Work Health and Safety Act 2012 (Tas) applies to all staff and students of Frontier Education. All staff and students have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them.

Smoking

Smoking is prohibited throughout the building including foyers, toilets and lifts. You are allowed to smoke in designated areas outside the building.

College Policies

Privacy - Student Personal Information

Frontier Education will collect information from you at enrolment for general student administration. This information may also be used for planning, communication, research, evaluation and marketing activities. Your personal information is stored securely, and only authorised College staff has access to your information.

Frontier Education will manage your personal information according to the Commonwealth Privacy Act 1988 and its Information Privacy Principles, Personal Information Protection Act 2004 (Tas) and the QLD Privacy and Personal Information Protection Act. You may request access at any time to information we hold about you and ask us to correct it if you believe it is inaccurate, incomplete or out of date.

Your personal information may be disclosed to Commonwealth and State Government Agencies. In these circumstances, the minimum amount of information required or requested will be disclosed.

In the interest of privacy of individuals/organisation, the staff will ensure that those who have legitimate access and lawful authorisation to do so only access the information.

In accordance with the Information Privacy Principles, no further access to your enrolment information will be provided to any other organisation or persons without your written consent unless authorised or required by law.

Your right to privacy is important to Frontier Education and all personal information collected about you is treated as confidential. This statement applies to the collection any personal information we collect on you. We will only disclose your personal information if you request us to do so in writing, or where the law permits us to do so (Commonwealth and State agencies Including ASQA and the Fund Manager of the ESOS Assurance Fund). In these circumstances, the minimum amount of information required or requested will be disclosed.

Harassment

Harassment is any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the learning environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour. If you consider that you have been harassed, you should let the person know that you object to their behaviour and do not want it repeated. If you do not feel comfortable talking to the person or they continue with the behaviour, you should speak to your teacher or any other Frontier Education staff member, for example the Student Services Officer. You can discuss the matter without having to make a formal complaint. All discussions are confidential. You also have the right to lodge a formal complaint of misconduct against the person harassing you.

Sex-Based Harassment / Victimisation / Bullying

Frontier Education understands that staff and students have the right to study and work in an environment free of sex-based harassment. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone sex-based harassment.

Frontier Education does not allow or condone sex-based harassment of staff by other staff, students or other workplace participants nor does it allow or condone sex-based harassment of students by

staff or other students. This stance is supported by the Commonwealth Sex Discrimination Act 2013, under which such actions are unlawful.

Frontier Education will ensure that this policy is implemented, and they will treat any complaint of sex-based harassment / victimisation / bullying seriously and sympathetically. All complaints will be investigated thoroughly, fairly and confidentially. Where appropriate, attempts will be made to conciliate complaints.

- Examples of sexual harassment include but are not restricted to:
- Distribution or display of offensive pictures or written material
- Repeated unwelcome requests for social outings or dates
- Offensive comments about a person's appearance, dress or private life
- Unsolicited comments, messages or telephone calls of a sexual nature
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity

Disciplinary action will be taken against anyone found to have committed sex-based harassment. Inquiries and complaints about sex-based harassment can be raised with any of Frontier Education staff.

Victimisation

Victimisation is threatening or harassing a person because they;

- Have made a complaint or intend to make a complaint
- Are acting as a witness or intend to act as a witness
- Are supporting a victim or intend to support a victim

Bullying

Bullying is inappropriate treatment of a person that intimidates, offends, degrades or humiliates them. Bullying will not be tolerated at Frontier Education.

Examples of bullying include:

- Verbal / Physical abuse, insults, threats, continuous teasing or criticism
- Physically hurting another person
- Touching another person without permission
- Overwork, unnecessary pressure, impossible deadlines
- Undermining work performance, unfair assessment
- Discrimination, racism, sexism
- Keeping someone out of a group
- Acting in an unpleasant way near someone
- Mucking about' that goes too far
- Harassment or any form of discrimination based on disability, gender, race or religion.

Reporting Discrimination, Sexual Harassment, Victimisation and Bullying

- All students & staff should report an incident of concern to the Student Services Officer. A written complaint is not required. All reports of discrimination, sexual harassment, victimisation, or bullying will be dealt with in complete confidence and the institution will ensure any person making a report is protected from victimisation.
- If you wish to make a complaint about any of these behaviours at Frontier Education, please contact the Student Services Officer in the first instance. Any complaint of discrimination, sexual harassment or victimisation will be treated seriously and investigated promptly, confidentially and impartially. A written complaint is not required. You do not have to put up with discrimination, sexual harassment or victimisation.
- The institution will follow up any report discreetly and will undertake an appropriate investigation.
- If the report is verified, the school will view the matter seriously and will take appropriate action, which may include penalty and counselling (Frontier Education will assist the student / staff to appropriate and professional counselling services)
- If the complainant is dissatisfied with the action taken, then recourse may be through first following Frontier Education's internal student complaint & appeals procedure, and if still dissatisfied by contacting the following organisations:

Work Cover Queensland

280 Adelaide Street, Brisbane
GPO Box 2459, Brisbane, QLD, 4001
Phone: 1300 362 128
www.worksafe.qld.gov.au

Work Cover Tasmania

Phone: 1300 366 322 or (03 6166 4600 outside Tasmania)
www.workcover.tas.gov.au

Work Cover South Australia

400 King William Street, Adelaide
Phone: 13 18 55
<https://www.rtwsa.com/>

Anti-Discrimination

Frontier Education takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on College premises complies with each States Government's Anti-Discrimination Act. Discrimination means treating someone unfairly because they belong to a particular group of people. It is against law and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the Student Support Officer.

Further information can be obtained by phoning the Anti-Discrimination Board on 1300 130 670.

Immigration Laws

It is the responsibility of all individuals who hold VISAs to understand and comply with the conditions of their VISAs. In particular, students should understand their work rights and study obligations. If students have any doubts about the conditions of their student VISAs, please consult Student Services Officer immediately. Please remember non-compliance with the conditions of your VISA may result in its cancellation.

It is a VISA requirement that you attend class minimum 20 hours per week.

Equal Opportunity

Frontier Education integrates equal opportunity and affirmative action principles into all decisions and operations. Frontier Education is committed to the examination of all Frontier Education practices, as they affect both staff and students, so as to avoid discrimination on the basis of sex, race, marital status, physical ability, age, political conviction or religious belief.

Frontier Education is involved in an ongoing program of policy development, implementation, monitoring, review and evaluation.

Any member of Frontier Education community who feels that they have been discriminated against should feel free to discuss the matter with the Student Services Officer.

This Access and Equity Policy of Frontier Education is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training (VET)
- Equality of outcome within vocational education and training for all people, without discrimination
- Access for all people to appropriate quality VET programs and services
- Increased opportunity for people to participate in VET and in relevant decision-making processes within the VET system

Frontier Education will apply the following rules in support of access and equity. All students will be:

- Given fair and reasonable opportunity to participate in relevant decision- making processes,
- Provided with timely and appropriate information, advice and support services which assist them to identify and achieve their desired outcomes, and
- Allocated with resources and services

Student Support Services

Frontier Education has resources and staff available to help students if necessary. If you are facing problems of any kind, please do not hesitate to contact any of the staff. Our staff is always happy to help you whenever possible. Please take advantage of the support facilities available before any problems becomes an issue, so that you may have a happy and rewarding experience while you are studying with Frontier Education.

The Student Support Services are designed in keeping with the Education Services for Overseas Students (ESOS) Act 2002 guidelines and the National Code. The following support services are available to students:

Orientation Program

The orientation program is conducted for all new students arriving on campus at the beginning of the semester. A briefing is conducted on the Australian culture and the study style in Australia. Information is given to students regarding student VISA conditions, accommodation, work permit, overseas health cover, and use of information technology facilities within Frontier Education. Students are also given a campus tour and are introduced to academic and administrative staff.

Orientation Schedule

- Introduction & welcome
- Student registration form
- World care – Overseas health cover (OSHC)
- Course information, timetable, learning & assessment strategies
- Student rights, responsibilities and obligations
- Resource / Library information
- Student Welfare support services
- Complaints and appeals processes
- Legal services
- Learner needs survey
- Emergency evacuation directions & protocol
- Department of Immigration & Citizenship regulations & legislations
- Getting around
- Accommodation assistance and information
- ID Cards

Frontier Education provides support services to its students. Student Services Officer is appointed for the provision of support services to:

- Assist successful adjustment by the students to life and study in Australia
- Assist the resolution of student problems, which could impede completion of their studies such as student complaint & appeal.

Personal Counselling Services

Frontier Education does not offer professional counselling service to students / staff. The Student Services Officer acts as a point of contact and offers support to students and staff on matters and issues that fall within his capacity. However, if the student / staff needs professional counselling or support services, then the Student Services Office will seek or recommend professional counselling agency.

The student counselling service is designed to assist international students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student. The counsellor (Student Services Office) at Frontier Education is not a professional counsellor, however, can assist students as a first point of contact. The counselling service assists students in coping with their difficulties leading to reduction of stress. Learning to cope with stress will enable students to improve their academic grades and successfully complete the program.

If the Student Services Office finds the need for you to be referred to a professional counsellor, they will make recommendations and suggest a reliable and qualified psychologist.

Career / Academic Counselling

Frontier Education ensures that all its students are offered appropriate career counselling prior to their arrival in Australia or prior to them commencing their course. Frontier Education student does offer counselling services to discuss student's academic interests and objectives to make sure that they are enrolled in the right qualification. If required Frontier Education would recommend and facilitate options for students to seek professional career counselling if the students have specific academic needs.

All information is confidential and is not disclosed to other departments of Frontier Education except in the following circumstances:

- You have given permission to disclose information to another party;
- In exceptional situations where failure to disclose information would place you or another person at serious and imminent risk; or
- When we are required by law to disclose information

Academic Support

Frontier Education offers an academic support to students in addition to their regular scheduled lectures. To assist students in their assignments there are Assignment Referencing workshops to help prevent plagiarism.

Additional tutorial support is organised for students requiring academic assistance. Workshops are conducted for students with academic difficulties such as study skills, counselling, support and guidance is offered to students who have academic difficulties. Students are advised to contact their respective course tutors or course coordinators for any additional academic support. The course coordinators will then refer you to the respective staff that will then provide you with relevant assistance.

Language, Literacy & Numeracy Skills

During the orientation process, students will be offered to fill in a "Learners Need Survey" form, which will collect information of individual learning styles and needs. This form will be an exercise to determine if Frontier Education needs to deploy additional resources to accommodate student's learning needs to achieve the desired outcome and offer equal learning opportunities.

Procedure

1. During orientation Frontier Education representative (Student Support Officer) will explain the need for the "Learner Need" survey to the student
2. Students will complete it during the orientation session and hand it back to the person in charge
3. PEO will analyse each individual for and seek and special needs or requirement of any students
4. If any needs are addressed, the PEO will further discuss (verbal) the needs with the concerned student and assess the need further to ascertain what training and learning strategies would be required
5. PEO will then discuss the strategies with the trainer / tutor and make arrangement for regular monitoring of student's performance via student's evaluation sheet or academic progress and performance.

In the event that a student needs access to literacy and numeracy skills training, Frontier Education will make available a staff member with appropriate qualifications (Adult Teaching qualifications). Frontier Education will dedicate at least 2 hours a week to teach students literacy and numeracy skills to assist students in meeting the LLN requirements of the training package.

There are also 'Training Supplements' issued from our online LLN Robot when the student is identified as requiring extra teaching in either Learning skills, Reading and Writing Skills or Numeracy Skills. The student is required to complete the Training Supplement. Frontier Education offers English Corner to all students to assist them with their language proficiency, learning goals and learning needs.

Overseas Student Health Cover (OSHC)

It is a VISA requirement that international students and their dependents have overseas student health cover. OSHC covers the cost for out-of-hospital and some hospital medical treatment, pharmaceuticals and emergency ambulance services.

Frontier Education arranges OSHC with 'Medibank', Frontier Education's preferred health insurance provider. You can pay the health cover premium when accepting your offer of place. Frontier Education will inform DIBP that OSHC is in place for you and your family members and will indicate this on your Confirmation of Enrolment (CoE). Students can buy OSHC insurance from an approved Australian health insurance provider. When you accept your unconditional offer of place, you must indicate that you have purchased OSHC for the duration of your course. OSHC Medibank offers 24-hour assistance via its helpline. For information about prices, claims, family cover and more refer to the OSHC Medibank website.

If you have OSHC arranged through Frontier Education, you will be covered from the date of your arrival in Australia. You can collect your membership card at the reception within 1 week of your course start date. If you need to access medical services but do not have your OSHC membership card, please contact Frontier Education reception for a temporary card.

Complaints and Appeals Procedures

Complaint & Appeals Handling Policy and Procedures

Policy

Frontier Education endeavours to maintain a harmonious working environment which is free from intimidation and harassment and which affords equality of opportunity. Frontier Education and its staff members will act on any complaint that can be substantiated.

It is the policy of Frontier Education to act upon the subject of any complaint found to be substantiated immediately. A complaint or appeal may be a result of issues such as but not limited to:

- Course information, publicity or advertising material
- Course fees information or relating to refunds or financial matters
- Program content or structure
- Equipment, teaching resources or program delivery
- Entry / selection procedures / Recognition of prior learning
- Staff qualification & skills
- Assessment information or process
- Student support & guidance
- Attendance
- Assessment review / appeal (also see Academic Appeals)
- Student transfer
- Student leave, course cancellation, suspension or deferment

Procedures of General Complaint, Dispute, Appeals & Resolution

A complaint, dispute or appeal can be about a situation, a process, a person or people, a facility or a service provided by Frontier Education. A complaint / appeal / dispute is not about an academic result.

(Students appealing academic results or matters – please see “Academic Appeal Policy”).

1. A complaint / appeal / dispute can be lodged in writing by letter, email or in person. A student can lodge their complaint / appeal with Frontier Education's PEO. Students are encouraged to lodge their initial complaint / appeal / dispute with the student services officer. A written record of the complaint / appeal / dispute will be kept on file.
2. If the student chooses to access Frontier Education's complaints and appeal process, their enrolment will be maintained while the process is ongoing.
3. A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting.
4. Frontier Education's PEO can respond to a complaint / appeal / dispute. A student must lodge their complaint & / or appeal & / or dispute with only one member of the above nominated staff at Frontier Education. If the complaint or appeal needs to be escalated, the staff member must follow the complaint & appeal policy.
5. Frontier Education will investigate and respond to all complaint or appeals or dispute lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint / appeal / dispute and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.

6. Frontier Education treats all complaints and /or appeals and/or disputes in confidence and will seek the permission of the student before discussing the complaint and /or appeal and/ or dispute with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.
7. If the process results in a decision that supports the student, Frontier Education will immediately implement the decision or preventive action required and advises the student of the outcome.
8. Any student who feels that his/her case has not been adequately heard, may appeal in writing to Frontier Education. If still not satisfied with the appeal outcome they may contact an independent mediator such the Overseas Students Ombudsman:

Overseas Students Ombudsman

GPO Box 442 Canberra ACT 2601

www.oso.gov.au or phone 1300 362 072

9. Following the independent mediator out come if the student remains unhappy with the findings, they may contact other independent mediation/arbitration services such as the examples listed below:

Dispute Resolution Branch Department of Justice and Attorney-General

Level 1 Brisbane Magistrates Court, 363 George Street, Brisbane, QLD 4000 GPO Box 149 Brisbane Qld 4001

Phone: (07) 3239 6269 Fax: (07) 3239 6284

Email: trainingdrb@justice.qld.gov.au

Queensland Department of Fair Trading

Level 21, State Law Building, 50 Ann Street, Brisbane, QLD 4001

GPO Box 3111, Brisbane, QLD, 4001

Facsimile: (07) 3246 1589

BrisbaneOFT@dtftwid.qld.gov.au

If a student is concerned about the actions of the provider, they may approach the State Registration Authority for CRICOS. ASQA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the provider should be addressed to ASQA GPO Box 9928, Melbourne, VIC, 3001.

National Training and Complaints Hotline

If you have a training problem or concern and are not satisfied with the outcome of Frontier Education's internal Complaints & Appeals procedures, students can contact the Overseas Students Ombudsman (as per ASQA) on; 1300 362 072 or **www.oso.gov.au**

Copyright

You may only copy materials in accordance with the Copyright Act 1968. The Act also applies to information published on the Internet. The Act requires copyright royalty payments for the reproduction of a considerable amount of published material, notably books. For study and research purposes students are allowed to copy 10% or one chapter of a book or one article per issue of a journal.

You must comply with licenses for the use of intellectual property, including software. All software loaded onto College computers or provided by the College is licensed and there is no permission to copy software unless permitted by the licensee.

If you need further information about your copyright obligations, please contact the College librarian or see the Australian Copyright Council website; <http://www.copyright.org.au>

Use of Computing and Electronic Resources

Student Responsibilities

Frontier Education recognises that computing and electronic resources are a valuable source of learning and information relevant to educational programs. You are encouraged to make use of these resources for purposes relating to study being undertaken through Frontier Education. Frontier Education computing and electronic resources are not to be used for purposes other than for program requirements unless otherwise stated.

These guidelines provide information about the acceptable use of computing and electronic resources provided by Frontier Education. These resources include Internet, email, web browsing, website publication, chat and newsgroups (forums). It is your responsibility to adhere to the guidelines for appropriate use of computing and electronic resources.

Frontier Education Responsibilities

The College reserves the right to;

- Moderate access to Internet services, including the filtering of websites
- Monitor and record all usage of its computer networks
- Access a student e-mail account where it has been considered there has been misuse of the e-mail
- System
- Take disciplinary action when breaches of expected behaviour occur.

Consequences of Inappropriate Use

Where it is alleged that a student is inappropriately using facilities the College will provide the student with written notice of the alleged inappropriate use. The student has the right to provide an explanation to the delegated College officer prior to any disciplinary action being taken.

Disciplinary action against students, who inappropriately use computing and electronic resources or breach any of the terms and conditions contained in Frontier Education, may include but not be limited to:

- Suspended access to the computing and network facilities of Frontier Education either indefinitely or for a specified period of time determined by Frontier Education or
- Legal action - illegal acts will be referred to the appropriate legal authority.

The following are examples of inappropriate use of communication and information devices.

Criminal Offences

- Commonwealth and State laws relating to written communications apply equally to email messages and the Internet. These include laws relating to:
- Downloading, uploading, copying, storing or distributing child pornography
- Downloading, uploading, copying, storing or distributing software applications or other material with content that is illegal
- Breach of copyright such as unlicensed copying of a computer program
- Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs and
- Use of communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording.

Unlawful Use - Violations of State or Federal Law

- Unauthorised use, or reproduction of documentation that would normally require payment of a fee for use
- Accessing or downloading website materials or files or transmitting material that is defamatory
- Accessing, displaying, disseminating and storing obscene or offensive material including abusive,
- Pornographic, profane or sexually oriented material
- Internet technologies must not be used to access or disseminate; use of illegal drugs, dangerous materials or other illegal activity; or material that promotes hatred or
- Discrimination based on age, race, religion, gender or sexual preference. Threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the internet.

Inappropriate Use

You should not use the computing and electronic resources provided by Frontier Education for purposes not directly related to the study being undertaken. The following are examples of inappropriate use of Frontier Education computing and electronic resources:

- Conducting private business for personal gain or profit, including fee-based or subscription services
- Unauthorised downloading or storage of files and records, which are not for study purposes.
- Downloading of Software (licensed, shareware, freeware, evaluation or otherwise) including system, application or data files may only occur when approved by the College and using procedures approved by the College.
- Accessing of communication and information devices and services such as Internet relay chat, for non- study purposes. All transactions should be conducted in a manner that does not create congestion on the network. For this reason, the accessing of Internet chat sites is prohibited.
- Audio files, movie files and games are not to be played, installed onto computers or downloaded from the Internet.
- Using the Internet to gain unauthorised access to other computers
- Unauthorised use of any password/mailbox is prohibited
- Failing to undertake security precautions when downloading files e.g. checking for viruses. Any use of the Internet should ensure that there is no possibility of transmission of viruses or programs that may harm data or computer hardware and software. No e-mail attachment should be opened if received from an unknown source or topic. Any suspect e-mail or virus warning from an unsubstantiated source should be forwarded unopened to the College information technology support officer
- Gaining or attempting to gain access to another user's account or masquerade as another user
- Attempting to intercept, download or electronically read another user's files, transmissions or electronic mail
- Giving an unauthorised person, either intentionally or negligently passwords associated with access to the computing and networking facilities
- Attempting to access any computer system or network without appropriate authority
- Attempting to bypass system restrictions or security mechanisms
- Attempting to change configuration files or settings
- Intentionally damaging or destroying any computer systems or data, or developing or using programs for this purpose

- Exceeding allocated host computer disk space
- Using the computing and electronic resources to intimidate, harass, annoy or stalk another person. In using the Internet, the privacy of others must be respected. You should not:
- Use the computing and networking facilities to infringe on another person's right to privacy
- Publish personal contact information about other people or include reference to others including names and pictures without their permission
- Forward a message identified by the sender as private without the permission of the sender

Plagiarism, Collusion & Cheating

- Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in:
 - a written warning and repeating the unit of work, incurring any associated charges.
- If a student is caught engaging in these acts a second time, they may be suspended or expelled from the College.
- All work submitted must be an accurate reflection of the student's level of competency. Please see our Assessment Policy for full details available with student administration or the website.
- Plagiarism: means taking or using another person's ideas or work and passing them off as your own ideas or work. Plagiarism is also failing to acknowledge adequately any ideas that are not your own. Plagiarism is also copying word for word from the internet.
- Collusion: is when two people work together to intentionally gain an unfair advantage in their assessment by, for example, authoring a task jointly that should be completed individually, or allowing someone to pass off your information as their own
- Cheating: means preparing information in a way that gives you an unfair advantage: for example, copying someone's work during a test, or copying another student's assignment, or allowing another student to use your work for their own assessment task.
- Collusion: may be described as a form of cheating which occurs when people work together in a deceitful way to develop a submission for an assessment which has been restricted to individual effort.
- Students must, at all times, never purchase or commission assessments and submit the result as if it were their own.
- Students are required to observe Frontier Education's ethical standards, values and maintain honest conduct.
- All sources: printed, electronic, graphical or artistic, used in assessments must be clearly cited and the creator must be acknowledged.
- Unless a student is required to work on a group task or project, they must produce assignments independently.
- Students are required to read and sign an Assignment Declaration Form before submitting work for assessment. All students are encouraged to consult with college staff and teachers if in doubt about any academic matter involving potential plagiarism or misconduct.
- Students may not submit work which has been previously submitted and need to consult with the Course Coordinator or teacher to obtain written permission to re-use specific material from previously submitted work.
- When a student submits work for assessment, they accept responsibility to adhere to the code of conduct and understand that disciplinary action may be taken if they are found to be engaging in any form of plagiarism.
- The college is also aware that new, developing technology may include software for cheating. Students are advised not to engage in these programs as all work will be checked; using available integrity programs and as a student, you grant the right for the college to transmit assessments, to check the integrity of assessment submissions.

Student RPL & Course Credit Information and Requirements

Recognising Prior Experience and Skills

National Recognition (Recognition of Qualifications Issued by Other RTO's)

National recognition is the process that recognises qualifications or Statements of Attainment issued by another Registered Training Organisation that are the same as the competencies in the program you are enrolled in.

To receive recognition for previous study, you do NOT need to be enrolled in the program. However, you will need to provide certified copies of your qualifications, Statement of Attainment along with your RPL form to the College to assess your eligibility for RPL. For further information on RPL & Qualification recognition please contact the reception or alternatively email study@frontiereducation.edu.au

Recognition of Prior Learning (RPL)

Frontier Education recognises the prior learning of students based on:

- Previous training, (includes overseas qualifications)
- Formal study and acquisition of a qualification and statements of attainment from another RTO
- Practical experience in a work environment
- Projects undertaken, and
- Life experiences

All students are advised of the availability of RPL during the enrolment process. Education consultants advise international students regarding RPL standards during the application process. International students can request RPL forms by emailing study@frontiereducation.edu.au. For onshore / local students, RPL form can be also requested from the Student Services Officer office.

All staff (especially trainers and assessors) is to be informed about Frontier Education's obligation to recognise AQF qualifications and statements of attainment issued by other RTO's.

Assessments of RPL evidence provided by the applicant will be made against the evidence requirements outlined in the unit of competency.

Procedures

1. Students will be advised that RPL is available through the Student Handbook, Web site, Marketing brochures and the Orientation Program.
2. The PEO will facilitate the RPL process for requests received.
3. A qualified staff (delivery & assessment) will conduct the RPL process.
4. The results of the RPL requested will be reported back to the student within 2 weeks of the applications received.
5. Students who request an RPL assessment will be advised of the evidence required and suggestions of how to obtain it (e.g., supervisor evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning, community-based learning, or overseas education, training or experience etc.).
6. Students must complete the RPL form, attach the required evidence, and submit at a date specified by the designated RPL Assessor for assessment.
7. If RPL is approved, the applicant will be marked as "RPL" rather than "Competent" in the transcript of records.

8. The applicant will be notified in writing of the outcome of the RPL. On the basis of the assessment the student will be advised that:
 - ◇ The application has been granted or
 - ◇ The application has been denied or
 - ◇ Further evidence is required
9. If the outcome of the evidential documentation is not sufficient, then the student will be advised to provide further documentation to validate their skills / experience. The Academic Coordinator will set a date for the additional documents to be submitted.
10. If the student fails to furnish the required documents, he / she will have to enrol for the unit in question alternatively if he succeeds, RPL will be awarded.
11. If the student is not satisfied with the outcome, the matter will be referred to the PEO for an independent evaluation and review of the evidence and the assessment process.
12. The student must sign a record of the RPL report. A copy will be placed in the student's file.

Where expert assessors are required, the PEO will contact the relevant industry-training organisation (ITO) and identify a recognised assessor. Only qualified assessors will be contracted in this case, as recommended by their ITO. RPL assessors should have:

- ◇ An understanding and ability to carry out a wide range of assessment techniques;
- ◇ The ability to judge diverse evidence fairly and accurately;
- ◇ The ability to draw inferences based on the evidence presented;

If Frontier Education grants the student RPL prior to the student being granted student VISA, Frontier Education will indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment (CoE) issued for that student for that course, OR

If the RPL is granted after the student VISA is granted, Frontier Education will report the change of the course duration via PRISMS under section 19 of the ESOS Act.

Where RPL is granted, the student's training and assessment program will be reviewed so that student has a full-time load to ensure that full-time study requirements are being met.

RPL Policy for Overseas Qualification Verification of Vocational / Academic Competence

Frontier Education will endeavour to verify all academic qualifications & vocational competence by assessing overseas qualification and via the interview process, if required.

All overseas qualification achieved will be reviewed and assessed through the Australian Education International (AEI), through the National Office of Overseas Skills Recognition (AEI-NOOSR) guidelines to check its relevance and its standards within the Australian Education framework. aei.gov.au/AEI/QualificationsRecognition/Default.htm

Students applying for RPL into Frontier Education's training package units will have to provide a verified overseas qualification, a transcript and a detailed breakdown of the curriculum covered under the units that the student is claiming RPL for. Frontier Education will employ a suitably qualified assessor to conduct the assessment of the RPL request. Frontier Education will advise the student the result of the RPL application within 2 weeks from the date the application is received.

Students applying through Frontier Education approved agents will have to meet the minimum entry requirement as detailed in the "entry requirements" section in the Frontier Education marketing brochure. All qualification documents submitted by the students will be initially reviewed and verified by the recruiting agent as per the student selection procedure. Frontier Education will review the agent's decision and confirm if the student meets the pre-requisite knowledge & skills requirement, prior to issuing the "Letter of offer" in the Written Agreement.

LLN

All students **MUST** be assessed in order to ascertain whether their Language Literacy and Numeracy skills are sufficient to successfully complete the training program. Those who require further support will be advised to seek this with a qualified expert; there are a number of training organisations able to provide this service. Suitable courses will be discussed at intake interview. Any costs incurred will be the responsibility of the student.

Course Credits / Transfers / Pathway Options

Students may apply for advanced standing in undergraduate courses where they have completed formal studies at Frontier Education. Students must apply by submitting the appropriate form to the University they wish to study with and attaching documentary evidence of satisfactory completion of that course/s. A decision is made by the relevant College Faculty about the level at which the student will enter the course (e.g. 1 year of advanced standing means the student will enter the course at the level of Year 2). (Where vocational education and training is in an area related to the subject matter of the undergraduate degree course, credit may be granted for up to one year of the undergraduate course for studies completed at the Diploma or Advanced Diploma.)

University Articulation

All qualifications issued by Frontier Education are nationally recognised qualifications and pathway into Higher Education. Students are required to apply to the university of their choice and submit the qualification along with the transcript as credits towards their course of interest.

For further information on university articulation processes, please contact

study@frontiereducation.edu.au

Fees and Charges

The following guidelines apply in relation to tuition fees:

- Students are required to pay in advance 50% of fee for first study period and a minimum of 1-year overseas student's health cover
- If you repeat a subject and this falls into another semester after the course completion date, you will be charged part of the tuition fees for that semester
- If you have outstanding fees at the end of the semester or at the end of your course your results and qualification will be withheld till all fees have been paid in full
- If Frontier Education grants the student RPL, Frontier Education will issue a Written Agreement and offer letter with the pro-rata fees only for the units the student will be studying at Frontier Education
- The College reserves the right to vary fees without notice
- Student fees are to be paid as a condition of enrolment

Procedures

1. Frontier Education will invoice students per semester.
2. Student fees are due before the commencement of each term.
3. If students are unable to meet this deadline, they are to see the Student Support Officer to determine a fee schedule.
4. If fees are more than one week late the student may be sent an Intention to Report Notice.
5. If a student having difficulties paying fees on time, the student has to make an appointment with the Student Support Officer and discuss his/her position. Student Support Officer will assist in resolving the student's fee problem and propose a plan to the student. If the student is not satisfied with the proposed plan, they will be required to apply to the PEO Executive Officer (PEO) stating their issues and concerns with regards to payment of outstanding fees. The PEO will discuss the matter with the student and will make arrangements for payment of fees.
6. If fees are not paid and the student has not made any genuine efforts to discuss the circumstances with Frontier Education administration or respond to the Intention to Report Notice, the students' enrolment with Frontier Education will be cancelled after twenty (20) working days from the date of the 'Intention to Report Notice' and this may also result in the cancellation of the student's VISA. In this case students are strongly advised to contact DIBP for more information on how this may impact their VISA.
7. If Frontier Education grants the student RPL, Frontier Education will issue a Letter of Offer with the pro-rata fees only for the units the student will be studying at Frontier Education.

Methods of Payment

Fees will be directly deposited into the Frontier Education's trust account by following payment methods

- Direct Deposit
- Credit card
- Bank draft
- Telegraphic transfer
-

Overseas Student Health Cover (OSHC)

It is an Australian Government requirement for overseas students and their dependents to maintain self-funded medical and hospital cover for the duration of their study in Australia. There are several companies that provide health cover.

Some of these companies include:

Medibank: http://www.medibank.com.au/oshc	Medibank: http://www.medibank.com.au/oshc
NIB: http://www.nib.com.au/overseas-students	NIB: http://www.nib.com.au/overseas-students

Students are encouraged to research OSHC on their own, to discover the best provider to fit their own individual needs.

Overdue Fees

If you have overdue course fees with Frontier Education, you may not be eligible to:

- Undertake/submit assessment
- Continue study
- Enrol into further study with the College
- Borrow items from the library

Warning Letter Timeline

2 weeks before due date	➔	1 st payment reminder letter
1 week before due date	➔	2 nd payment reminder letter
1 day after due date	➔	Intention to report

Other Fees

- Library deposit fee \$70
- Black and white printing (40 free pages per term) - 5c per page (min charge \$1)
- Colour printing - 50c per page (Minimum charge \$1.00 for 2 pages)
- Additional assessment re-sit fee \$100.00 - \$150.00 (following first 3 free attempts)

Document Processing Fee Of \$25 Applies to the Following Requests:

- 'Holiday Approval' confirmation letter
- 'Enrolment Confirmation' letter
- Additional copies of 'Statement of Attainment / Transcript / Qualification'
- Additional copies of ECoE's
- Replacement of Student ID card

Fees and Charges

Application Fee	\$200.00
Tuition Fee	Please refer to course price list.
OSHC (Overseas Student Health Cover) Fee	To be advised upon application. Students can also organise health cover on their own.
Resources and Material Fee	Please refer to course price list.
Late Payment Fee Penalty	\$50 per week
Unit Repeat Fee (Delivery and Assessment)	\$300 per unit / subject
Late Submission (Unlock) and/or Reassessment Fee (Theory Assessment)	\$150 per attempt (After 3 attempts)
Late Submission (Unlock) and/or Reassessment Fee (Practical Assessment)	\$150 per attempt (After 3 attempts)
Re-issue of Certificate / Statement of Result / Statement of Attainment / Student ID Card	\$50 each
Overseas Bank Transfer Fee	\$50
RPL Fee	Varies for qualifications and units (see Frontier Education website).
Change of CoE Fee	\$50 per CoE
Official Letter Request (Family Invitation, Course Completion, Employment Support and any other Official Letter)	\$25

Refund Policy

*(Please note, some sections may apply to international students)

It is the policy of Frontier Education to have a refund policy that is both fair and reasonable to the students and Frontier Education. For International students, per ESOS Act 2000 and the ESOS Regulations 2001, a student will be given a full refund if Frontier Education is unable to offer the course within 14 days of provider default

Requirements

1. All Refund Requests Are Conditional on The Following;

- Frontier Education must have received funds in order for any refunds to be made available (i.e. cheques cleared, telegraphic transfers have been received).
- Any debts to Frontier Education must be paid in full of the outstanding amounts will be deducted from the refund.

2. VISA Refusal (International students)

If the Australian Government refuses a student VISA application or VISA renewal, a full refund of course fees, less administration fees, will be made. To receive the refund, students will have to provide the College with authenticated evidence of their student VISA refusal.

However, no refunds will be granted where:

- An international student currently in Australia has their student VISA cancelled by the

Department of Immigration and Citizenship (DIBP) for a breach of VISA conditions

- b. An international student currently in Australia has their student VISA extension application refused by DIBP after the commencement of their studies, for not meeting VISA requirements.

3. College Default

- a. In the unlikely event that Frontier Education is unable to start or deliver the course (known as College default), the student can choose to accept either:
 - i. A refund of course fees, which will be issued to the student within 14 days.
 - ii. Or be placed in an alternative course with Frontier Education or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.
- b. If the student chooses to receive a refund of course fees, Frontier Education will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by Frontier Education). The refund will be paid within 14 days of cessation of course.
- c. If Frontier Education is unable to provide a refund or place a student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

4. Course Withdrawal

- a. When written notice of withdrawal is received before the start date of the course or term, Frontier Education will refund the fees, as per the below table, less any administration fees.

REFUND TABLE	
Unsuccessful VISA application	100% refund of <i>all unused prepaid fees</i> less \$200 administration fee
Cancellation of enrolment more than 20 days prior to commencement date.	85% refund of Tuition Fees paid less
Cancellation less than 20 days prior commencement date.	50% refund less \$200 administration fee
Cancellation after commencement date.	No refund
VISA cancelled due to actions of student	No refund
Course cancelled by Frontier Education College (provider default)	100% refund of <i>all unused prepaid fees</i>

- b. Where the student defaults, including withdrawing from a course, after the course/term start date, there will be no refund of paid tuition fees.
- c. If the refund application is approved, refunds will be made available within 28 days (20 working days) of written notification being received.

5. Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and

extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded.

6. Refund Procedure

- a. The student must complete an Application for Refund form to apply for a refund and attach all evidence and supporting documents. Such documents may include, but are not limited to:
 - i. A complete Course Withdrawal Form provided by Frontier Education
 - ii. A letter from DIBP advising for a rejection of the student VISA application or a refusal to extend a student VISA (For International students)
 - iii. Proof of extenuating circumstances of a compassionate nature
- b. For a College default on the agreement, refunds will be made within 14 days of the default date.
- c. All other refunds will be made within 28 days (20 working days) of the student's written notification being received.
- d. The Chief Financial Officer or a designated staff member must approve all student refunds.
- e. Refunds will be paid in Australian dollars to the student or to the person nominated by the student on the refund application
- f. Details of refunds provided will be maintained in the student's file.

7. Payment of Refunds

- a. If a request for a refund is approved, the refund for an approved transfer to another Australian institution will only be made payable to the applicant's receiving institution in Australian dollars. The fund will not be refunded to the student
- b. The remaining money, after transferring to another Australian institution, will only be made payable to the applicant in Australian dollars to the student's nominated bank account.

8. Student's Rights to Appeal

- a. Any student, who is refused a refund, may appeal within 14 days in writing to Student Administration.
- b. Frontier Education's appeal process does not restrict the student's right to pursue other legal avenues.
- c. This agreement, and the availability of complains and appeal process, does not remove the right of the student to take action under Australia's consumer protection laws.

Student Selection, Enrolment & Induction / Orientation, Policies and Procedures

Frontier Education will maintain computer records of enrolments on a database, which will enable the collection of data to record training and assessment program, students, and assessment outcomes.

Students are not required to be enrolled full time in their final semester where the students have been required to repeat units. Marketing Coordinator is responsible for all recruitment activities.

Entry Requirements

Frontier Education has in place the following generic entry requirements to ensure that successful applicants have every opportunity to complete successfully their chosen program of study. These are common pre-requisite entry criteria; however individual qualifications may have specific criteria's depending on the training package requirements.

Generic Entry Requirements for Off-Shore International Students

- Must be 18 years of age or over
- Completed Year 12 (HSC or equivalent)
- Minimum 5.5 IELTS score or equivalent OR IELTS 4.5 or equivalent score with 30 weeks of ELICOS.
- Mature age students with work experience (specific to the field of study) may also apply

Generic Entry Requirements for On-Shore International Students:

- Must be 18 years of age or over
- Completed Year 12 and English language requirements (shown above) or show evidence of successful completion of Certificate IV or higher
- Mature age students with work experience (specific to the field of study) may also apply

Policy

(Please refer to VSL fact sheet on our website if applying for VET Student Loans)

Student Engagement Prior to Enrolment

Prior to accepting a student, or an intending student, for enrolment in a course, Frontier Education will provide, in print or through an electronic copy or through its approved & authorised agent, current and accurate information regarding the following:

1. Frontier Education will enter into a written agreement with the student, signed or otherwise accepted by that student via "Acceptance of Offer" (or the student's parent or legal guardian if the student is not 18 years of age until the start date of the course), concurrently with or prior to accepting course money from the student. The agreement will:
 - a. Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
 - b. Provide an itemised list of course money payable by the student;
 - c. Provide information in relation to refunds of course money;
 - d. Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details,

- course enrolment details and changes, and the circumstance of any suspected breach by the student of a student VISA condition; and
- e. Advise the student of his or her obligation to notify the registered provider of a change of address within 7 days while enrolled in the course
 2. The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
 3. The course content and duration, qualification offered if applicable, modes of study and assessment methods
 4. Campus locations and a general description of facilities, equipment, and learning and library resources available to students
 5. Details of any arrangements with another registered provider, person or business to provide the course or part of the course
 6. Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
 7. Information about the grounds by which the student's enrolment may be deferred, suspended or cancelled
 8. A description of the ESOS framework made available electronically by DOE (previously DEEWR) www.DOE.gov.au
 9. Relevant information on living in Australia, including:
 - a. Indicative costs of living
 - b. Accommodation options, and
 - c. Where relevant, schooling obligations and options for school-aged dependents of intending students, including that school fees may be incurred

Pre-Assessment and English Language Requirements

- Recruitment of students is conducted in an ethical and responsible manner
- Minimum age for students to enrol into Frontier Education's program is 18 years and over
- PEO assesses students' qualifications and competencies
- Offers of program placement are based on these assessments and ensure that the students have the appropriate qualifications and proficiencies to undertake the training and assessment program
- Program placement offers provides information on English language requirements and/or recommended bridging training and assessment programs
- Frontier Education will obtain evidence that the assessments of intending students' English language proficiency has been carried out, unless this is clearly not relevant
- PEO will do assessment. Assessment will meet the requirements of DIBP

Pre-Enrolment Procedures to Assess Student Eligibility

1. PEO is responsible to manage all direct student enrolment or via authorised international agents.
2. The course brochure clearly identifies the basis of the student enrolment/admission to the program.
3. It clearly explains the pre-requisites if any.
4. Ensures cancellation and refund policy is clearly explained on the brochure.
5. Ensures enrolment forms ask all necessary questions to allow for data to be collected, Additional information required for VET enrolments also is collected if appropriate.

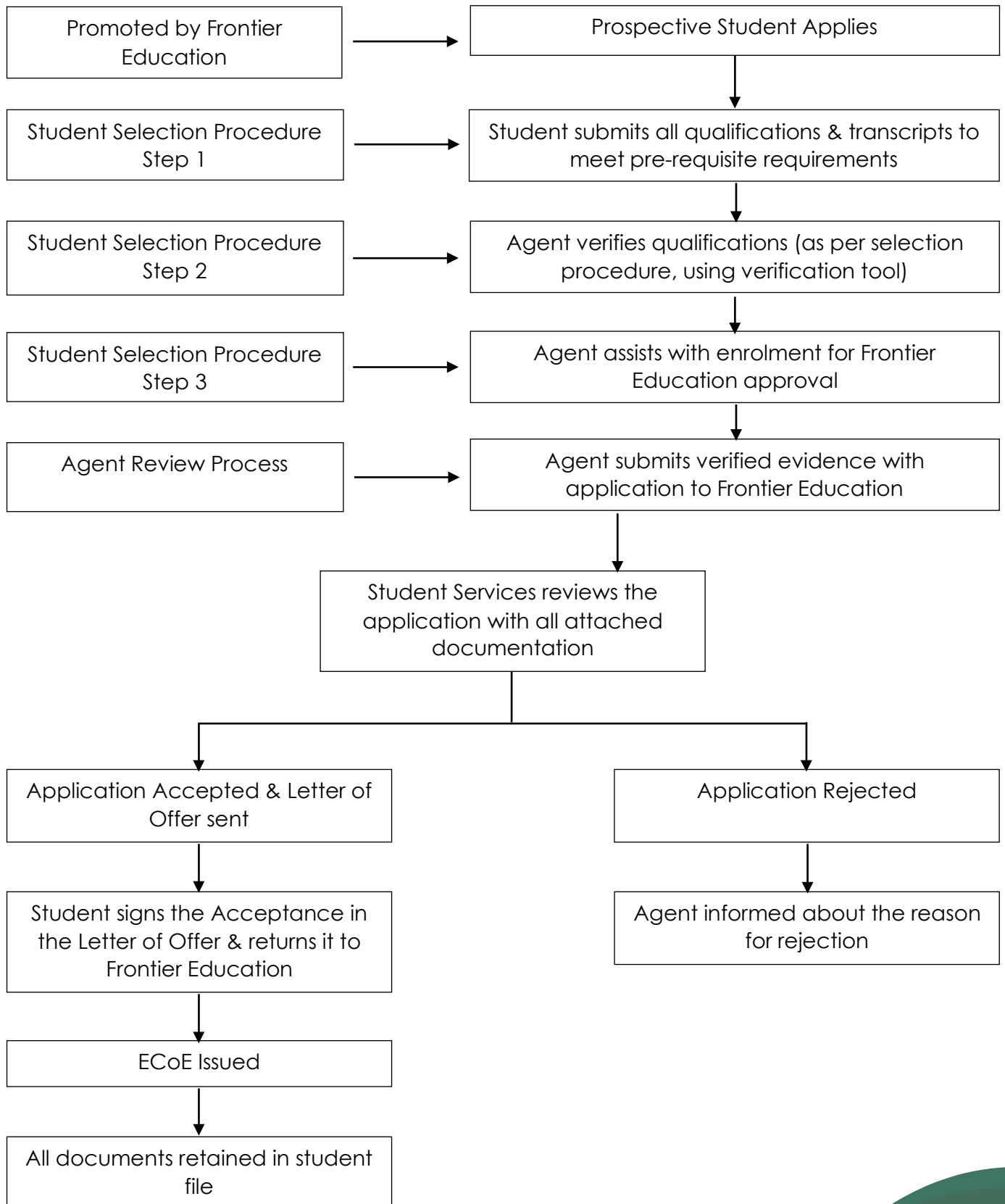
6. Ensure enrolment form has been filled in; check student's passport, previous attendance (if any) and overseas health cover.
7. The Enrolment Team checks all applications made to the institution and approves its eligibility
8. If student meets selection criteria as prescribed by Frontier Education in the student selection process, they are given a written agreement and "Letter of Offer".
9. The student is then directed to pay his fees. After fees have been paid to the institution a 'Confirmation of Enrolment' is given to the student.
10. Finance Department checks the receipt all fees, gives the student an original receipt and ensures copies are kept for auditing.
11. Maintain student records safely and in confidence for 7 years.
12. Ensure no personal information about students is divulged to unauthorized individuals or organisations
13. Student enrolment details are to be entered into RTO Manager.
14. Program and unit information to be entered into the system including the VET National Identifier for accredited courses.
15. All the records are to be kept as specified in the Record Management Policy.

Frontier Education's Procedure for Agents to Verify Entry Requirements Prior To Student Enrolment.

1. Agents receives a student application for enrolment.
2. Agent advises the students of the entry requirements.
3. Student submits all required documentation including all qualifications, transcripts, and work experience to meet the pre-requisite requirements. All original documents need to sighted by the agent. No photocopies are accepted.
4. The agent verifies the qualification & transcript to check if it meets the skill requirements as prescribed by Frontier Education in its 'Verification Tools for Frontier Education's international student recruitment agents'.
5. Agent will cross check with the local training provider the validity, if required.
6. If approved, the agent completes and attaches all required documents to the Frontier Education application form.
7. Agent forwards all documents to Frontier Education.
8. Agents MUST NOT OFFER incentives to students to encourage a sign up

Marketing Manager/Enrolment Team check all documents including student enrolment form and advises agent if the student is accepted. If accepted, a written agreement and offer letter is issued to the student. If not, the agent is advised of the missing documents or the incompetence's of the applicant.

Student Selection Procedure for Agents



Student Access and Equity

During the enrolment & orientation process, all potential candidates will be offered an opportunity to discuss any special or additional needs that they may require to fulfil their study requirements. This would be with regards to any arrangements they would need while being a student at Frontier Education. For example: Children, family commitments, disability or medical condition, other commitments, and religious obligations.

The Marketing Manager and/or Enrolment Team will make a note of this on the student application form or add notes to the students' enrolment file (on RTO Manager) and will evaluate it during the time of final selection. Frontier Education will exercise the right to approve / disapprove any special needs or requirement that the candidate might have depending upon the feasibility and Frontier Education's capacity to make it available.

This exercise will assist Frontier Education to deploy additional resources to accommodate potential student's learning needs to achieve the desired outcome and offer equal learning opportunities.

Procedure

1. During the enrolment Frontier Education representative (Authorised agent) will ask the prospective student if they have any special needs.
2. The Student Support Officer will ask the student on the orientation day if they have special needs.
3. The Agent / Student Support Officer / PEO will make note of it on the 'Application Form' and discuss the possibilities of approval.
4. Student Services Officer will analyse the special needs or requirement of the student in comparison to Frontier Education's ability to make it available.
5. If the candidate is selected, the Student Services Officer will further discuss (verbal) the needs with the selected student and inform them on arrangements would be made to accommodate their needs.
6. The student then would have the final option of either accepting the position or rejecting it, depending on the accommodations suggested by Frontier Education.
7. Frontier Education will advise the student during the induction process, prior to the commencement of studies of the arrangement made for the student.

Academic Course Progress Policy

Under Standard 11.2 of the National Code 2018, Frontier Education implements the DOE-DIBP Course Progress Policy and Procedures for its vocational education and training (VET) courses is not required for ESOS purposes to monitor attendance for those courses.

Policy

1. Frontier Education will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
2. Frontier Education will assess each student's progress at the end of each compulsory study period.
3. A Frontier Education study period is one term, a term is generally 10 weeks long and this is used to make an assessment of a student's course progress.
4. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 80% of the course requirements over two consecutive study periods (2 terms), this is also a breach of VISA conditions (ESOS Act standard 19(2)).
5. When a student has not passed or demonstrated competency in 50% (competent in at least 1 term) or more of the course requirements Frontier Education will initiate - The intervention strategy for any student who is not making satisfactory course progress at the end of every term, or sooner if deemed appropriate, as recorded in the student's results each term.
6. The Academic Progress policy is made available to staff and students via Student / Staff handbook and specifies:
 - a. Procedures for contacting and counselling students;
 - b. Strategies to assist identified students to achieve satisfactory course progress; and
 - c. The process which the intervention strategy is activated.

Academic Progress & Student Intervention

Frontier Education will maintain and monitor student's academic progress throughout the duration of the qualification. Frontier Education will put in place all required student support services to assist them in achieving the desired results. Students are expected to achieve a minimum of 80% pass rate in every term.

Students failing to do so will be counselled and warned before they are directed to re-enrol into the course or their enrolment cancelled. Students will not be given any extension at the end of the qualification if they have not completed all the required units of competencies.

An intervention strategy could be activated by:

- A letter to the student;
- Personal contact with the student by Frontier Education's authorised staff member;

The intervention strategy will specify what additional support will be provided to students at risk of not meeting satisfactory course progress requirements. Strategies for assisting students at risk could include, but are not limited to, the student:

- Attending academic skills programs;
- Attending tutorial or study groups;
- Receiving individual case management;
- Attending counselling;
- Receiving assistance with personal issues which are influencing progress;
- Receiving mentoring;
- Being placed in a suitable alternative subject within a course or a suitable alternative course; or
- A combination of the above and a reduction in course load.

1. **The intervention strategy will include** provisions for:
 - a. Where appropriate, advising students on the suitability of the course in which they are enrolled;
 - b. Assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
 - c. Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP and cancellation of their VISA, depending on the outcome of any appeals process
2. At the end of each compulsory study period, students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated no later than the first four weeks of the following study period.
3. However, if Frontier Education identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, Frontier Education will implement its intervention strategy as early as practicable.
4. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, Frontier Education will notify the student of its intention to report the student to DIBP for unsatisfactory progress. Frontier Education does this through the written notice.
5. A student is identified as being at risk of not making satisfactory progress if their attendance drops below 80% and/or they are not assessed as not yet competent in at least half the units studied each term.
6. The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access Frontier Education's complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:
 - a. Frontier Education's failure to record or calculate a student's marks accurately,
 - b. Compassionate or compelling circumstances, or
 - c. Frontier Education has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
7. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
 - a. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 80% of the course requirements for that study period), Frontier Education does not report the student, and there is no requirement for intervention.
 - b. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's intervention strategy, and the provider does not report the student.
8. Where:
 - a. The student has chosen not to access the complaints and appeals processes within the 20-working day period,
 - b. The student withdraws from the process, or
 - c. The process is completed and results in a decision supporting frontier education (i.e. The student's appeal was unsuccessful) then Frontier Education will notify the secretary of

DIBP through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

Procedures for Monitoring Academic Progress & Managing Student Intervention

- Students will have to maintain an 80% pass rate throughout each term.
- The student pass rate / competency will be demonstrated at the end of every term once the trainers have submitted the results of the term to the administration department.
- The Student Services Officer will review all students results and identify and contact students via letter / phone / email who have been marked Not Yet Competent (NYC) to make an appointment to discuss their academic progress
- However, if Frontier Education identifies that a student is at risk of making unsatisfactory course progress before the end of the term, the Student Services Officer will implement Frontier Education's intervention strategy as early as practicable.
- The Trainer and Student Support Officer will invite the student to a personal interview / counselling session by SMS, email or personal contact after receiving assessment results or after consultation with a trainer to understand the reasons causing low academic progress. The Trainer/Student Support Officer will make recommendation / propose solutions to the students to improve their performance.
- The Trainer and the Student Support Officer will make notes of the meeting in RTOM for future reference and complete an 'Intervention Support Plan'.
- Students failing to maintain the minimum course progress standard will be issued with a Letter of Concern, which is warning letter -1. The student will be initially given an opportunity to discuss their reasons / problems with the Trainer/Student Support Officer for their failure to achieve the minimum academic progress. This letter provides an opportunity to the student to discuss his/her situation with the Trainer/Student Support Officer. The Trainer will counsel the student and seek clarity on the issues and address any of their concerns. This is an intervention strategy, where the Trainer discusses the issues revolving around student's failure to meet minimum academic progress requirements.

The Trainer and the Training & Student Support Officer also informs the student that he/she will run a risk of his/her enrolment being cancelled and being reported to DIBP via PRISMS.

- The Student Support Officer acts as a point of contact and offers initial and basic support to students on matters and issues that fall within his/her capacity. However, if the Trainer/PEO considers the needs of professional counselling or support services for the student are not offered by Frontier Education, then Frontier Education will seek or recommend professional counselling agency to the student.
- The Trainer and the PEO will execute measures to rectify the issues to the best of his/her ability and monitor student's progress in the following term. This will be recorded in Student Management System (RTOM)
- However, if the student continues to underachieve in a second consecutive term and is deemed Not Yet Competent, despite attempts by the institution to assist him/her in his/her learning, following confirmation of assessment results, the Student Support Officer will issue the student an 'Unsatisfactory Course Progress' letter via email, post or personal contact
- If the student still continues to underachieve in a third consecutive term and is deemed Not Yet Competent, despite attempts by the institution to assist him/her in his/her learning, following confirmation of assessment results, the Student Support Officer will issue the student an 'Intent to Report' letter via email, post or personal contact.

This letter will state that the student's pass rate is lower than 80% in the current term and he/she does not meet the minimum requirement as prescribed by DIBP course progress policy. (http://www.aei.gov.au/AEI/ESOS/QuickInfo/DIBP_Course_pdf.pdf)

- Students will have the opportunity to access Frontier Education's complaints and appeal process within the next 20 working days of the 'Intent to Report' letter being issued to explain the reason why this decision should not be imposed by Frontier Education.
- If the student does not appeal within 20 working days of the 'Intent to Report' issue date, he / she will be reported to DIBP via PRISMS.
- The PEO will sign off enrolment cancellation decision.

Academic Appeals

If a student at Frontier Education is not happy with his/ her results, the student may appeal against their result via a written letter, or email clearly stating the grounds of appeal to the PEO. This should be submitted after completion of the subject and within fourteen days of commencement of the new term.

- If the student is dissatisfied with the outcome of the assessment marking process, he/she has a right to appeal the assessment results
- The notice of appeal should be in writing addressed to the PEO and submitted within seven days of notification of the assessment results
- If the appeal is not lodged in the specified time, the result will stand as marked
- In emergency circumstances, such as in cases of serious illness or injury, the student must forward a medical certificate in support of a deferred appeal. The notice of appeal must be made within three working days of the concluding date shown on the medical certificate
- The decision of PEO will be discussed with the student and will be final
- Student can contact Overseas Ombudsman if they feel it is required.

Assessments Re-Sit Policy

Every student has 2 re-sit opportunities for every assessment task in order to be found as "Competent" (C). In the event, that the student is found "Not Yet Competent" (NYC) after 3 attempts, the student will have to pay \$300 Unit / Subject re-sit fee to study and / or attempt the assessment tasks again.

Students do not qualify for an automatic re-sit:

- If they are absent on the assessment due date without prior approval from the trainer / PEO Frontier Education will decide the dates of re-submissions / re-sit and inform the student.
- Late Assessment – If the student has not submitted by the due date, a reassessment fee will be incurred. (Refer to Fees and Charges within this Handbook)

Please note: Submitting a blank submission to try and late fee charges does not constitute a submission. This will also incur the Late Assessment Fee.

Frontier Education will consider student request for late-submission / extension / reassessment to assessment due dates on a case-by-case basis based on genuine reasons and evidence provided by the student.

Please refer to this handbook for further information on complaints and appeals procedures and for re-assessment process details.

Procedures of Academic Issues & Complaints

Frontier Education encourages students to express concern about assessment/study-related issues and to raise concerns where necessary. Students need to follow Frontier Education's defined protocol, while addressing their assessment/study- related concern or wishing to make a complaint.

1. The student is expected to first contact their subject trainer to address their work/study-related concern.
2. If the student is not satisfied with the trainer's response or has difficulty discussing matters with the trainer, they have the right to escalate the matter and discuss with the PEO to seek resolution.
3. Every student has an opportunity to formally present his or her case with the PEO. The student is

welcome to bring a support person if he/she wishes to.

4. If the resolution reached is not to the satisfaction of the student, they have a further right of appeal, which must be done in writing, 'complaint form' to the PEO.
5. The written statement will detail the issue and the outcomes reached by other staff members, including reasons for the decision and a rationale for the appeal.
6. The student needs to include all relevant information within their documented complaint.
7. The student may submit the documented complaint in writing by letter, email or in person to the PEO
8. The PEO will respond to it writing about the appeal outcome including the reasons for the decision within 10 working days from the date of submission. The decision will be reviewed by the PEO prior to intimating the student.
9. If the complainant is not satisfied with the solution provided, or If you want to complain or appeal this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman is free and independent. Find out more at www.oso.gov.au or phone 1300 362 072.

Re-Assessment Process

Re-Assessment Process:

- An appeal in writing is made to the PEO providing reasons for re-assessment /appeal
- PEO will delegate another faculty member of Frontier Education to review the assessment
- The student will be advised of the review result done by another assessor
- If the student is still not satisfied and further challenges the decision, then a review panel is formed comprising the lecturer/trainer in charge, the PEO OR if need be an external assessor
- The College will advise the student within 14 days from the submission date of the appeal. The decision of the panel will be deemed to be final
- If the student is still not satisfied with the result, he / she has the right to seek independent advice or follow external mediation option with Frontier Education's nominated mediation agency
- Any student who fails a compulsory subject or appeals unsuccessfully will be required to re- enrol in that subject

The cost of reassessment will be borne by Frontier Education. The external assessor will base his/her judgement based on principles of assessment. These principles require assessment to be reliable, fair, practical and valid.

Student would then have the right to pursue the claim through an independent external body as detailed in the student's complaints & appeals policy

A student is only allowed to defer commencement or suspend studies of a course on medical grounds (with a doctor's certificate) or other exceptional compassionate circumstances (such as death in the family). Where a student defers commencement or suspends studies on any other grounds, without the approval of Frontier Education, Frontier Education will report the student to DIBP via PRISMS, as not complying with VISA conditions.

Completion Within Expected Duration

Frontier Education's policy is to ensure that all students complete the qualification that they are enrolled in within the expected duration as specified on the student's CoE. Frontier Education will only consider extending a student's study if they fall under the conditions specified in Standard 9 of the National Code.

Frontier Education will review each student's case based on the evidence and reasons submitted by the student if the student is either requesting a deferment or if he /she is not expected to complete the course within the expected duration. Frontier Education will only amend / extend the duration of the CoE only if the student has compassionate or compelling circumstances, which are beyond the control of the student and which have an impact upon the student's program progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- A traumatic experience which could include:
 - ◊ Involvement in, or witnessing of a serious accident;
 - ◊ Witnessing or being the victim of a serious crime.
 - ◊ When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite course/unit; or
- Inability to begin studying on the program commencement date due to delay in receiving a student VISA.
- Where there is a variation in the student's enrolment load, which may affect the student's expected duration of study in accordance with 9.2, Frontier Education will record this variation and the reasons for it on the student file. Frontier Education will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study
- Frontier Education may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, Frontier Education will not enrol the student exclusively in distance or online learning units in any compulsory study period.

Note: *Frontier Education does not consider family engagements & marriage to be a compassionate or compelling circumstance, which is beyond the control of a student. Frontier Education recommends that students plan their family engagement during term breaks. Students are encouraged to discuss their individual cases with the Academic Team before making any arrangements.*

- a. An intervention strategy has been implemented to assist the student to successfully complete the course of study
- b. An approved deferment or suspension has been granted under Standard 13.

Where a student is applying for an extension to the duration of the course as specified on the CoE relevant documentation must be presented to the PEO for approval.

Leave Application / Course Cancellation / Course Suspension and Course Deferment

Frontier Education will consider 'approved leave' / course deferment / cancellation conditional to the student's circumstances at the time when student makes the request. Frontier Education will consider approving leave / deferment / course cancellation to student on compassionate and medical grounds. In case of any other situation or requirement, the Student Support Officer will evaluate the situation on a case by case basis and make the decision of approving / denying students request for leave / deferment / cancellation.

Leave of Absence

Frontier Education expects its students to plan their course of study without any interruption based on the term dates and break periods. However, Frontier Education does understand where this is not possible Frontier Education makes reasonable provision for students who cannot do so to temporarily suspend their studies

Student cannot request leave/s of absence until they have officially commenced their course of study. Request for leave should be made via a 'Leave Application' form and be submitted to the Student Support Officer.

Frontier Education will consider all leave application based on DIBP rules on the basis of compassionate or compelling circumstances. Students must realize that a request for Leave / Course Deferment / Cancellation will affect their student VISA and / or the duration of their course of study. This information will be provided by the Student Support Officer through the orientation program and also when making the application for leave.

Students will normally be required by DIBP to leave Australia for the period of the Leave of Absence where it exceeds 28 days. Students should be aware of their VISA durations and must make appropriated arrangement to renew / extend their VISA prior to leaving Australia.

Approved Leave of absence will not be considered as an 'absence' and will not affect the student's overall attendance percentage. The student needs to contact Frontier Education and make arrangements prior to returning to Frontier Education with regards to the course timetable and possibility of continuing their course from where they stopped. If a student fails to report to campus after the period of approved leave of absence, following efforts by Frontier Education administration staff to contact the student, Frontier Education will report the student to DIBP via PRISMS as 'student notified cessation of studies'. Frontier Education is not obliged to notify the student of the intent to report nor to allow 20 working days for an appeal.

Course Cancellation

Course cancellation may be initiated by either the student or Frontier Education.

Student Cancellation

- Students wishing to cancel their enrolment must complete a 'Enrolment Withdrawal Form' and submit to the Student Support Officer.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from Frontier Education's 'Transfer between Providers Policy / Procedure'.
- All application documentation for the cancellation will be kept on the students file and DIBP shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.
- Frontier Education will regard a student who fails to re-enrol in a study period as having abandoned their course and thereby will be deemed to have notified Frontier Education of their

cessation of studies. The student's cessation will be reported on PRISMS, which may result in their VISA being cancelled.

Provider Cancellation / Suspension

Frontier Education has the ability to suspend / cancel a student's enrolment on the following grounds:

- Misbehaviour

This may include but is not limited to, acts of discrimination, sexual harassment and vilification or bullying, and/or acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.

1. Academic Misconduct
2. Behavioural Misconduct

- Frontier Education may cancel the enrolment of a student who does not pay fees when they are due

Should Frontier Education initiate the suspension or cancellation of a student's enrolment, FE will notify the student of its intention and allow the student 20 working days to access the complaints and appeals process unless extenuating circumstances relating to the welfare of the student apply. Please refer to the Complaints and Appeals Policy.

If a student appeals a decision to suspend or cancel his or her studies Frontier Education will not report the student on PRISMS until the internal appeal process is completed, unless extenuating circumstances apply. The student's enrolment will be maintained until the internal appeal process is completed.

Extenuating circumstances may include medical concerns, severe depression or psychological issues, endangers or threatens to endanger other students, or is at risk of committing a criminal offense. Claims of extenuating circumstances need to be supported by evidence.

Frontier Education will report the students changed enrolment status on PRISMS once the internal process is complete, even if the student pursues an external appeal process.

PEO is responsible for ensuring students are reported on PRISMS when a decision is made to suspend or cancel their studies and for ensuring that all relevant correspondence and documentation is retained on the student's files.

Application Procedure for Leave / Course Cancellation / Course Suspension / Course Deferment

A student's study duration will only be extended where it is clear that the course cannot be completed in the expected duration as specified on the CoE:

- Student will make a written application requesting the Student Support Officer for leave / deferment / cancellation.
- Student must attach all necessary evidence, while requesting for leave / deferment / cancellation. (For example, medical certificates / death certificates in case of deferment due to death in the family. Airline ticket if student intends to cancel his course and return to country of origin)
- The application will detail the following content:
 - ◇ Reason for leave / deferment (Medical / Compassionate / Bereavement / Parental / Family / Personal / Work related) or cancellation
 - ◇ Dates (start date & end date with date of return to the institution)
 - ◇ Details of what the study / course responsibilities are on the date(s) leave is requested for

(not applicable if applying for course cancellation)

◇ What arrangements the student would make to cover / catch up while absent (not applicable if applying for course cancellation)

- The written application will be reviewed by Student Support Officer and the student will be advised via email from the Student Support Officer confirming 'Approved' or 'Denied'.
- An intervention strategy has been implemented to assist the student to successfully complete the course of study.
- Frontier Education will inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student VISA; and
- An approved deferment or suspension has been granted under Standard 13
- A copy of the same will be retained in the student's personal file.
- Frontier Education will notify DIBP via PRISMS as required under section 19(1) of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

Transfer Between Registered Providers

Transfer from Frontier Education to Another Provider and Vice-Versa For International Students

Under Standard 7.1, Frontier Education will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six (6) months of his or her principal course of study. The principal course is the highest qualification in a package of courses.

The only exceptions to this are where:

- a. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- b. The original registered provider has provided a release in PRISMS;
- c. The original registered provider has had a sanction imposed on its registration by the Australian Government or State or Territory Government that prevents the student from continuing his or her principal course; or
- d. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Unless any of the conditions in Standard 7.1 apply, Frontier Education will not enrol a student before he or she has completed six months of the principal course. Importantly, cancellation is not equal to a release as it is not one of the exceptions outlined in Standard 7.1. For best practice purposes, Frontier Education will alert any student requesting cancellation of their course, without a release, to the serious VISA implications of course cancellation.

In the event, that a student applies to study at Frontier Education and has previously studied / completed a relevant course with a registered provider in Australia then Frontier Education would require the student to submit the following prior to accepting the student:

- A certificate confirming his course completion and / or
- A transcript detailing all the units completed within the qualification and
- Confirmation of good attendance record at the previous registered provider and
- Confirmation that the student has made all necessary payments towards his fees at the previous registered provider

The student requesting a transfer has an accurate understanding of what the transfer represents to their study options, or that they still owe Frontier Education course fees for their current qualification or that it is suspected that they are seeking transfer only to avoid being reported to DIBP for failure to meet academic progress or attendance. The Principal Executive Officer will make the final decision as to whether to grant / refuse the release for any student.

Procedure for Assessing Transfer Applications from Students Wishing to Transfer OUT of Frontier Education

1. Students make a written request (e-mail is satisfactory) at reception to transfer to another provider.
2. The student is asked to provide a valid Letter of Offer from the new institution.
3. With these documents sighted, the Student Support Officer will assess the transfer request considering the following questions:
 - a. Is the student fully aware of the study issues involved in the transfer?
 - b. Is the student simply trying to avoid being reported to DIBP for unsatisfactory course progress?
 - c. Provide the student with advice on Frontier Education's procedures for applying for course transfer, including the need to formalize the request in writing stating the reasons for which

they desire to transfer their course enrolment to another provider.

- d. Advise the student that their request will take up to 5 working days to assess.
 - e. Refuse an application for transfer where a transfer is considered detrimental to the student's academic progress
4. If the answers to the above are satisfactory and in accordance with policy, the release will be granted to the student. The student will also be advised of the need to contact DIBP and obtain a new VISA if the course they transfer to is not a Higher Education/ VET course.
 5. The Student Services Officer report student/s termination of studies through PRISMS
 6. If any of the answers are unclear, they should be referred to the Principle Executive Office, to interview the student and gain a fuller understanding of the circumstances.
 7. The Principle Executive Office will make a recommendation if they believe the request should be refused or alternatively grant the release. The PEO will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process as detailed in the Student Handbook if they seek a review.

Procedure for Assessing Students Wishing to Transfer IN to Frontier Education Qualifications

1. The Student Services officer receives an application from a student who is on-shore and who has indicated that they are currently studying at another institution.
2. The Student Services officer uses PRISMS to decide if the student has completed 6 months of their principal course. They also use the copy of the student VISA in the passport to ascertain what the principal course is and when they arrived in Australia.
3. If they have, the application process is sent to Enrolments to proceed as for all offshore students.
4. If they have not, they are asked to seek a release from the institution that they are currently enrolled with. They can be provided with a 'conditional' Letter of Offer, which clearly states that an offer of a place is contingent on their obtaining a release.
5. If such a release is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all offshore applicants.
6. If unable to obtain a release from previous institute, the application process is halted, and the student informed that they are unable to transfer at this time. They are welcome to re- activate their application when the 6-month period has passed.

Notes:

- The above assessment procedure will not take more than 5 working days once the student has provided the necessary documentation.
- All requests, considerations, decisions and documents will be placed on student's file, and
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

Student Discipline

Policy

Frontier Education will at all times conduct its dealing with students in a fair and equitable manner, complying with specific requirements of the code of conduct and other relevant legislation in order to ensure equitable outcomes for both Frontier Education and its customers.

Frontier Education provides its students adequate access to appropriate guidance, support systems and welfare services. In doing so, Frontier Education will ensure:

- a. Students and the public are protected from any physical, psychological, moral or emotional harm which may result from the teaching programs or related activities;
- b. Teaching and management staff proactively implement intervention strategies if skill gaps of student achievement is identified;
- c. Support and guidance are appropriate to the mode of delivery for each particular course of study;
- d. Guidance, support systems and welfare services are made known to students;
- e. Any necessary health and safety procedures are made known to students.

Rules and Regulations

Rules and regulations that govern student behaviour are necessary in order to maintain a safe learning environment.

The Student Services Officer will facilitate the regulations, and disciplinary procedures relating to all programs, through the Student Handbook.

Rules and regulations are provided to all students during their first day of study.

Rules and Regulations are commonly known by all teaching staff and enforced at all times, being communicated and explained in a manner that is empowering and non-threatening to students.

Students will be dealt with in a fair and equitable manner, should any of the rules and regulations be broken.

Managing Student Discipline

The PEO will carry out disciplinary procedures and issue warnings to students.

The CEO/PEO, with the assistance of the PEO, will carry out dismissal procedures or suspend a student from their program.

All Serious Offences must be reported to the CEO/PEO as soon as possible. The report may be verbal but must be followed up in writing in the form of a report.

All incidents are recorded in the student's profile in the Student Management System.

Disciplinary & Dismissal Procedures

An offence involving the rules and regulations can lead to dismissal, even instant dismissal. If you carry out a serious offence, Frontier Education will carry out the following process:

Procedure:

- a. Frontier Education will ensure that all the relevant facts are available. This may involve interviewing other personnel or students;
- b. Give the student the opportunity to explain;
- c. Consider the student's performance, duration on the program and past actions, including any warnings or reprimands issued in the past by their teaching staff;

- d. Issue a verbal warning to a student who breaches Frontier Education rules. The CEO/ PEO will be informed immediately after the warning is given. (Any staff member can issue a verbal warning)
- e. The CEO/PEO will issue a written warning to a student after two verbal warnings have been given, or on any occasion in which a student breaches a rule, likely to lead to dismissal or suspension
- f. After a written warning has been issued, further breaches of Frontier Education's rules may result in suspension or dismissal at the discretion of the management and training team.
- g. Frontier Education will make decisions that are supported and justified, based on objectivity (actual performances and behaviour);

Notwithstanding, the above, instant suspension or dismissal may occur if a student:

- a. Attends any Frontier Education course, while processing or under the influence of alcohol and drugs
- b. Poses a physical threat to Frontier Education staff, students or property.

Where a dismissal occurs, all facts are kept confidential, unless the PEO deems the student to be a risk to Frontier Education and its students and staff. In an instance such as this, information will be disclosed only to reduce or manage such risks.

Students have a right to appeal the decision of dismissal in accordance to the complaints and appeals policy and procedures.

The CEO/PEO can suspend a student immediately should their behaviour cause any risks to Frontier Education staff and / or other students.

Assessment

The programs offered by Frontier Education incorporate competency-based assessments. The purpose of assessing competency is to confirm that you can perform to the standards expected in the workplace. Assessment is defined as the process of making judgments about whether competency has been achieved. You will be given the option of providing evidence that you meet the requirements of competency through Recognition of Skills and Experience or you can undertake training and assessment against the competency.

The assessor will advise prior to the commencement of training how the competency is to be assessed. Assessment will generally be progressive and involve more than one assessment item for each competency. Assessment items can include, but are not limited to, projects, case studies, oral questions, assignments, portfolios, written examinations, role plays, practical demonstrations or observation of activities.

Assessment Re-sit / Resubmissions

As a full-time student, a student will NOT be allowed to re-sit any unit more than once, unless they have a valid and a genuine reason. Students who meet the attendance requirement will be offered 2 additional re-sit opportunities at no cost. If after they have attempted the assessment task and still deemed NYC after the first 3 attempts, they will be offered additional re-sit opportunities at a cost of \$100 per theory assessment or \$150 per practical assessment. If a student is still deemed NYC, then the student will have to re-enrol into the specific unit / cluster of units and pay the pro-rata tuition fees.

Students who have not submitted by the Assessment Due Date will incur a Late Assessment Fee to unlock. (Refer to Fees and Charges within this Handbook)

Student requiring any further details are welcome to discuss this with the PEO.

Assessment Items

- Assessment items must be submitted to the assessor **BY THE DUE DATE** specified for a result to be recorded, unless an extension has been granted. Students who have not submitted by the Assessment Due Date will incur a Late Assessment Fee to unlock. (Refer to Fees and Charges within this Handbook)
- Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions must be submitted to your teacher in writing 48 hours prior to the scheduled deadline.
- Length of extension is at the discretion of the trainer.
- A doctor's certificate must be produced to verify illness (or other documentary evidence, where applicable).
- You are responsible for complying with the procedures for assessment item submission and collection.
- To avoid plagiarism, you must properly acknowledge all information sources. This includes if you have copied word for word from the internet as this is not your direct work.
- If you have submitted your assessment item by the due date, and it is assessed as requiring additional work you can request an opportunity to resubmit the item. Only one resubmit will be granted for each assessment item. If you don't resubmit your assessment item by the due date you will be given the result of 'not yet competent' for that competency and you will have to re-enrol in that subject to gain competency.

NOTE: Resubmissions will only be granted if the trainer considers that you have made a genuine attempt at the first assessment.

Assessment Feedback

- You have the right to receive written feedback for an assessment item.
- It is your responsibility to contact the trainer to obtain the result of your assessment item and schedule feedback if you have not received results / feedback within one week of your assessment completion.
- You should contact your trainer in the first instance if you are dissatisfied with the result of an assessment item and the feedback given. If the trainer is unavailable, you should contact the Student Services Officer.

Alternative Assessment

If you consider you will be disadvantaged, due to a disability or unusual circumstance, you may request an alternative assessment.

These requests:

- Should be submitted directly to the trainer
- Will be verified with staff & academic team
- Shall be approved and documented by an assessor.

The College offers flexible assessment procedures tailored according to each individual needs and requirements. If a candidate for assessment has a special need (e.g., disability), he/she needs to inform Frontier Education/assessor in advance to ensure that the need will be met during assessment.

Deferred Assessment

- You can apply to the PEO in writing for a deferred assessment giving the reason for the request.
- The application is to be made at least seven days prior to the due date of the assessment, except:
 - ◊ In emergency circumstances
 - ◊ In cases of serious illness or injury where you will need to provide a medical certificate. If the assessment date has passed, the application must be made within three working days of the concluding date on the medical certificate.
- If the PEO is satisfied that you were unable by reason of illness or other exceptional circumstances to complete an assessment task, they may allow a deferred assessment.

Results & Awards - Final Results

Your final results will be issued to you on the completion of study for a competency or group of competencies. If a student only completes a part of the units within a qualification, then a "Statement of Attainment" will be issued to the student reflecting the unit/s completed. It will list the code and name of the competency and the result you achieved. Students are requested to apply for this before leaving.

Where work placement is a requirement as part of your studies, a logbook needs to be maintained and submitted for the units applicable to be able to be deemed competent together with the theory and practical assessments. When a completed logbook is not submitted, a separate certificate of 'Statement of Participation' will be issued for the units.

Interim Academic Transcripts

You can apply to receive an Interim Transcript (charges apply) anytime during your course. It will list the code and name of the competency and the result you achieved. Interim transcript cannot be used as a proof of academic achievement.

Issuing of Awards

A 'Completion Certificate' & Record of Results completed is issued upon successful completion of your course. Your award will be issued within 30 days of being marked competent in the final unit of competency.

Awards are issued to students who complete the necessary requirements. However, if a financial debt is owed to the college at the time, your award will be withheld until the debt is cleared.

Replacement awards can be obtained to:

- Recognise a name change
- Replace a damaged award or
- Replace a lost award

NOTE: Additional copies of awards cannot be issued, that is, you can't have more than one copy of an award at any given time.

You must officially apply for replacement award(s) from Frontier Education. You must include the original award with your application or a witnessed Statutory Declaration, declaring the circumstances if the original has been lost or destroyed. You will need to include a certified copy of evidence of name change if necessary.

Cancellation of Qualification or Statement of Attainment

The College may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations. If the College cancels your award, you will be advised in writing.

You must return the cancelled award to the College within 21 days of receiving written notice from the College. You have the right to appeal this decision through the PEO.

Misconduct

Student misconduct includes student academic misconduct and behavioural misconduct.

Academic Misconduct - Cheating, Plagiarism and Collusion

Academic misconduct is a very serious academic offence. The penalties for academic misconduct include but are not limited to:

- Failing the assessment. You may, at the discretion of the College, be given the opportunity to complete supplementary assessment. Supplementary assessment will be treated as resubmitted assessment. Students need to attend all practical classes to be given an opportunity for a reassessment.
- Failing the competency
- In some cases, police may be notified

Academic misconduct includes but is not limited to cheating, plagiarism, collusion, and falsifying documentation or results. The following actions are also considered to be examples of academic misconduct:

- Giving or receiving assistance during an assessment that has not been agreed to by the teacher.
- Obtaining information about an assessment before it is held, except for information provided to all the class by the teacher.
- Copying from another person's assessment paper.
- Providing your assessment paper to another person to copy.
- Stealing, buying or obtaining in any other way, all, or part, of an assessment before it is administered.
- Using any sources of information during an assessment that has not been agreed to by the teacher.
- Substituting for another person to take an assessment.
- Allowing another person to substitute for you in taking an assessment.
- Giving your password to another person to enable that person to log on and undertake any academic activity, including assessment, on your behalf.
- Using another person's password in order to log on as that person and engage in any academic undertaking, including an assessment, on their behalf.
- Working with other students to produce work in groups that have not been agreed to by the trainer. This is called collusion.
- Making up or falsifying data in experiments or other research.
- Altering the record of any grade or result.
- Giving untrue information in order to obtain exemptions from program requirements.
- Bribery in any form. This includes offering or giving College staff member money or any other benefit as a means of influencing them or their decisions.
- Handing in someone else's work as your own. This includes anything that you may have obtained from the internet or from books.

- Copying published or unpublished material without proper acknowledgement. This also means directly copying word for word from the internet and submitting as your own work
- Using or developing another person's ideas without acknowledging them
- Using the work of other students (with or without their permission) and claiming it as your own.
- You should not engage in any activities that can be considered to be academic misconduct or do anything that is intended to assist any other person in an act of academic misconduct. It should be noted that:
 - ◊ If a trainer or examination supervisor believes that a student is involved in academic misconduct, the student will be instantly informed of such but will be allowed to finish the examination/assessment item
 - ◊ The matter will be referred to the PEO for appropriate action.

Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach the Student Responsibilities and Obligations listed in this document or impair the reasonable freedom of other persons to pursue their studies and participate in the activities of the College.

Examples of behavioural misconduct include but are not limited to:

- Failure to comply with any student rule of the College
- Breaches of any College policy including, but not limited to harassment (including sexual harassment), intellectual property, workplace health and safety, and use of computing and electronic resources
- Stealing, destroying, impairing the accessibility of, or defacing any part of the College library collection
- Refusing or failing to identify oneself truthfully
- Failure to comply with any lawful order that was given by an employee of the College in order to ensure the safety of any person and the orderly conduct of learning programs and other activities of the College
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any persons' participation in a legitimate College activity or, by act or omission disrupts the peace or good order of the College conduct which unduly disrupts or interferes with a class, a meeting or any other official activity within the College
- Acting in a way that causes students or staff or other persons within the College to fear for their personal safety
- Assault or attempts to assault any other person or cause any person to hold reasonable fear for their safety or physical or psychological well being
- Stealing, destroying or deliberately damaging College equipment or premises
- Making a false representation or declaration regarding a matter affecting your student status
- Being under the influence of prohibited drugs and/or substances including alcohol while on College premises or while participating in a College related activity
- Unauthorised possession of a weapon on College premises or while participating in a College related activity.

How to lodge a misconduct complaint

- A College employee or student may report an alleged occurrence of misconduct by forwarding a signed, written account of the incident(s) to the PEO.
- The PEO can provide you with advice on options for the resolution of a specific complaint and can provide assistance with a written statement, if required.

Consequences of Misconduct

Note: Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.

A member of the teaching staff, a librarian in charge of the library, or a senior administration officer may, in respect to any misconduct by a student committed in a class, laboratory, library, facility or premises under their management or control:

- Immediately suspend the student from attendance at such class or from use of such laboratory, library, facility or premises for a period not exceeding 24 hours as may be determined

If a suspension action is taken that officer shall:

- Advise the designated officer immediately
- Provide a written statement, which details the circumstances of the suspension.

Following receipt of advice of an act of misconduct, the designated staff must advise the student in writing of the alleged incident of misconduct. The student has five working days to make oral or written representations regarding the alleged incident of misconduct.

After this period, the designated staff may:

- Modify or dismiss the charge
- Reprimand and warn the student against repetition of the breach of discipline
- Suspend the student from attending classes for a period not exceeding 14 days which shall include any period of suspension imposed under point (i)(a) of this section
- Suspend the student from using all facilities and/or services, including library borrowing and computer access rights
- Recommend to the college director that further action be taken, or
- Any combination of the above.

The designated College officer must provide the student with a written statement detailing the decision within five working days of the decision being made.

Following receipt of advice from the designated College officer, the College Director may review the circumstances and may:

- Determine further appropriate action
- Suspend or exclude the student from the college for a specified period of time or
- Expel the student.

The student must be informed of their right to appeal the decision.

Misconduct Appeals

If you have been found guilty of misconduct you can appeal the decision or the decision process in writing to the PEO. The CEO/PEO will refer your appeal to the Misconduct Review Panel.

- A date for the Review Panel meeting will be set as quickly as possible and you will be notified of the time, date and venue in writing.
- If required, the College will provide an interpreter, or you can bring a support person to assist you during the meeting.
- Misconduct Review Panel members include
 - ◇ Frontier Education CEO/PEO or delegated officer,
 - ◇ A College staff member from an unrelated teaching area of the College and
 - ◇ A member of the management team or delegated officer from your area of study that

was not involved in the matter being reviewed.

- You have the right to be accompanied by a representative and you may call witnesses, or you can provide a written submission instead of attending the meeting. You can ask Frontier Education staff to support you through this process.
- If you do not attend the meeting or provide a written submission, the panel may assess the matter and where necessary impose a penalty as if you had participated.
- The panel will advise you in writing of the decision within two working days of the date of the decision.
- The decision of the Misconduct Review Panel shall be final.

Student Records and Facilities

Records Management Policy

The Frontier Education Records Management Policy is written to ensure the integrity, accuracy and currency of records.

Frontier Education adheres to its legal obligations to provide a quality service to both internal and external clients; each individual student file reflects the history of each student.

All Frontier Education student records are stored centrally within the Student Services Department. The student services department manages these records. All current records are located in the student services department. Non- current records (graduated students and discontinuing students) are scanned and electronically stored on CD's at the offsite location.

Confidentiality of Student Records

This information should be read in conjunction with the Frontier Education's 'Privacy Policy'.

a. Exceptions to Disclosure of Student Records & Information

Any release of information pursuant to a legal requirement or authority, which under legislation or the common law is permitted.

Federal and State Acts, require the release of confidential information and therefore override confidentiality policies. If a Frontier Education staff member receives a request or demand of this nature it should be referred to the Student Services Officer.

Information given will be to the extent requested by the agency.

b. Emergencies

Student Record Information may be released to a relevant emergency service, the student's legal representative or other relevant person in the event of an accident or emergency or where the student is unable to manage his/her own affairs. It is very important to establish the authenticity of the person requesting the information however unnecessary delays must be avoided.

Authority to release information in an emergency should be obtained from the PEO, unless to do so would cause unreasonable delay in the circumstances.

If the Academic Team is unavailable, the CEO/PEO must be contacted. After hours problems should be referred to the CEO/PEO. They can be contacted via Reception; 1800 680 140

c. Student Access

A student may apply in writing and gain access to his/her Student Record Information. The request will be made to the PEO. All information regarding clients will not be disclosed to any third- party unless there is a written consent from the client authorising the third-party to act on behalf of the client, Frontier Education will ensure that:

- Electronic and paper records are stored on a secure location including backup copies for retention and retrieval purposes to enable the re-issue of a qualification or statement of attainment if required, for a period of 30 years, and transfer of these records consistent with contractual, legal, and state or territory registering body requirements in the event of closure of Frontier Education,
- All information gathered by Frontier Education regarding clients will be safeguarded and disposed of as per legal, ethical and statutory requirements,

Frontier Education keeps student records for administrative and legislative purposes. These will include:

- Filled enrolment forms
- Confirmation of enrolments
- Assessments
- Letters issued
- Attendance / academic progress letters
- RPL results issued
- Qualifications register
- All academic correspondence to the student
- Fee invoice/statements/paid/refunds, and
- DIBP correspondence

ID Card

All students must ensure that they have a valid Student ID Card. You are required to fill in the ID Card form from the Reception. Your photo will be taken in the College and the ID card will be issued within five working days. Any lost Student ID cards must be reported to the administration before a request is made for a replacement ID card. You will be charged \$25 for a replacement Student ID Card.

Change of Address

Please ensure at all times that the College has your current address on file. As per immigration laws, it is mandatory to provide the right address to the education College and report within 7 days for change of address. If you have changed your address, you will be required to fill up the Change of Address form and submit to the Reception.

Frontier Education is required to confirm your contact details at least every 6 months including address, mobile and email address.

Documents

Students can request from Students Services for Enrolment letter, interim transcripts, attendance etc at the cost of \$ 25 per letter.

Student Facilities

Mobile Phones

Mobile phones are permitted on College campus. However, mobile phones must be turned off while the student is in the classroom, workshops or in the computer lab.

Training Rooms/Workshops/Laboratory

Frontier Education offers training rooms and workshops fully equipped with the necessary equipment, appliances and tools to enhance student-learning experience.

Student Common Room

The facilities for use by the students in the common room include a fridge, microwave, chairs and tables, filtered water and other kitchen utilities. Food and drinks can be consumed in the common room only.

Internet

The College computer lab is open during the College break as well as during session breaks for students to use the Internet.

Workplace Health & Safety and Emergency Procedures

Workplace Health and Safety

As a student, it is your right to study in a healthy and safe environment and to be provided with information about hazards as well as opportunities for training and supervision to minimise these hazards.

As a student, it is your responsibility to co-operate with Frontier Education in its legislative responsibility to secure the health and safety of other students and staff to ensure the safe working practices of your colleagues. The Workplace Health and Safety policy ensures that a safe and healthy environment is provided for all students and employees in the College.

All accidents, whether injury producing or not, must be reported to the PEO. The reporting of injuries enables us to investigate and eliminate hazards and unsafe work practices, thus ensuring safe work conditions for students.

Always remember to:

- Use safe work practices
- Ensure the equipment you and your student's use is safe.
- Speak up if you see an unsafe condition or work practice.
- Seek advice from the Student Services Officer
- Assist your College to promote a safe workplace.

Emergency Procedures

Frontier Education is committed to taking reasonable care of health and safety of its students and staff and will comply with all regulations of the Workplace Health and Safety Act 2011. This handbook contains a campus map showing fire exits. There are two fire exits one near the reception and the other near the ladies' toilet. Both the exits are within 20 metres from the farthest point.

Fire exit plans will be displayed in all rooms, the foyer area and hallways of the College. Firefighting equipment is available at locations marked on the campus map.

Frontier Education will maintain safety on the campus:

- By providing and maintaining equipment and systems that are safe;
- By providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
- By maintaining safe entrances and exits.

The Occupational Health and Safety legislation aims to protect the health, safety and welfare of people at work and lays down general requirements, which must be met at places of work. Frontier Education is committed to fulfilling its responsibilities under the Act. Further information is available from WORKCOVER by telephoning: 1300 362 128.

Steps for Evacuation in Case of Emergency

At times, situations may arise when the College needs to be evacuated, and in such situations the following steps must be followed:

- Floor warden/s will notify each room of the need to evacuate
- Trainers will take charge of the room
- Students accompanied by their trainer will exit in an orderly manner by the fire stairs, shown on the floor plan displayed in each room.
- Personal effects only are to be taken as learning / training equipment can impede evacuation

- As each floor is evacuated the floor warden will report to the Student Support Officer for further instructions
- Students and trainers will assemble at:
 - **Adelaide Campus:** Corner of King William Street and Fowlers Lane
 - **Hobart Campus:** Corner of Collins Street and Barrack Street
 - **Brisbane Campus:** Corner of Astor Terrace and Portman Lane
 - **Cairns Campus:** Corner of Aplin Street and Grafton Street

Frontier Education Off Campus Work Experience Insurance Policy

Frontier Education students are not covered by its work cover policy while undertaking any work experience work outside Frontier Education campus / registered premises. Frontier Education has separate insurance for Work Placements. The insurance is only applicable when a written agreement has been entered into by both Frontier Education and the Employer. If you intend to apply for work experience with any employer, Frontier Education strongly recommends all its students to apply for work experience related insurance. For further information please contact reception.

Change of Ownership or Management

Frontier Education will advise ASQA in writing of any prospective changes to the ownership as soon as practicable prior to the change taking effect and Frontier Education will advise ASQA in writing of any prospective or actual change to the high managerial agents (as defined in Section 5 of the ESOS Act) of the registered provider as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect, where the change cannot be determined until it takes place.

Frontier Education will provide ASQA with information on the new owner or high managerial agent for the purpose of making an assessment under section 9(6) of the ESOS Act.

Premises Relocation Policy

Frontier Education will notify ASQA and students of any intent to relocate (including the head office and campus locations). Notification will take place at least 20 working days before relocation occurs. All changes to arrangements made will be approved by ASQA prior to the changes being made.

All students who have been issued a CoE to study the designated course (whether they have arrived in the country or not) will be notified of the intention to relocate premises

Frontier Education will notify staff and students in any of the following ways:

- Written memo to staff and students
- Notices on prominent display boards around the campus
- Announcement in the class
- Email / SMS notification to all staff and students





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