

# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

INFORMATION ON OUR POLICIES,  
PROCEDURES AND HOW WE SUPPORT YOU



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## TABLE OF CONTENTS

1	WHO WE ARE .....	3
2	LIVING AND STUDYING IN AUSTRALIA .....	5
3	LEARNER ORIENTATION AND SUPPORT SERVICES.....	12
4	LEARNER EXPECTATIONS AND GENERAL HOUSEKEEPING .....	15
5	CERTIFICATION AND RECORDS .....	18
6	LEGISLATION AND YOU.....	19
7	COURSE PROGRESS POLICY AND PROCEDURE .....	21
8	CRITICAL INCIDENT POLICY AND PROCEDURE .....	24
9	DEFERRAL, SUSPENSION AND CANCELLATION POLICY AND PROCEDURE .....	27
10	MONITORING AND REPORTING ATTENDANCE FOR INTERNATIONAL LEARNERS .....	33
11	TRANSFER BETWEEN REGISTERED PROVIDERS POLICY AND PROCEDURE .....	35



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 1 WHO WE ARE

We are an RTO or Registered Training Organisation who is registered with the Australian Skills Quality Authority (ASQA) to deliver nationally recognised qualifications. All nationally recognised training is clearly identified by the use of the Nationally Recognised Training logo and has the full unit code and title of the training product. Visit our website or the National Register of VET for more information.

We also appear on the Commonwealth Register of Institutions and Courses for Overseas Students (or CRICOS). This means we are approved to deliver nationally recognised qualifications to international students who are studying or want to study in Australia on a student visa. Visit our page on CRICOS for more information.

Our innovative programs are based on learning through experience. Whether it is a completely new approach to solving our customer's capability problems or simply upskilling or motivating the team, we think outside-the-box to develop highly practical and effective training solutions.

We are committed to ensuring that whilst our processes and systems are robust your journey is highly facilitated and simple. It is important to us that you are able to make all your hard work count!

### 1.1 WHAT WE OFFER FOR INTERNATIONAL STUDENTS

Momentum Consulting offers the following courses for international learners. All courses are full time (20 hours minimum per week).

- BSB41515 Certificate IV in Project Management Practice (CRICOS: 093043G)
- BSB51415 Diploma of Project Management (CRICOS: 093044G)

International students will receive a written agreement which contains important information about their course, fees, and rights and responsibilities as a student (among other things). Your written agreement formalises your enrolment with Momentum and you must sign and return it to Momentum prior to paying your fees.

### 1.2 LOCATION

Level 6, 11-31 York Street Sydney

Our training facility is conveniently located near Wynyard Train Station in the heart of Sydney.

### 1.3 CONTACT INFORMATION AND EMERGENCY CONTACTS

<b>MOMENTUM</b>	1300 564 608 info@momentumconsult.com.au
<b>Emergency</b>	Police, Fire, Ambulance – Dial 000
<b>Department of Home Affairs (DHA)</b>	Dial 131 881 (in Australia) or +61 2 6196 0196 (outside Australia)
<b>Local Medical Centre</b>	George Street Medical Centre, 308 George Street, Sydney (02) 9231 3211



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 1.4 NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address, send you an email, or an SMS message. If we intention to relocate premises, we will notify you of any intention to relocate premises at least 20 working days before the relocation.

You can let us know of any changes to your details by using the Change of Details Form. We will also contact you at least once every 6 months to make sure we have your current home address, email address and mobile number.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 2 LIVING AND STUDYING IN AUSTRALIA

You can find lots of useful information about living and studying in Australia at [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au), including a useful guide you can download.

As part of your Learner Orientation Program, you will also be provided with information to assist you with adjusting to study and life in Australia. More information about living and studying in Australia is available here:

<https://www.studyinaustralia.gov.au/>

### 2.1 TRANSPORT

Transport and travel information from Transport NSW will help you to plan your public transport trips around NSW by metro, train, bus, ferry, light rail and coach. See <https://transportnsw.info/>

### 2.2 UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognised training completed by an individual. From 2015, all learners participating in nationally recognised training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

You can create or find your USI via <https://www.usi.gov.au/>. You will need your passport details. As part of your Learner Orientation Program we will explain and help you create your own USI.

### 2.3 VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found here: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>. This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Learner Health Cover and charges associated with the visa application. You may wish to use a registered migration agent or education agent to assist you with your application. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process. If your visa is not approved, you will receive a full refund for the fees that you have paid less any applicable charges. See our *Fees and Refunds Policy* for full information.

#### VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. Conditions include (but are not limited to) the requirement to:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant, and only work up to the number of hours permitted by your student visa.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify Momentum Consulting (Qld) Pty Ltd of the Australian address, email address, and contact phone number for yourself and your emergency contact, and notify Momentum of any subsequent changes to these details within 7 days.
- Complete the course within the duration specified in the Confirmation of Enrolment Certificate (COE).
- Remain with your principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution (refer to *Transfer Between Registered Providers Policy and Procedure* – at the end of this Handbook).

See your visa grant letter for the full list of terms and conditions that you must abide by while you hold your student visa.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 2.4 THE ESOS FRAMEWORK

The Australian Government wants international students to have a rewarding and enjoyable experience in Australia. Australia offers high-quality education services and protects the rights of international students via the ESOS Framework.

For more information on the framework, see the ESOS Student Factsheet, which you can download here:

<https://www.dese.gov.au/esos-framework/resources/international-student-fact-sheet>

## 2.5 ARRANGING TRAVEL AND DOCUMENTS TO BRING

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

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

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Overseas Student Health Cover (OSHC) and other insurance policies

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

For more information on planning your travel and arrival to Australia, see here:

<https://www.studyinaustralia.gov.au/English/Live-in-Australia/plan-your-arrival>

## 2.6 ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back. Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

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

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at [www.aqis.gov.au](http://www.aqis.gov.au)

## 2.7 ARRIVING IN AUSTRALIA

There are plenty of options for getting from Sydney airport to your accommodation. See details at

[www.sydneyairport.com.au](http://www.sydneyairport.com.au).

Momentum Consulting (Qld) Pty Ltd can arrange to have you picked up from the airport and taken to your accommodation. If you would like us to do this, please indicate this on your application form. Note there is an additional fee for airport pickup.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 2.8 KEEPING IN CONTACT

Before you leave home, you should provide your family and friends, and Momentum Consulting (Qld) Pty Ltd, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are. We also recommend you register your travel plans with your country's embassy/consulate/high commission in Australia.

## 2.9 ARRANGING YOUR FINANCES

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

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

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia. The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <https://www.studyinaustralia.gov.au/english/live-in-australia/plan-your-arrival/banking>

## 2.10 LIVING COSTS IN AUSTRALIA

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

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

Prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements as per <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>:

- A\$21,041 a year for the main learner;
- A\$7,362 a year for the learner's partner;
- A\$3,152 a year for each child.

Learners must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia. The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit:

- <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Living-costs> and
- <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 2.11 BUDGETING

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

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

Read more about budgeting at <https://moneysmart.gov.au/budgeting/how-to-do-a-budget>

## 2.12 ACCOMMODATION

Momentum Consulting (Qld) Pty Ltd can organise temporary accommodation for you once you arrive in Australia. If you would like us to do this, please select Yes on the application form. There are various learner accommodation villages, or other accommodation choices such as rental accommodation or a hostel room.

If you plan to rent, you will need to allow for a rental bond equivalent to 4 to 6 weeks rent. Weekly rental costs vary from suburb to suburb and according to the size and quality of accommodation.

You will also need to allow for utility (Electricity, Gas, Water etc) costs plus connection fees if you are renting a property on your own. You can find further information here <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Accommodation>

More information:

- Australian Homestay Network
- Australian Learner Accommodation Placement
- Familystay Australia
- Homestay Direct Services
- Learner Accommodation Services
- TCN Homestay

Disclaimer: The agencies listed above are independent agencies and are listed for further information purposes only.

## 2.13 BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit [www.immi.gov.au](http://www.immi.gov.au).

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

- Centre-based childcare, family day care, nannies, au pairs (living in your home)
- School fees
- Living costs

More information on living costs can be found here: <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Living-costs>.





# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 2.14 HEALTH AND SAFETY

TYPE	INFORMATION
<b>Emergency</b>	<p>For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number. You will also be asked to provide the intersection or cross-street nearest to your location.</p> <p>For more information on when to dial 000, see <a href="https://www.healthdirect.gov.au/calling-triple-zero">https://www.healthdirect.gov.au/calling-triple-zero</a></p>
<b>Police</b>	<p>Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.</p>
<b>Fire</b>	<p>The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.</p>
<b>Ambulance</b>	<p>Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.</p>
<b>Medical assistance</b>	<p>Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the Internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre. For more information on emergencies, see here: <a href="https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/Emergencies">https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/Emergencies</a></p>
<b>Personal Safety</b>	<p>Australia is quite a safe country by most standards, but it is still important to be aware of and take responsibility for your own personal safety. You can find information about staying safe in Australia here:</p> <p>General Personal Safety  <a href="https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/transport-personal">https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/transport-personal</a>  <a href="https://www.police.vic.gov.au/personal-safety">https://www.police.vic.gov.au/personal-safety</a></p> <p>Beach Safety  <a href="https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/Sun-and-water">https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/Sun-and-water</a>  <a href="https://beachsafe.org.au/surf-safety/multilingual">https://beachsafe.org.au/surf-safety/multilingual</a></p> <p>Fire Safety  <a href="https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/Fire">https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/Fire</a>  <a href="https://www.frv.vic.gov.au/bushfire-safety">https://www.frv.vic.gov.au/bushfire-safety</a></p>



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 2.15 OVERSEAS STUDENT HEALTH COVER

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

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

- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC [www.nib.com.au/home/newtonib/overseaslearners](http://www.nib.com.au/home/newtonib/overseaslearners)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency. For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

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

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

For more information on OSHC and other insurances, see here:

- <https://www.studyinaustralia.gov.au/english/live-in-australia/insurance> and
- [https://www.privatehealth.gov.au/health\\_insurance/overseas/overseas\\_student\\_health\\_cover.htm](https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm)

## 2.16 WORKING IN AUSTRALIA

As a student visa holder, you can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Home Affairs (DHA) to find out more.

Australia has 11 National Employment Standards and a national minimum wage that apply to all workers, including international students. It is important to be aware of your rights as a worker.

For information on your rights at work in Australia, see these websites:

- <https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students>
- <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Work/your-work-rights-explained>

If you feel you are not being treated fairly at work, you can contact the Fair Work Ombudsman for assistance: <https://www.fairwork.gov.au/contact-us>

Visit the following website to find out how to find a job: <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Work/finding-work>



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 2.17 SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

You can find information on the average cost (guide only) of typical goods here <https://www.budgetdirect.com.au/home-contents-insurance/research/average-grocery-bill-statistics.html> and here <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>.

## 2.18 CLOTHING

While there are no set rules on clothing in Australia many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and speciality stores such as Myer and David Jones carry more expensive higher end clothing labels.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 3 LEARNER ORIENTATION AND SUPPORT SERVICES

### 3.1 LEARNER ORIENTATION

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory Learner Orientation Program that will include information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and learner learning assistance, English language and study assistance support and social inclusion activities.
- employment issues and workplace rights
- legal, emergency and health services
- facilities and resources
- organisational policies and procedures including:
  - a) Assessment Policy and Procedure
  - b) Complaints and Appeals Policy and Procedure
  - c) Course Progress Policy and Procedure
  - d) Critical Incident Policy and Procedure
  - e) Deferment, Suspension and Cancellation Policy
  - f) Monitoring and Reporting Attendance for International Learners
  - g) Transfer Between Registered Providers Policy and Procedure
- student visa conditions, including but not limited to those relating to course progress and attendance.

### 3.2 SUPPORT SERVICES

The application form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Language Literacy and Numeracy assistance
- Referral to appropriate external service providers who can help you with academic and non-academic issues which might be affecting your ability to successfully progress through your course
- Referral to the appropriate Health Service for assistance with medical issues which are influencing progress and or referral to a qualified Disabilities tutor for assistance with chronic health and environmental issues which are influencing progress
- Receiving mentoring from a later year learner and/or tutor
- Tutorial or study groups
- Referral to the Training Compliance Specialist for Course and program advice
- A reduction in course load with approval from the Training Compliance Specialist and their Skills Coach
- Attending an English Conversation Group to assist with language skills and social networking
- Individual Case Management for learners



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 3.3 WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well being of international learners. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues. Services will be provided at no additional cost to the learner.

## 3.4 EMERGENCY AND CRITICAL INCIDENTS

If you are involved in a critical incident (something that causes or places you or someone else in danger of extreme stress, fear or injury) you should contact emergency services (police, fire and ambulance) by dialing 000. You can also dial 112 from a mobile phone to reach emergency services.

If you are involved in a critical incident (if you have to call 000, or if you feel your wellbeing has been significantly impacted) you must tell Momentum so we can support you. Please contact our designated point of contact.

Designated point of contact

Momentum’s designated contact person for overseas students is our CEO Rachelle Matousek. You can contact her via:

Phone: 1300 564 608

Email: [info@momentumconsult.com.au](mailto:info@momentumconsult.com.au)

## 3.5 EXTERNAL SUPPORT SERVICES

These external support services can provide assistance with particular issues. If you need help contacting these services, please ask a Momentum staff member for assistance.

SERVICE	DETAIL
<b>Non-Emergency - Policelink</b>	If you need police assistance with a non-urgent matter (ie you are not in immediate danger and/or the crime is not in progress) you should call Policelink on 131 444.
<b>Poisons Information</b>	If you think someone has overdosed, made an error with medicine or been poisoned, you can call the Poisons Information Centre on 131 126 (remember to dial 000 if it is an emergency and someone’s life is in immediate danger). Website: <a href="https://www.health.gov.au/contacts/poisons-information-centre">https://www.health.gov.au/contacts/poisons-information-centre</a>
<b>Translating and interpreting service</b>	Telephone: 131 400 Website: <a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a> The Translating and Interpreting Service (TIS National) provides interpreting services to people who do not speak English and to agencies and businesses that need to communicate with their non-English speaking clients. These services enable non-English speakers to independently access services and information in Australia.
<b>Reading and Writing</b>	Reading and Writing Hotline Telephone: 1300 655 506 Website: <a href="http://www.literacyline.edu.au/index.html">http://www.literacyline.edu.au/index.html</a> For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy. Adult Migrant English Program: <a href="http://www.immi.gov.au/living-in-australia/help-with-english/amep/">http://www.immi.gov.au/living-in-australia/help-with-english/amep/</a>



## PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

<b>Mental Health</b>	<p>Lifeline: Telephone 13 11 14</p> <p>Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.</p> <p>Reach Out: is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people’s mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.</p> <p>Website: <a href="http://www.reachout.com.au">www.reachout.com.au</a></p>
<b>Vision difficulties</b>	<p>Vision Australia: <a href="http://www.visionaustralia.org.au">http://www.visionaustralia.org.au</a></p> <p>Blind Citizens Australia: <a href="http://bca.org.au/">http://bca.org.au/</a></p>
<b>Disabilities</b>	<p>Information and services to help people with disability. <a href="https://www.disabilitygateway.gov.au/">https://www.disabilitygateway.gov.au/</a></p>
<b>Overseas students Ombudsman</b>	<p><a href="https://www.ombudsman.gov.au/making-a-complaint/overseas-students">https://www.ombudsman.gov.au/making-a-complaint/overseas-students</a></p>
<b>Australian Human Rights Commission</b>	<p>An independent third party which investigates complaints and discrimination and human rights breaches. <a href="https://humanrights.gov.au/">https://humanrights.gov.au/</a></p>
<b>Legal Aid</b>	<p>In each state and territory, legal aid commissions deliver a wide range of legal assistance services in criminal, family and civil law matters. Some legal assistance is available free-of-charge to everyone, including through free brochures, information sessions or telephone legal advice. <a href="https://info.australia.gov.au/information-and-services/public-safety-and-law/legal-aid">https://info.australia.gov.au/information-and-services/public-safety-and-law/legal-aid</a></p>
<b>Employment issues</b>	<p>If you need information or advice about an issue relating to workplace rights or employment, you can contact one of the services below.</p> <p>Fair Work Ombudsman: The FWO provide advice and information about your workplace entitlements, including pay, leave, awards and agreements, and ending employment. Phone: 13 13 94 Website: <a href="https://www.fairwork.gov.au/contact-us">https://www.fairwork.gov.au/contact-us</a></p> <p>Fair Work Commission: If you are being bullied or harassed at work, or if you feel you have been unfairly dismissed (fired) you can contact the Fair Work Commission to get help or lodge a complaint. Phone: 1300 799 675 Website: <a href="https://www.fwc.gov.au/disputes-at-work/anti-bullying/eligibility">https://www.fwc.gov.au/disputes-at-work/anti-bullying/eligibility</a></p> <p>Workplace Health and Safety: If you are concerned about the safety of your workplace, you should contact your state’s workplace health and safety regulator. Website: <a href="https://www.safeworkaustralia.gov.au/whs-authorities-contact-information">https://www.safeworkaustralia.gov.au/whs-authorities-contact-information</a></p>



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 4 LEARNER EXPECTATIONS AND GENERAL HOUSEKEEPING

As a learner with Momentum Consulting (Qld) Pty Ltd we expect a certain standard of behaviour from you. This means you must:

- Be committed and motivated with regard to your learning
- Submit and complete assessment on time and maintain satisfactory course progress
- Demonstrate a positive attitude to learning
- Contribute positively to discussions and activities in the classroom
- Ensure you ask questions where you are unsure
- Treat others with fairness and respect
- Be punctual – arriving at training or visits and returning from breaks on time. Our housekeeping rules include:
- No eating during classroom time. There are designated areas for eating and drinking.
- Switching off your mobile during training sessions.
- Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.
- You must not be under the influence of alcohol or drugs on Momentum’s campus or when representing Momentum at events.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.
- Ensure you are quiet in designated study areas.

### 4.1 COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Momentum Consulting (Qld) Pty Ltd focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. Some units of competency are delivered and assessed in clusters. This means that multiple units of competency or parts of multiple units of competency may be assessed with a single assessment task.

See our Assessment Policy and Procedure for full details.

#### Delivery arrangements

This program is designed to be delivered through a series of face-to-face workshops and self-directed learning. 20 hours of face to face training per week will be timetabled. You will be expected to attend all of your timetabled classes. Failure to attend your scheduled classes will make it difficult for you to satisfactorily complete your assessment tasks and maintain satisfactory course progress.

Each workshop is comprised of a combination of face to face theory, case studies and discussion and is supported by practical group and individual activities that reflect the work environment. You will be put into a peer support group to enable you to work with people and have a collaborative learning experience and also a great way to get to know your peers in a new country. Prior to each workshop, you will be provided with the learning material so you can become familiar with the content. This pre-reading is mandatory and is given to you so you have some understanding of the topics before entering the workshop.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## Assessment arrangements

The assessment process will involve gathering of evidence to determine your competence. You will be advised of the assessment requirements at the beginning of each unit through assessments that clearly outline all required tasks that must be completed to achieve competence within the specified unit.

You will receive detailed feedback, and a result of either 'Satisfactory' or 'Not Satisfactory' for each assessment task. You must receive a Satisfactory result for each task required by the subject (unit) to receive a competent result. If you have any questions in regard to your assessment process you are encouraged to speak to your Skills Coach who will be able to provide you with detailed information.

If you receive a 'Not Yet Satisfactory' result you will have the opportunity to fix areas identified in the feedback or provide additional evidence. Your Skills Coach will give you detailed feedback and will develop a plan with you to ensure you understand what needs to be done and by when.

If your second attempt indicates that you still need more time to develop and build your skills/knowledge you may need more time in your workplace to develop and gain additional skills. Participants may be offered a third attempt at the discretion of the General Manager.

## Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the *Complaints and Appeals Policy and Procedure* for information about how to lodge an appeal.

## Reasonable adjustment in assessment

Some learners may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your Skills Coach if you think that you may need reasonable adjustment for an assessment task(s). Note these adjustments are made at the discretion of your Skills Coach based on your identified needs. There are limits to the type of adjustments that can be made – the integrity of the unit of competency or qualification must be maintained. If non-standard reasonable adjustment is required a formal Individualised Learning and Assessment Plan will be documented.

## 4.2 PLAGIARISM, CHEATING AND COLLUSION REQUIREMENTS

Momentum Consulting (Qld) Pty Ltd has a no tolerance policy for plagiarism, cheating and collusion. Learners are expected to always act with integrity and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

Any learner who is found to be cheating (collusion or plagiarism), harassing other students or breaking the law in any other way could face disciplinary action up to and including cancellation of enrolment. Learners should refer to our *Deferment, Suspension & Cancellation Policy and Procedure* to understand further any potential grounds for cancellation of their enrolment. Learn more about avoiding plagiarism here <https://www.studyinternational.com/news/international-students-guide-avoiding-plagiarism/>





# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 4.3 MISCONDUCT

Misconduct, or allegations of misconduct, involving breaches of Learner Expectations and General Housekeeping, Course Expectations and Requirements, and/or Plagiarism, Cheating and Collusion Requirements will be investigated by an appropriate Momentum representative.

The investigation process and outcomes will be documented in writing and the learner will be notified in writing of the outcomes of the investigation and any resulting actions. Substantiated misconduct will be dealt with via disciplinary action including but not limited to:

- A requirement to re-submit or re-attempt assessment tasks
- Requirement to attend internal or external counselling
- Directions to do or not do certain things while on campus (e.g. learners may be required to refrain from communicating with certain staff or other learners)
- Temporary suspension of enrolment
- Cancellation of enrolment

Disciplinary actions will be communicated to affected learners in writing. The written notice will inform the learner of the availability of Momentum's complaints and appeals process, should they disagree with the decision.

## 4.4 RESOURCES AND EQUIPMENT INFORMATION

This is a list of equipment we will supply you.

- Training room with chairs and tables
- PCs – must be booked for use
- Printer access
- Tablets – that can be borrowed on site
- Study area – use of books for study and also recreational reading
- Toilets
- Kitchen and eating facilities
- Booklet with all local attractions, pray areas, transport and also Medical facilities
- Paper and pens
- Learning resources
- Learning assessments
- Support from Training & Project Specialists
- Qualified Skills Coaches (Training Specialists) on site
- Projector
- Wi-fi

As an enrolled learner with Momentum Consulting (Qld) Pty Ltd we require you to supply:

- Laptop and appropriate Australian charging cords



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 5 CERTIFICATION AND RECORDS

### 5.1 ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results. Where a learner withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Momentum Consulting (Qld) Pty Ltd reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Momentum Consulting (Qld) Pty Ltd is not permitted to do so by law.

Momentum Consulting (Qld) Pty Ltd must have a valid USI on file for the learner for a qualification or Statement to be issued.

### 5.2 RE-ISSUING STATEMENTS AND QUALIFICATIONS

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Learners can request copies of any of these statements or qualifications at any time for an additional charge. Contact us for our current fee.

### 5.3 ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Momentum Consulting (Qld) Pty Ltd holds about you at any time. This includes personal information and records of participation and progress. If you want to access or obtain a copy of the records we hold in your file, please contact your CRICOS Project Specialist on site.

Access to records may be provided by:

- making copies of the records held in a file;
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

### 5.4 AMENDMENT TO RECORDS

If a learner considers the information that Momentum Consulting (Qld) Pty Ltd holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a learner requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 6 LEGISLATION AND YOU

As an international learner studying in Australia, you have certain rights and responsibilities under Australian legislation.

### 6.1 EDUCATION SERVICES FOR OVERSEAS LEARNERS

The Australian Government wants overseas learners in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas learners. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<http://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Learners-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

If you are unable to access this information, contact us via email or phone and we will provide the information to you. You also have certain rights and responsibilities under the following legislation as discussed below.

### 6.2 WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act 2011, Momentum Consulting (Qld) Pty Ltd must provide a safe environment for both staff and learners, as well as providing information to staff and learners in relation to health and safety and welfare. Momentum Consulting (Qld) Pty Ltd has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a learner you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your Skills Coach
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Ensure you are familiar with Momentum Consulting (Qld) Pty Ltd emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

### 6.3 HARASSMENT, VICTIMISATION OR BULLYING

Momentum Consulting (Qld) Pty Ltd is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Momentum Consulting (Qld) Pty Ltd will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or learner. Bullying falls under health and safety legislation.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

If you at any time feel that you are being harassed, victimised or bullied by a staff member or learner, you should follow these steps. If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Momentum Consulting (Qld) Pty Ltd Complaints and Appeals policy and procedure and detailed in this manual.

## 6.4 EQUAL OPPORTUNITY

The principles and practices adopted by Momentum Consulting (Qld) Pty Ltd aim to ensure, that current and prospective learners, clients and other stakeholders are treated fairly and equitably in their dealings with Momentum Consulting (Qld) Pty Ltd.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course. Momentum Consulting (Qld) Pty Ltd provides equity in access to the level of training and support required by each learner. All learners are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All learners are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

## 6.5 NATIONAL VET REGULATOR ACT 2011

As a learner in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

## 6.6 PRIVACY ACT

In collecting your personal information Momentum Consulting (Qld) Pty Ltd will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the Victorian Information Privacy Act 2000, the Freedom of Information Act 1982 and the Public Records Act 1973.

Our 'Privacy Policy and Procedure' outlines how personal information is collected, used, disclosed, stored, destroyed and means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
  - a) We have made you aware that information of that kind is usually passed to that person or organisation
  - b) You have given written consent;
  - c) We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - d) The disclosure is required or authorised by or under law; or
  - e) The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 7 COURSE PROGRESS POLICY AND PROCEDURE

Momentum Consulting (Qld) Pty Ltd systematically monitors learners' course progress and individual learners progress to ensure that they complete their study within the duration specified on their Confirmation of Enrolment certificate (COE). Momentum is proactive in notifying and counselling learners who are at risk of failing to meet course progress requirements. Momentum Consulting (Qld) Pty Ltd reports learners under section 19 of the ESOS Act, who have breached the course progress requirements.

Momentum Consulting (Qld) Pty Ltd monitors, records and assesses the course progress of each learner for each unit of the course for which the learner is enrolled in accordance with the following course progress policies and procedures. This policy and procedure is provided to all Momentum Consulting (Qld) Pty Ltd staff and learners.

### *Requirements for achieving satisfactory course progress*

Learners are expected to achieve the following requirements to meet the satisfactory course progress requirements and be allowed to re-enrol without restriction:

- Learner has achieved a "competent" outcome for at least 50% of the total units undertaken in the study period.

### *Assessing satisfactory course progress*

- Satisfactory course progress is assessed at the end point of every study period.
- Each unit that has been assessed is reviewed to ensure that the learner has achieved a "competent" outcome for at least 50% of the total units undertaken in the study period.
- Example – A Learner is enrolled in 5 units of competency for the study period. The Learner would require a minimum of 3 competent outcomes to progress satisfactorily into the next study period.

## 7.1 MONITORING PROCEDURE

Momentum will monitor learners' progress via the following procedure. Momentum will implement Intervention Strategy Plans for learners at risk of failing to achieve satisfactory course progress.

- Training staff will observe learner engagement, attendance and attitude during classes and will continuously communicate with Administration staff about learners that they judge may be at risk of failing to progress satisfactorily, to enable informal interventions to take place as early as possible.
- Administration staff will review course progress and individual learner progress against the training plan and identify learners at risk of not completing within the expected duration and learners at risk of not achieving a "competent" outcome for at least 50% of the total units undertaken in the study period.
- The review is conducted monthly by analysing data from the Learning Management System (LMS) and Student Management System (SMS) which shows the assessment tasks and/or units that have been deemed satisfactory or competent for each individual learner, and cross checking actual tasks and units completed against what tasks and units should be completed as per their training plan.
- Learners who do not have a competent outcome of at least 30% of the total units in the study period will be identified by the administration staff.
- Administration staff will contact the identified learners via email, telephone or mobile or approach in person requesting that the learner contact the CRICOS Project Specialist to make an appointment within 1 week to discuss course progress.
- The CRICOS Project Specialist is made aware by administrative staff who these learners are and follows up those who do not contact within the required timeframe.
- At the appointment with the CRICOS Project Specialist, course progress is discussed and learners are reminded of their obligations to meet satisfactory course progress and what these are. An assessment is undertaken of the appropriate form of support necessary to assist the learner meet satisfactory course progress. This support may include counselling or other support listed below.\*



## PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

- An Intervention strategy plan letter will be provided to the learner after the appointment detailing the agreements made in the appointment.
- All letters, communication, and notes are recorded on the learners electronic file.
- The CRICOS Project Specialist then coordinates on-going support and advice to these learners assessed as being at risk of not meeting satisfactory course progress. Learners are provided with the best opportunity to successfully meet and exceed satisfactory course progress and work towards a “competent” outcome in all units undertaken.

### ***\*Strategies to assist identified learners to achieve satisfactory course progress***

The CRICOS Project Specialist may recommend the following strategies for learners to follow to improve their course progress:

- Language Literacy and Numeracy assistance.
- Referral to an external Counselling Centre for assistance with personal issues which are influencing progress.
- Referral to the appropriate Health Service for assistance with medical issues which are influencing progress and or referral to a qualified Disabilities tutor for assistance with chronic health and environmental issues which are influencing progress.
- Receiving mentoring from a later year learner and/or tutor.
- Tutorial or study groups.
- Referral to the Training Compliance Specialist for Course and program advice.
- A reduction in course load with approval from the Training Compliance Specialist and their Skills Coach (Training Specialist).
- Attending an English Conversation Group to assist with language skills and social networking.
- The opportunity to reattempt assessment tasks, as-is or after reasonable adjustment.
- Reasonable adjustments for future assessment tasks.
- Additional support from class trainer or other support during classes/training sessions.
- Peer support from other learners on the course, facilitated by Momentum.
- Temporary suspension of the student’s enrolment and/or extension of enrolment duration.
  - h) Suspension and/or extension will occur only where suspension and/or extension is academically appropriate or in the event of compassionate or compelling circumstances supported by evidence).
- Individual Case Management for learners

### ***Support***

Support provided by the CRICOS Project Specialist and administration staff to prevent learners from becoming “at risk of not meeting the course progress requirements” are as follows:

- At 3 weeks into their first study period, all new learners are sent either an email or SMS suggesting that now is the time to address any issues they may be facing. They are reminded of learner support services, the Course Progress Policy and encouraged to seek help with the CRICOS Project Specialist if needed.
- Early intervention is made based on advice from trainers (when they identify learners that they judge are at risk of failing to progress satisfactorily based on attitude, performance, or (lack of) attendance in class).
- Weekly learning support is scheduled every Sunday during study periods and this is provided to support the learners on an ongoing basis throughout the course. The CRICOS Project Specialist will review learners who attend this Sunday class against assessment progress. If identified that there are learners who are falling behind, we will encourage the learner to attend these weekly learning support classes.

### ***Process for determining the point at which the learner has failed to meet satisfactory course progress***

A learner is deemed as failing to achieve satisfactory course progress when they receive a “not yet competent” result in more than 50% of the total units undertaken in a study period after having agreed to an intervention strategy plan, and after having had sufficient time to implement the measures documented in the intervention strategy plan. Generally, learners will be deemed to have failed to make satisfactory course progress if they do not achieve a “competent” result in at least 50% of the units in two consecutive study periods.



## PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

### *Procedure for notifying learners that they have failed to meet satisfactory course progress requirements*

Learners who have not achieved satisfactory course progress are notified in writing of Momentum Consulting (Qld) Pty Ltd's intention to report the learner for not achieving satisfactory course progress. The written notice will be issued as soon as practicable after the learner's failure to make satisfactory course progress is identified.

The written notice will inform the learner:

- That Momentum intends to report the learner for unsatisfactory course progress.
- Of the reason(s) that they are to be reported.
- That they have the right to access Momentum's Complaints and Appeals process within 20 working days if they wish to appeal the decision.
- Where they can find information and who they can contact about accessing the Complaints and Appeals process.
- That their enrolment will be maintained until the conclusion of any complaints and appeals process, or until 20 working days have elapsed from the date on the notice of intention to report.

### *Reporting learners for unsatisfactory course progress*

Momentum will cancel the learner's CoE (and the CoEs for any subsequent courses in which the learner is enrolled at Momentum) in PRISMS at the conclusion of the complaints and appeals process (if the learner appeals and the original decision to report is upheld at the conclusion of the appeals process) or after 20 working days have elapsed since the notice of intention to report was issued (if the learner does not appeal the decision, or if the learner commences but later withdraws from the appeals process by notifying Momentum in writing).

Momentum will notify the learner when the cancellation has been processed on PRISMS. The notice will advise the learner that the cancellation of their enrolment may affect any visa that they hold, and advise them to contact the Department of Home Affairs as soon as possible regarding any effect on their visa.

### *Record Keeping*

All records relating to course progress monitoring and enforcement (including Intervention Strategy Plans and Notices of Intention to Report) will be kept on the learner's electronic file.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 8 CRITICAL INCIDENT POLICY AND PROCEDURE

In accordance with the National Code 2018 Standard 6.8, this policy details the procedure for dealing with a critical incident including: reporting, approach, action, support, media, counselling services, training, evaluation and follow-up, review and return to normality.

### *Definition of Critical Incident*

The National Code defines a critical incident as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.’

This policy and procedure should be activated for critical incidents that directly involve students or staff of Momentum, but may also be activated for critical incidents that indirectly involve students or staff of Momentum (e.g. incidents involving a student’s close family member or friend, which thus cause extreme fear or stress to the student indirectly).

‘Critical incidents’ can include but are not limited to the following events:

- death, serious injury or serious threat of death or injury;
- witnessing the death or serious injury of another person;
- missing student;
- attempted suicide;
- serious injury or health problem which prevents the student continuing with or completing the course;
- mental health episode requiring hospitalisation or referral to critical care service;
- being involved in a natural or man-made disaster/event;
- arrest or detention by police or other authorities;
- assault, including sexual assault;
- being involved in a domestic violence relationship;
- robbery;
- exposure to severe verbal or psychological aggression;
- drug or alcohol abuse; and
- other serious events that result in emergency services (000) being contacted.

The Learner Orientation Program includes information regarding the Critical Incident Policy and associated procedures covering actions to be followed in the event of a critical incident.

All current and new staff are inducted into Momentum Consulting (Qld) Pty Ltd policies and procedures which includes information regarding the Critical Incident Policy and associated procedures covering actions to be followed in the event of a critical incident.

### 8.1 PROCEDURE

Actions to be taken when a critical incident occurs

- If a Critical Incident has or is occurring the first response staff member should take the following first response actions:
  - Secure their own safety, then assist other staff and students (if safe to do so)
  - Contact emergency services (if fire, police or ambulance is required)
  - Contact the Director of Operations and
  - Contact the Critical Incident Team (if Critical Incident Team members are not on site, contact them on their emergency numbers)
- The Critical Incident Team will meet and assess the incident with regard to the first response actions and risk to the safety of all staff, students and others.





## PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

- If an associated risk is still active, they will action a strategy to implement further measures which may include identifying emergency response requirements and further action to ensure staff, students and others are removed from harm's way.
- A member of the Critical Incident Team will contact emergency services (fire, police, ambulance) and relevant external bodies and/or external service providers as necessary (e.g. arranging counselling services for affected students and staff).
- The Critical Incident Team will determine the arrangements for informing staff, students, and stakeholders of the incident.
- Media response will be dealt with by the CEO, as such; staff are not to provide any comments to the media about critical incidents.
- If individuals experienced trauma, a session will be organised with a Counsellor.

### *Example of Detailed Actions*

In the unfortunate situation that a student dies and Momentum Consulting (Qld) Pty Ltd has been advised by Police of the incident:

1. The Police in consultation with the Director of Operations would contact the learner's parents or next of kin and advise of the situation – an interpreter will be arranged if required.
2. The Police may require an official identification of the deceased and so this may involve the use of a staff member who has known the student.
3. The Police may also interview staff as part of investigations.
4. Momentum Consulting (Qld) Pty Ltd will contact the relevant Consulate/Embassy (as they often provide support such as travel for the family).
5. Decide on what assistance we may provide to family, i.e. arranging funeral, death notices, attendance from family members, crisis support referral to counselling services, refund student fees, legal assistance, accommodation and student personal belongings
6. Contact the Department of Home Affairs with details
7. The incident would need to be recorded in the students file and in the Critical Incident Report including: time/date of death, how incident occurred and location and noting who was involved
8. The regulatory authorities would be notified as soon as practicable after the incident, this may include updating PRISMS.
9. Design a formal bulletin to staff and other students.
10. Send a condolence letter to family.
11. A formal debriefing session with staff and students and have our counsellor in attendance. Offer staff and students any ongoing counselling that may be required because of this critical incident.

### *Effects of Critical Incidents*

People deal with critical incident in a variety of ways. We must be aware of some of these effects (listed below) so that we are able to identify them in ourselves and others and hopefully manage them to avoid a further crisis.

Some of the effects:

- Loss of appetite
- Insomnia
- Anger
- Aggression
- Exhaustion
- Denial
- Masking the event
- Changes in libido
- Forgetfulness
- Diarrhea



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

- Lack of interest in everything
- Emotional at the drop of a hat
- Sense of loss

### *After the event*

- When the risk has passed, the first response staff member will complete the Critical Incident Report.
- When the risk has passed, the CEO will schedule a meeting with the Critical Incident Team and finalise the Critical Incident Report.
- The Director of Operations will notify DHA as soon as possible after the incident, this may include reporting via PRISMS.
- The Critical Incident Team will review the incident and evaluate the response and actions for closeout and lessons learned.
- If changes are required to policies, procedures, these will be made via documenting on the critical incident report form and implementing corrective action(s).

### *Privacy and confidentiality*

All information relating to Critical Incidents will be treated as confidential personal information and will be handled as per the requirements of the Privacy Act and Australian Privacy Principles. Limited disclosure in line with the Privacy Act and APP 6 is permitted.

Any disclosure of personal information related to a critical incident should be noted in the student's file (date of disclosure, what information was disclosed, who it was disclosed to, the basis for or purpose of the disclosure).

All documents relating to critical incidents should be securely stored and access should be limited to members of the Critical Incident Team (physical files should be stored in locked rooms or cabinets; electronic files should be password protected, restricted, or access otherwise limited based on the functions of the electronic filing system).

## 8.2 CRITICAL INCIDENT TEAM

The members and details of the Critical Incident Team will be provided to you at orientation.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 9 DEFERRAL, SUSPENSION AND CANCELLATION POLICY AND PROCEDURE

This policy applies to international learners and has been developed in accordance with Standard 9 of the National Code 2018.

Momentum Consulting (QLD) Pty Ltd enables learners to defer, temporarily suspend or cancel their studies, during the course through formal agreement in certain limited circumstances. This policy also details the circumstances where a learner's enrolment may be deferred, suspended or cancelled by Momentum Consulting (Qld) Pty Ltd. This policy guides staff through the procedures to administer when dealing with deferral, suspension or cancellation of learner enrolment.

Momentum Consulting (Qld) Pty Ltd will only defer, temporarily suspend or cancel the enrolment of a learner on the grounds of:

- Compassionate or compelling circumstances
- Misbehaviour by the learner
- Failure to meet course progress and/or attendance requirements
- Non-payment of fees as outlined in the written agreement
- Valid request for transfer to another education provider

Regardless of whether the suspension of enrolment is the result of a learner request for suspension or Momentum Consulting (Qld) Pty Ltd-imposed suspension of enrolment due to misbehaviour, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Any time there is a deferral, suspension, or cancellation of a student's enrolment Momentum Consulting (Qld) Pty Ltd will inform the learner that the deferral, suspension or cancellation of enrolment may affect their Student Visa, and that they should contact the Department of Home Affairs as soon as possible to seek advice on any potential impact on their visa.

### 9.1 DEFINITIONS

**'Cancel enrolment'** means to cancel the learner's enrolment

**'CoE'** means Confirmation of Enrolment which is a document, provided electronically, issued by the registered provider to intending overseas learners and which must accompany their application for a student visa. It confirms the overseas learner's eligibility to enrol in the particular course of the registered provider

**'Compassionate or compelling' circumstances** are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing or ability to commence their course on time. These could include, but are not limited to:

- delays in the processing or granting of visas;
- disruptions to intended travel that are outside the control of the student (for example, cancellation of the student's flight to Australia by an airline);
- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
- a traumatic experience that has impacted on the overseas student (these cases should be supported by police or psychologists' reports where possible), which could include:
  - ij*) involvement in, or witnessing of a serious accident;
  - jj*) witnessing or being the victim of a serious crime,
- where Momentum was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

**'Defer studies'** means to delay the start date of an intended course of study

**'DESE'** means the Department of Education, Skills and Employment

**'DHA'** means the Department of Home Affairs

**'Extenuating circumstances'** means circumstances relating to the welfare of the learner which may include, but are not limited to the following, the learner:

- Threats of violence against staff or learners or others
- Sexual assault against staff or learners or others
- Being under the influence of drugs or alcohol to the point which creates an unsafe environment for staff or learners or others and oneself
- Refuses to maintain approved care arrangements (only for learners under 18 years of age)
- Is missing
- Is deceased
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the learner's wellbeing
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the learner or others; or
- Is at risk of committing a criminal offence
- Other actions deemed unsuitable by the CEO/Director of Operations.

**'Misbehaviour'** means circumstances relating to the actions of the learner, which may include, but are not limited to the following; these are grounds for suspension or cancellation of enrolment:

- Violence against staff or learners or others
- Psychological issues with learner which leads us to fear for safety of learner and staff
- Sexual harassment against staff or learners or others
- Racial discrimination, vilification or bullying
- Intimidating staff or learners or others
- Defaming our college or staff or learners or others
- Criminal actions or is a risk of committing a criminal offence
- Bringing our college into disrepute
- Cheating
- Plagiarism
- Refusing to work in a safe, clean, orderly manner
- Being under the influence of drugs or alcohol to the point which creates an unsafe environment for staff or learners or others and oneself
- Smoking on college property
- Failure to pay fees when due
- Learner did not re-enrol (learner has inactively advised they will not be continuing studies)
- Failure to maintain appropriate class attendance levels
- Failure to maintain appropriate course progress levels
- Other actions deemed unsuitable by the CEO/Director of Operations.

**'PRISMS'** means the Provider Registration and International Student Management System, which the RTO uses to notify DESE and DHA of changes (when a learner's enrolment is deferred, suspended or cancelled) to a learner's enrolment.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

'*Suspend studies*' means to temporarily put studies on hold. Learners are not subject to course progress or attendance requirements while their studies are formally suspended.

'*TPS*' means the Tuition Protection Service

## 9.2 PROCEDURE

### *Prior to Enrolment*

Prospective learners (prior to enrolment) will be informed of the grounds on which their enrolment may be deferred, suspended or cancelled and also their rights and grounds for appeal regarding this policy.

### *Learner request for deferral and / or suspension of studies – Application Process*

Learners may defer or suspend their studies in the event of compassionate or compelling circumstances. Learners must complete the Deferment, suspension or cancellation application form (available from CRICOS Project Specialist).

In this form they will detail reasons for the application and provide supporting evidence to substantiate their claim.

The following is a non-exhaustive list of compassionate and compelling circumstances:

- delays in the processing or granting of visas;
- disruptions to intended travel that are outside the control of the student (for example, cancellation of the student's flight to Australia by the airline);
- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
  - k)** a traumatic experience that has impacted on the overseas student (these cases should be supported by police or psychologists' reports where possible), which could include:
    - l)** involvement in, or witnessing of a serious accident;
- witnessing or being the victim of a serious crime,
- where Momentum was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

Other circumstances that may be considered compassionate or compelling will be assessed by Momentum's staff using their professional judgement.

Once the application is completed it must be submitted to the CRICOS Project Specialist or Operations Manager via email at [info@momentumconsult.com.au](mailto:info@momentumconsult.com.au).

Applications should be submitted at least 10 business days before the proposed deferral or suspension date for the application to be processed. Applications received after this date will not be approved except in exceptional circumstances as determined by Momentum.

The CRICOS Project Specialist and Operations Manager will schedule a meeting with the learner to discuss the application. The Learner *must supply* documented evidence to validate the claim. A formal response (Section D of Deferment, suspension or cancellation application form) outlining the decision and reasons for the decision will be provided within 5 business days from the scheduled meeting.

Should Momentum Consulting (Qld) Pty Ltd reject the deferment or suspension application, the learner will receive a refusal letter via email which will include the reason for the decision and an explanation of how to access our complaints and appeals process within 20 working days of date on refusal.



## PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

In the case that a learner's enrolment is deferred or suspended we will notify DESE and DHA via PRISMS of the change in enrolment, and provide the student with the amended CoE.

All applications and associated documentary evidence will be kept on the learner's file.

Fees will be refunded (if applicable) in accordance with our *Fees and Refund Policy*.

### ***Learner request for cancellation of enrolment – Application process***

Learners who request cancelling their enrolment to go to another RTO must follow the *Transfer Between Registered Providers Policy and Procedure* and complete the appropriate documentation.

Learners cancelling enrolment to return to their home country must complete the Deferment, suspension and cancellation application form and supply supporting evidence such as airline ticket and departure date.

Once the application is completed it must be submitted to the CRICOS Project Specialist or Operations Manager via email at [info@momentumconsult.com.au](mailto:info@momentumconsult.com.au).

Applications must be submitted at least 10 business days before the proposed cancellation date for the application to be processed. Applications received after this date will not be approved except in exceptional circumstances as determined by Momentum.

The CRICOS Project Specialist and Operations Manager will schedule a meeting with the learner to discuss the application. The Learner *must supply* documented evidence to validate the claim. A formal response (Section D of Deferment, suspension or cancellation application form) outlining the decision and reasons for the decision will be provided within 5 business days from the scheduled meeting.

Should Momentum Consulting (Qld) Pty Ltd reject the cancellation request, the learner will receive a refusal letter via email which will include the reason for the decision and an explanation of how to access our complaints and appeals process within 20 working days of date on refusal.

In the case that a learner's enrolment is cancelled we will notify DESE and DHA via PRISMS of the change in enrolment and provide a copy of the CoE cancellation to the student.

All applications and associated documentary evidence will be kept on the learners file.

Fees will be refunded (if applicable) in accordance with our Fees, Charges and Refund Policy.

### ***Provider initiated suspension or cancellation of learner's enrolment***

Momentum may initiate suspension or cancellation of a learner's enrolment for:

- A. Misbehaviour by the learner
- B. Failure to meet course progress and/or attendance requirements
- C. Non-payment of fees as outlined in the written agreement

#### **A. Misbehaviour and/or Non-payment of fees**

The CRICOS Project Specialist and Operations Manager will convene a meeting with the learner to discuss the misbehaviour and/or non payment of fees by the learner.

The CRICOS Project Specialist and Operations Manager will use their professional judgement and assess each case on its individual merits. Post meeting, the Director of Operations will be briefed on the meeting, and the application discussed to ensure that all factors are considered and the appropriate decision made.



## PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

If Momentum Consulting (Qld) Pty Ltd initiate the suspension or cancellation of a learner's enrolment, we will formally notify the learner of our intention and allow the learner 20 working days to access our complaints and appeals policy and procedure, unless **extenuating circumstances** apply.

The learner is advised in the intention to report that their enrolment will be maintained but that they are not to attend class from the date the letter is received. The reasons for this decision will be outlined in the formal letter sent to the learner. The Director of Operations can in exceptional circumstances allow the learner to still attend class after this letter has been sent, and if so, the reasons will be outlined in the intention to report.

The severity of the individual case will decide whether the enrolment should be suspended or cancelled. Refer to '*definitions*' regarding grounds for cancellation of enrolment.

In cases of learner misbehaviour of a criminal nature: the provider will inform the police of any suspected or alleged criminal activity. To assist DHA, the provider will give as much information as possible regarding any criminal activity when it suspends or cancels the enrolment of the learner. DHA officers will then initiate any visa related action as required.

Following the conclusion of any internal complaints and appeals process (if initiated by the student) the suspension or cancellation will be processed and we will notify DESE and DHA via PRISMS of the change in enrolment and provide a copy of the updated or cancelled CoE to the student.

All applications and associated documentary evidence will be kept on the learner's file.

### **B. Failure to meet course progress and/or attendance requirements**

The CRICOS Project Specialist and Operations Manager and finance officer (if required) will convene a meeting with the learner to discuss their failure to meet their course progress and/or attendance requirements.

The CRICOS Project Specialist and Operations Manager will use their professional judgement and assess each case on its individual merits. Post meeting, the Director of Operations will be briefed on the meeting, and the application discussed to ensure that all factors are considered and the appropriate decision made.

If Momentum Consulting (Qld) Pty Ltd initiate the suspension or cancellation of a learner's enrolment (after any intervention measures to assist the learner to meet their course progress and/or attendance requirements have run their course), we will formally notify the learner of our intention and allow the learner 20 working days to access our complaints and appeals policy and procedure, unless **extenuating circumstances** apply.

The learner is advised in the intention to report that their enrolment will be maintained but that they are not to attend class from the date the letter is received. The reasons for this decision will be outlined in the formal letter sent to the learner. The Director of Operations can in exceptional circumstances allow the learner to still attend class after this letter has been sent, and if so, the reasons will be outlined in the intention to report.

The severity of the individual case will decide whether the enrolment should be suspended or cancelled. Refer to '*definitions*' regarding grounds for cancellation of enrolment.

In cases of learner misbehaviour of a criminal nature: the provider will inform the police of any suspected or alleged criminal activity. To assist DHA, the provider will give as much information as possible regarding any criminal activity when it suspends or cancels the enrolment of the learner. DHA officers will then initiate any visa related action as required.

Following the conclusion of any internal **and/or external** complaints and appeals process (if initiated by the student) the suspension or cancellation will be processed and we will notify DESE and DHA via PRISMS of the change in enrolment and provide a copy of the updated or cancelled CoE to the student.

All applications and associated documentary evidence will be kept on the learner's file.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## C. Procedural fairness

In the case where a learner has been regarded as misbehaving, until all due investigation is completed the learner must be treated as innocent until they have admitted liability or via other evidence such as bona fide witnesses.

Before Momentum takes formal action to suspend or cancel a student's enrolment in the event of misbehaviour, students will receive an informal warning and opportunity to correct their behaviour (this will be noted in their student file) unless the misbehaviour places the overseas student's health or wellbeing, or the wellbeing of others, at risk.

No suspension or cancellation of a student's enrolment can take effect until the internal appeals process (and external appeals process in the case of breaches of course progress or academic requirements) is completed unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

### *Recording a Deferment, Suspension or Cancellation - CoE Outcomes*

There are three different outcomes for the learner's Confirmation of Enrolment:

- The provider notifies DESE and DHA through PRISMS that it is deferring or suspending a learner's enrolment for a period without affecting the end date of the CoE. In this case there is no change to the CoE or the learner's enrolment status on PRISMS ie. the learner's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS. This information will be kept for future reference.
- The provider notifies DESE and DHA through PRISMS that it is deferring or suspending a learner's enrolment for a period, which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a more appropriate end date. If the provider does not know when the learner will return, it can choose not to create a new CoE at that point, but to wait until the learner has notified the provider of the intended date of return before creating the new CoE.
- The provider notifies DESE and DHA through PRISMS that it wishes to permanently cancel (terminate) the learner's enrolment. Once this process is complete, the learner's CoE status will be listed as 'Cancelled'.

### *Appeals on Momentum Consulting (Qld) Pty Ltd decisions*

Refer to the *Complaints and Appeals Policy and Procedure*. If we initiate suspension or cancellation of a learner's enrolment, we will inform the learner of our intention to notify DESE and DHA of the change of enrolment status. We will inform the learner that he or she has 20 working days in which to access our complaints and appeals process. To 'access' the appeals process means to 'initiate' or 'start' the process – there is no expectation that the process must be completed within 20 working days.

If the learner chooses to access our appeals process, we will maintain the learner's enrolment until the internal appeals process is completed (and has supported our intention to suspend or cancel the learner's enrolment). In the case of a decision to suspend or cancel enrolment due to breaches of course progress and/or attendance requirements, we will maintain the learner's enrolment until both internal and external appeals processes are completed. To 'maintain the learner's enrolment' means Momentum does not notify DESE or DHA of any change to the learner's enrolment status through PRISMS.

If the learner chooses to access our appeals process they are not to attend class throughout the time the appeal is being addressed. The Director of Operations can in exceptional circumstances allow the learner to still attend class while the appeals process is ongoing, and if so, the reasons will be outlined in a formal communication letter to the learner. Appeals will be at little or no cost to learner.

The learner may choose to access an external appeals process as per our complaints and appeals policy and procedure.





# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 10 MONITORING AND REPORTING ATTENDANCE FOR INTERNATIONAL LEARNERS

Under the Education Services for Overseas Learners (ESOS) legislation, international learners must attend 80% of their scheduled hours in a study period. If they do not do so this constitutes a visa breach and Momentum Consulting (Qld) Pty Ltd is obliged by law to report them to government agencies.

It is also a requirement under the legislation that Momentum Consulting (Qld) Pty Ltd contact and counsel learners who have been absent for more than five consecutive days or who are consistently not attending. Consequently, attendance for international learners at Momentum Consulting (Qld) Pty Ltd must be monitored by the CRICOS Project Specialist every week.

### 10.1 PROCEDURE FOR TRACKING ATTENDANCE

- Learners are required to sign attendance records during each class to demonstrate their attendance; Skills Coach will submit class attendance to the CRICOS Project Specialist within 1 hour of the start time of class.
- The Skills Coach of also required to submit to the CRICOS Project Specialist a copy of the attendance record at the end of the day to show that learners have attended the full day of class.
- CRICOS Project Specialist to update Student Management System with attendance for all learners
- On Sunday evening, an automated weekly report is generated from Student Management System and sent to the CRICOS Project Specialist which summarises attendance for the previous week.
- On Monday morning, the CRICOS Project Specialist reviews the weekly report, and identifies at risk learners:
  - m) Those who have been absent for 5 consecutive days
  - n) Those whose current attendance is below 80% but whose maximum possible attendance for the study period is above 80%
  - o) Those whose maximum possible attendance for the study period is below 80%
- These identified learners are contacted via phone, email or face-to-face by the CRICOS Project Specialist, and a counselling meeting is arrange to discuss the reasons for non-attendance, and provide any additional support services needed. This meeting will be documented.
- The details of contacting and counselling the learners will be recorded on the learners' electronic file (including any unsuccessful attempts to contact learners).
- If a learner cannot be contacted after several attempts, the matter should be referred to the Operations Manager.

The CRICOS Project Specialist also conducts weekly attendance reviews to monitor learner attendance and identify at risk students. This monthly review is conducted by extracting a summary report from Student Management System which has records of all learners attendance.

Learners will be contacted and counselled if they are not consistently attending:

- Learners who have missed 5 consecutive classes will be sent a warning regarding their progress;
- Learners whose current attendance is below 80% but whose maximum possible attendance is above 8-% will be sent a warning regarding their attendance;

A counselling meeting will be arranged by the CRICOS Project Specialist to discuss the reasons for non-attendance, and provide any additional support services needed. This meeting will be documented and stored on the learners Student Management System electronic file.

- Once it is not possible for a learner to attain 80% attendance in the term (even if it is assumed that they will attend every class from then on), the Director of Operations will verify the details of the attendance records and the learner's situation before sending an intention to report letter to the learner. This letter should be sent to the student's official email address.
- The intention to report letter will make clear that the learner can access our complaints and appeals policy and procedure and has 20 working days to do so.



## PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

- If the learner chooses not to access our complaints and appeals policy and procedure within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Momentum Consulting (Qld) Pty Ltd, we will notify the Secretary of the Department of Home Affairs through PRISMS that the student is not achieving satisfactory attendance.

Note: If the learner provides evidence that their absences were due to compassionate or compelling circumstances, they must still be marked absent. However, if the learner's attendance is at or above 70%, and they are making satisfactory course progress, Momentum may choose not to report the learner in the event they can substantiate that their absence is due to compassionate or compelling circumstances.

### *Lateness*

A late attendance will be noted if the Learner is 30 minutes or more late to class.

Where a student is persistently late for a class (more than 5 times), the Skills Coach is to issue the Learner with a written warning letter, which is also placed on the Learners' file.

After the written warning letter, late arrival to that class will result in the student being marked absent for that class.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## 11 TRANSFER BETWEEN REGISTERED PROVIDERS POLICY AND PROCEDURE

This policy applies to the international learners that would like to transfer to Momentum Consulting (Qld) Pty Ltd from another registered provider.

In accordance with Standard 7 of the National Code 2018, Momentum Consulting (Qld) Pty Ltd will not knowingly enrol a learner transferring from another education provider prior to the learner completing six months of their principal course.

A Learner may apply to transfer to another provider after they have completed 6 months of their principal course. The Learner will need to provide formal evidence that they have completed 6 months of their principal course. The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

The scope of this policy is to provide guidance & the procedure on when & how to assess the learners request for transfer within the restricted 6 month period of their principal course. It is expected that the learner's request will be granted where the transfer will not be to the detriment of the learner.

Momentum Consulting (Qld) Pty Ltd does not accept transfer applications from learners under the age of 18.

### 11.1 PROCEDURE

#### *Transferring to Momentum Consulting (Qld) Pty Ltd*

1. Learner completes the Learner Transfer Application form and supplies supporting evidence. This form is available from the CRICOS Project Specialist on site.
2. Application received by Momentum Consulting (Qld) Pty Ltd Operations Manager
3. Momentum Consulting (Qld) Pty Ltd Operations Manager will acknowledge that the Learner Transfer Application Form has been received by issuing a receipt to the learner within 1 business day via email.
4. The Learner Transfer Application will be assessed by the Operations Manager or their delegate within ten (10) business days of receipt of application.
5. Learners who are transferring from another registered provider will not be enrolled unless one of the following criteria are met:
  - p) The learner has completed at least 6 months of their principal course
  - q) the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
  - r) the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
  - s) the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
  - t) any government sponsor of the overseas student considers the change to be in the student's best interests and has provided written support for that change.



## PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

6. The following evidence or checks must be provided/conducted to confirm that the student intending to transfer meets one or more of the criteria outlined at 5(a)-5(d):
  - 5(a): CoE or screenshot from PRISMS demonstrating that the student has completed 6 months of their principal course.
  - 5(b): Official announcement from ASQA and/or evidence from the CRICOS register that the provider or course is no longer registered.
  - 5(c): Supporting evidence in the form of announcements or correspondence from ASQA confirming the details of the sanctions.
  - 5(d): Screenshot from PRISMS confirming that the student has been released by the original provider.
  - 5(e): A letter from the student's government sponsor supporting the change to their enrolment/transfer to Momentum.

All supporting evidence will be retained in the student's file.
7. A formal written decision will be provided to Learner within ten (10) business days above timeline. The potential decision making options are to:
  - Approve learner transfer request
  - Refuse transfer request
  - To request more information from the learner and require a resubmission of their application with further documentation.
8. If the student's request to transfer to Momentum is approved then the student's application and enrolment will be processed as per normal.
9. If the request to transfer is denied, the student will be provided with a written reason for the decision and their application will not be processed.
10. Once the transfer has been approved, the Operations Manager will complete the final enrolment documentation and update PRISMS with Learner data creating the CoE.

### ***Transferring from Momentum Consulting (Qld) Pty Ltd***

1. Learners wishing to transfer to another provider must firstly access this policy to ensure they are aware of the requirements for release and then complete the Learner Release Application form and attach a valid letter of offer from another registered provider and other supporting documentation.
2. Application received by Momentum Consulting (Qld) Pty Ltd Operations Manager
3. Momentum Consulting (Qld) Pty Ltd Operations Manager will acknowledge that the Learner Release Application Form has been received by issuing a receipt to the learner within 1 business day via email.
4. A face to face meeting with the learner and the Operations Manager will be organised to discuss the application form received and how the learner is handling the course, and the individual circumstances of the learner at the time
5. The Learner Release Application will be assessed within ten (10) business days of receipt of application.
6. The application to transfer will be granted if the transfer is in the student's best interests because one or more of the following apply, or if in the professional judgement of Momentum the release should be granted:
  - a) The student has completed at least six months of their principal course.
  - b) The overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Momentum's intervention strategy to assist the overseas student.



## PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

- c) There is evidence of compassionate or compelling circumstances.
  - d) Momentum has failed to deliver the student's course as outlined in their written agreement.
  - e) There is evidence that the student's reasonable expectations about their current course are not being met.
  - f) There is evidence that the overseas student was misled by Momentum or an education or migration agent regarding Momentum or its course and the course is therefore unsuitable to the student's needs and/or study objectives.
  - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
7. The application to transfer will be refused if one or more of the following apply:
- a) Learner has not provided a valid letter of offer from another registered provider.
  - b) Documentation supplied by the student is either inaccurate or incomplete
  - c) Where releasing the learner may jeopardise the learner's progress through a course or package of courses.
  - d) If the learner has recently started studying the course and the full range of support services are yet to be provided or offered to the learner.
  - e) If work commitments have been provided as a reason for the transfer request.
  - f) Travel to and from campus has been provided as a reason.
  - g) The learner has not made a reasonable attempt to engage with support services and/or intervention strategies offered to assist the learner in meeting course progress and/or attendance requirements.
  - h) There is insufficient documentation to support a claim of compassionate or compelling circumstances.
  - i) Momentum, in its professional judgement, does not consider the release to be in the student's best interests for some other reason (which will be articulated to the student in writing).
  - j) The learner has outstanding fees owing to Momentum Consulting (Qld) Pty Ltd.
8. If the learner's request to transfer is granted Momentum Consulting (Qld) Pty Ltd will release the student (at no cost to them) and record the date of effect and reason for release in PRISMS. We will notify the learner via email that they have been released and advise them that they should contact DHA to ascertain the impact of the change on their student visa, including whether a new student visa is required.
9. If the learner's request to transfer is denied, we will provide a formal written record (via email) outlining the decision, reason(s) for the decision, and the factors taken into consideration. The learner will also be advised of their right to appeal this decision and the requirement to do so within 20 working days of the date on the written notice. The learner will be directed to a copy of our complaints and appeals policy and procedure.
10. The outcome of the transfer request will be recorded in PRISMS once one of the following conditions is met:
- a) 20 working days have elapsed since the student was notified of the refusal, and the student has not accessed Momentum's complaints and appeals process.
  - b) The overseas student has withdrawn their appeal against the refusal.
  - c) Any appeal against the refusal by the student has been finalized and has upheld Momentum's decision not to release the student
11. All transfer applications and associated evidence (including evidence related to appeals) will be kept in the learners file for at least two years after the student ceased to be an accepted student of Momentum.



# PARTICIPANT HANDBOOK INTERNATIONAL STUDENTS

## VERSION HISTORY

DATE	VERSION	AUTHOR	APPROVER	REVISION DESCRIPTION
5 Aug 2021	R1	Jack Murray	Natalie Darby (with Delegation authority)	Policy based on version v2 20210408 created by Jack Murray (VETNexus) then updated to new template and reordered for ease of use.

