



Magill College Pty Ltd Trading as Magill College Sydney

ABN: 67 090 050 990

CRICOS Provider Code: 01994M RTO No: 91367

Tel: (+61 2) 8061 6980 Fax: (+61 2) 9267 1711 www.magill.edu.au

MAGILL COLLEGE SYDNEY STUDENT HANDBOOK 2018

**MAGILL COLLEGE SYDNEY
STUDENT HANDBOOK
2018**

It is important that all students read the entire contents of this handbook. It is our official notice of the College's Rules and Regulations as well as legislative requirements which Magill College Sydney is bound by. Should you have any queries or concerns in regard to any component of this handbook, please ensure that you contact the College and/or address these issues prior to your enrolment.



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Welcome to Magill College Sydney

“Deciding to empower your life with professional skills greatly affects the world you live in.”

Magill College Sydney would like to invite you to study at our warm and welcoming College located in the heart of Sydney.

It is our aim to provide excellence in all aspects of Vocational Education and Training (VET) and to be a positive force behind our students in the fulfilment of their study and career goals.

Our highly qualified and experienced trainers/assessors, administration staff and our excellent computer and classroom facilities ensure that at Magill College Sydney, students are learning according to current industry standards and in a technologically advanced learning environment.

Magill College is a Registered Training Organisation (RTO) and adheres to administrative, staffing, facility, marketing, financial, quality assurance, delivery and assessment standards that are regulated by the national regulator for Australia’s vocational education and training sector, the Australian Skills Quality Authority (ASQA). ASQA regulates courses and training providers to ensure that nationally approved quality standards are met. ASQA is the national regulating body that regularly audits RTOs and in instances when there are major changes, such as relocation, added campuses and variations to the scope of registration.

Magill College Sydney is located at **Level 4, 388 Sussex Street, SYDNEY NSW 2000**. The College is surrounded by some of Sydney’s best known restaurants, cafes, takeaway shops, refreshment and entertainment venues. Students are immersed in the friendly, multicultural and cosmopolitan environment of Sydney’s Central Business District (CBD).

The Sydney CBD is known for its large shopping complexes, sporting arenas, Darling Harbour, and its easy access to all parts of Sydney. It is a multicultural area with many different nationalities and gourmet choices in a friendly and relaxed atmosphere. Public transport by trains and buses makes all Sydney metropolitan and country areas extremely accessible.

We would like you to enjoy your time in Sydney and especially at Magill College Sydney. Education can often be a once in a lifetime experience. We are here to assist you in benefiting from your experience of studying at Magill College Sydney and to enjoy the many other benefits that Sydney has to offer.

Quality Statement

As a Registered Training Organisation (RTO), Magill College Sydney delivers nationally recognised training qualifications and adheres to the Standards for Registered Training Organisations (RTOs) 2015 and the National Code 2018 standards.

A prime focus of Magill College Sydney is continuous improvement – this means we continually look for ways to improve customer satisfaction in all areas of our training services including marketing, recruitment, induction, training delivery, assessment, evaluation and support services.

GENERAL COURSE INFORMATION

<p>General requirements for acceptance into Magill College’s courses:</p>	<p>Magill College Sydney does not accept any students under 18 years of age and therefore it is a mandatory requirement that all participants wishing to enrol must be at least 18 years of age.</p> <p>For international students whose first language is not English, the minimum course entry requirement is a level of English language proficiency of 5.5 IELTS, a TOEFL iBT score of 46 (or equivalent as recognised by Department of Home Affairs (DHA) and a satisfactory completion of HSC Year 12, or equivalent.</p> <p>For mature age entry students (aged 21 years or above) relevant work experience is generally expected and it may be possible to provide an entry pathway to the course by utilising the student’s underpinning skills and knowledge, or completed training</p>
<p>Recognition of Prior Learning (RPL) and Credit Transfer (CT)</p>	<p>Magill College offers the option of course credit known as Recognition of Prior Learning (RPL) and Credit Transfer (CT) also known as Recognition of Current Competencies (RCC). Students who believe they have already achieved some of the competencies in the course may apply for RPL. An essential requirement of RPL is to provide proof that you currently have the required competencies. Competencies for which RPL is being requested may have been developed through formal education and training, through work experience and training or through life experience.</p> <p>After RPL is granted, your course schedule must be reviewed and any reduction in the scheduled course length and the reasons for the reduction recorded and placed in your student file.</p> <p>Any course duration reduction as a result of RPL granted to students must be indicated on the Confirmation of Enrolment (CoE), if granted prior to the issue of a visa, <u>or</u> on PRISMS if granted after the issue of a visa.</p> <p>For further information please contact the Administration Manager Ms Grace Kim on (02) 8061 6980 or email: admin@magill.edu.au</p>



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Student Orientation	Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new students of most aspects of life at the College, and to provide an introduction to studying, Sydney's costs of living, transportation, facilities, banking and accommodation, and to understand culturally appropriate and respectful behaviour. In addition College staff will be introduced, a tour of the College will take place and an opportunity to ask questions will be given.
Change of Address	<p>The College is required to seek updates to student contact details at least every 6 months. Upon arriving in Australia students are required to advise the College of their residential address, including <u>phone/mobile numbers, contact email address, emergency contact details</u> and any subsequent <u>changes to these details</u> using the Student Contact Details form that is available at the College Reception.</p> <p>The update of student contact details is very important. The College may send out warning notices to the student, which is aimed at helping to prevent breaches of student visa conditions. It is the student's responsibility and it is in the student's own interests that they always update their address details with the College to ensure that important information about the course, tuition fees and possible breaches of the student visa are received.</p>
Use of Personal Information	<p>Information is collected during the student's enrolment to meet the College obligations under the ESOS Act 2000 and the National Code 2018, and to ensure student compliance with the conditions of the student visa and the student's obligations under Australian immigration laws. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.</p> <p>Information collected about students during their enrolment can be provided, in certain circumstances, to the Australian Government (ASQA, Department of Education and Training and DHA) and, if relevant, the Tuition Protection Service (TPS) Director. In other instances information collected during the student's period of enrolment can be disclosed without the student's consent, and where authorised or required by law.</p> <p>Students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Please apply in writing to the Administration Manager using the Document Request Form available at the College Reception if you wish to view your own records.</p>
College Facilities	The College has general-purpose classrooms, wireless internet access, student facilities for study and internet/computer access in the designated Student Computer Rooms.
Assessment Methods	<p>Assessments are determined over a period of time and through various assessment activities. Competency is determined after evidence is gathered by a combination of classroom activities, written assessments, and practical application of skills and knowledge. A number of approaches to course assessment are used by College trainers/assessors. Assessment approaches may include: questioning; case studies; projects; assignments; presentations; role play; and/or written reports. Students will be given advance notice of the time and form of assessments.</p> <p>Students will be given an opportunity for at least one reassessment for a competency not achieved during their first attempt.</p>
Course Delivery	A number of approaches to course delivery are used by our college trainers. Course delivery approaches may include: trainer led classroom delivery; workshops; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations, and role play situations.
Modes of study	The modes of delivery that may be utilised for this course include theory based classroom delivery, which would take place on the College campus, group discussions, lectures, group work, audio or visual presentations, self-directed learning through research, and problem-solving.
Attendance Requirement	<p>20 hours per week - BSB30115 Certificate III in Business; 20 hours per week - BSB40215 Certificate IV in Business; 20 hours per week - BSB50215 Diploma of Business; 20 hours per week - BSB60215 Advanced Diploma of Business; 20 hours per week - BSB42415 Certificate IV in Marketing and Communication; 20 hours per week - BSB52415 Diploma of Marketing and Communication; 20 hours per week - BSB61315 Advanced Diploma of Marketing and Communication.</p> <p>Australian law requires International students to attend a full-time study load, which is defined as 20 hours per week of face to face teaching. Please contact Magill College for allocated days and times.</p>
Satisfactory Course Progress	<p>Student visa holders must be enrolled in a full-time course of study or training and achieve satisfactory course progress as determined by their education provider.</p> <p>All overseas students are required to comply with condition 8202 of their student visa. This means maintaining satisfactory Course Progress for each 10 week study period of 2 consecutive Blocks. Students must attain</p>



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	<p>“Competent” in all assessment tasks within every 10 week study period of 2 consecutive Blocks to achieve satisfactory Course Progress. The College will identify, notify, review the student’s course involvement, and provide counselling, implement and monitor an intervention strategy in relation to students who are at risk of failing to meet course requirements (i.e. students who have failed 50% or more units in the 10 week study period). Should a student fails to meet satisfactory Course Progress in a second consecutive study period of 10 weeks, the College will notify the student in writing of its intention to report the student to the Secretary of the Department of Education and Training (DET) through PRISMS for unsatisfactory Course Progress in 2 consecutive study periods. This action will automatically alert the Department of Home Affairs (DHA), which may lead to the cancellation of the student’s visa.</p> <p>If a student considers there are reasons why they should not be reported through PRISMS, the student may appeal against the College’s decision.</p> <p>If a student chooses not to access the complaints and appeals process within 20 working days, withdraws from the process, or the process is completed and a decision supports the College’s initial determination, the College Principal will notify the Secretary of the Department of Education and Training (DET) via PRISMS that the student has not achieved satisfactory Course Progress as soon as practicable.</p>
<p>Language, literacy and numeracy advice</p>	<p><i>Reading and writing</i> - a student will be able to read, interpret and write a range of texts within a variety of contexts.</p> <p><i>Oral communication</i> - a student will be able to use and respond to spoken language within a variety of contexts.</p> <p><i>Numeracy and mathematics</i> – a student will be able to recognise and use a variety of conventions and symbols of formal mathematics.</p>
<p>Grounds on which the student enrolment may be deferred, suspended or cancelled</p>	<p>Magill College Sydney will only Defer or Suspend a student enrolment on the grounds of compassionate or compelling circumstances and may cancel a student’s enrolment for misbehaviour by the student (i.e. consuming drugs, alcohol or smoking anywhere on campus) or causing problems for other students, staff, the College’s reputation and its relationship with other organisations (such as building management), or for breaking laws applicable in New South Wales and elsewhere in Australia.</p> <p>For further information please contact the Administration Manager, Ms Grace Kim on (02) 8061 6980 or email admin@magill.edu.au</p>
<p>Complaints and Appeals process</p>	<p>Magill College Sydney seeks to provide learning in a supportive and fair environment with a policy and procedure in place to allow students to lodge a formal complaint or appeal if the matter cannot be resolved informally.</p> <p>Informal Complaints Resolution Procedures</p> <ol style="list-style-type: none"> 1. Students are encouraged to resolve concerns or difficulties directly with the person(s) concerned <i>in the appropriate manner</i> to reach a solution agreeable to all parties. Minor issues of concern would also be documented as soon as they are addressed and/or resolved to the satisfaction of all parties concerned. 2. Students may discuss any informal issues related to their course with their Trainer, Head Trainer, or the Administration Manager as part of the informal complaints resolution process. 3. The Administration Manager or the Head Trainer will provide students with counselling, if required. <p>Formal Complaints/Appeal Resolution Procedures</p> <p>If students cannot resolve a complaint through informal discussions or wish to appeal against a decision made by Magill College Sydney or its staff, students may lodge a formal complaint or appeal.</p> <p>Where students lodge a formal complaint or appeal, they are expected to maintain their enrolment throughout the appeal process and they are informed that they must continue their course and attend all classes while their appeal is being considered and finalised. No fee is charged for a student to lodge a complaint or an appeal.</p> <p>Stage One</p> <ol style="list-style-type: none"> 1. If the matter is not resolved, students will be given an option to proceed with a formal complaints and appeals process. The initial contact person/counsellor (i.e. the Head Trainer or the Administration Manager) may assist the student with the <u><i>Student Complaint/Grievance Form</i></u> (if the student requires assistance). <i>This form must be submitted in writing to the initial contact person/counsellor during normal business hours (Monday-Friday 9am-5pm).</i> 2. Receipt of the completed form will be acknowledged within five (5) working days and the complaints/appeals process will commence within ten (10) working days from the receipt of the complaint/appeal. 3. The College Principal or his nominee (“the College Representative”) will then, if necessary, seek to clarify the issues in the complaint or appeal and provide an objective outcome. 4. When such clarification occurs in a face-to-face interview with the complainant or appellant, he/she would have an opportunity to formally present his/her case and he/she has the right to have a witness and/or support person present at any stage of the relevant meetings. 5. The College Representative will then endeavour to resolve the issue objectively with details provided in writing



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	<p>to the complainant/appellant within twenty (20) working days, including the outcomes and the reasons for the decision.</p> <p>6. In straightforward cases, the signed <i>Student Complaint/Grievance Form</i> is used as written evidence of the outcome of the grievance including reasons and steps that will be taken to address the complaint or appeal. However, in more complex cases, the student will be provided with a written complaints and grievance report of the outcome. This report will include the details of any actions and clearly state the reasons for the decision made and it will be provided to the student within twenty (20) working days.</p> <p>Stage Two</p> <p>If the appellant is dissatisfied with the outcome of Stage One of the Complaints Resolution Procedure, or their concerns remain unresolved he/she has the option to contact the Overseas Students Ombudsman for an external appeal by referring to http://www.oso.gov.au or calling 1300 362 072 for more information.</p> <p>In most cases, the purpose of the external appeals process is to consider whether Magill College Sydney has followed its policies and procedures – it is not to make a decision in place of Magill College Sydney.</p> <ol style="list-style-type: none"> 1. If the appellant decides to proceed with an external appeal, he/she should notify Magill College Sydney of this, <i>so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE.</i> 2. Students MUST provide the evidence of an external appeal <i>lodgement</i> to Magill College Sydney within ten (10) working days from the date when the appellant has accessed an external appeals process. 3. Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process.
Individual students needs	Students must complete the Student With Individual Needs form. For further information please contact the Administration Manager, Ms Grace Kim on (02) 80616980 or email admin@magill.edu.au
The ESOS Framework	The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework. For more information, please refer to pages 17-18 of this Magill College Sydney Pre-enrolment Information Pack 2018 (Brochure).
Student support, welfare and relevant information on living in Australia	<p>Costs of Living: From 1 February 2018, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:</p> <ul style="list-style-type: none"> • A\$20,290 a year for the main student; • A\$7,100 a year for the student's partner; and • A\$3,040 a year for the student's child. <p>For further information, please see http://www.homeaffairs.gov.au/Trav/Stud and http://www.studyinaustralia.gov.au</p> <p>Accommodation options: Australia has a variety of high standard student accommodation available to suit different budgets and needs and there are several long-term housing options, such as hostels (rooming houses), Homestay (living with a family in their home), and rental properties (either on your own or sharing with others). Shared accommodation with other students is common and popular and student noticeboards and newspapers often advertise rooms, apartments and houses for rent.</p> <p>Most accommodation, except homestay, does not include electrical appliances, household equipment, sheets and blankets etc. Second-hand household goods are available quite cheaply, but students may wish to bring some of their own basic items.</p> <p>Websites (e.g. http://www.domain.com.au and http://www.realestate.com.au) list accommodation for rent and provide a good idea of the type and cost of accommodation that is available.</p> <p>For further information, please refer to the following websites:</p> <p>https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs www.fairtrading.nsw.gov.au/Youth/International_students.html</p> <p>Schooling: A school-age family unit member joining the student in Australia is expected to attend school in Australia. Evidence of enrolment for them must be provided if they are to be granted a student visa as a family unit member. In most cases, public and private schools charge fees for family unit members of student visa holders. The student is responsible for the payment of school fees and to allow the student's family unit member to attend school throughout the period of study in Australia.</p>



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For the international student dependants, please consult the following websites:

<http://www.decinternational.nsw.edu.au/study/schools/temporary-residents>

<https://schoolsequella.det.nsw.edu.au/file/d8bb9a35-07b8-4bbb-bc73-ecdb552bf529/1/authority-to-enrol.pdf>

<http://www.decinternational.nsw.edu.au/study/schools/fees>

For private schools in NSW, please consult the following website:

<http://www.privateschoolsdirectory.com.au/educationinformation.php?region=29>

Safety: Australia is a comparatively safe place to live with a relatively low crime rate, but students must take the necessary precautions to protect themselves, just like they would at home. Looking after their safety, health and overall wellbeing is important, especially while dealing with the added stresses of being in a new country and adjusting to a new way of life. It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night. Please refer to the following website for safety tips in Australia:

<http://www.studyinaustralia.gov.au/en/Living-in-Australia/Student-Safety-Portal>

Jobs: Students must not engage in work in Australia for more than 40 hours per fortnight during any period when the student's course of study or training is in session and they must not engage in work before the course for which the initial student visa was granted commences.

A fortnight means a period of fourteen (14) days, commencing on any Monday and ending on the second following Sunday. Please note: No work restriction (limits) apply during recognised periods of holidays (i.e. any scheduled course breaks and official Magill College Sydney holidays). For further information, please refer to the following website:

<http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

There are a number of ways to find work in Australia. You can find job advertisements in local newspapers and on websites such as <http://www.seek.com.au>, <http://www.careerone.com.au> and <https://www.adzuna.com.au/>, <http://www.govolunteer.com.au>.

Travel: Australia is one of the top tourist destinations in the world. Many tourism activities in Australia are based on cultural festivals, such as Chinese New Year and the Sydney Festival in January. Australia is famous around the world for its unique sporting events like surf carnivals, Test series (Cricket) Australia vs. India, the Australian Formula One Grand Prix, the Melbourne Cup, and the Australian Tennis Open. Other attractions that appeal to travellers are Australia's unique flora and fauna, national parks, beaches, reefs, lakes, rivers, deserts and the Kimberley region in far north Western Australia, which is one of the oldest geological areas on earth. The world renowned theme parks on the Gold Coast (e.g. Sea World and Movie World) are very popular and the Gold Coast is one of the most popular destinations both for domestic and international visitors in Australia.

Aboriginal Australia is about sharing the world's most ancient living culture, best expressed through art, storytelling, dance, music and the land itself. For the adventurous traveller, this means learning about traditional Aboriginal practices as well as contemporary interpretations.

Australia's major cities including Sydney, Melbourne, Adelaide and Brisbane showcase the nation's young and free-spirited way of life. Here, visitors can enjoy our outdoor lifestyle, see Australia in its architecture and fashion, experience it in its multicultural precincts, shops, theatres and bars, observe it in our people, taste it in our food and smell it in our oceans and bushland.

Australia's food and wine are inspired by fresh, natural produce and influenced by our multicultural society. From our spectacular seafood to award-winning wines, visitors can enjoy Australia's fabulous food and wine served by friendly Aussies in many great locations. They can choose from casual cafes, al fresco or fine dining, or simply have a picnic or barbeque. Visitors can also explore some of our renowned wine regions (such as the Hunter Valley in New South Wales) and visit cellar doors to sample and learn about the wines.

Discover unique nature on your doorstep - Australia's vast wilderness, ancient landscapes and natural beauty are best expressed in colour; the red sandy deserts, the green rainforests, the white untouched beaches and the rich blue oceans. Visitors can easily discover and learn about distinctive plants and intriguing wildlife that cannot be found anywhere else in the world.

With nine coastal world heritage-listed areas, Australia offers the visitor some of the most diverse, least crowded and unspoilt coastal experiences in the world. The beaches and oceans offer the chance to encounter uniquely



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Australian flora and fauna. One can also enjoy the hinterland, visit quaint villages, or dine in stunning restaurants and cafes to simply eat al fresco and sample local produce.

Here are some websites that students may find interesting and useful when travelling in Australia:

<http://www.australia.com> <http://www.visitnsw.com>

<https://teq.queensland.com/> <http://northernterritory.com/>

<http://www.westernaustralia.com> <http://www.southaustralia.com>

<http://www.discovertasmania.com.au> <http://www.visitvictoria.com>

<http://www.visitcanberra.com.au> <http://www.discoveraustralia.com.au>

<https://www.destinationgoldcoast.com> <http://www.greatbarrierreef.org>

<http://www.uluru.com>



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Site Location and Contact Details:

Level 4, 388 Sussex Street, SYDNEY NSW 2000

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Enrolment Steps/Procedures

Magill College Sydney endeavours to act in an ethical and responsible manner in recruiting students into registered qualifications/courses and to provide all relevant information to students to make an informed decision before commencing their study.

All applicants must be over 18 years of age.

Prior to enrolment students are advised on the following aspects which will determine their eligibility for enrolment:

- That they have satisfactorily completed their HSC Year 12 and/or equivalent, have had relevant work experience, or have completed training resulting in satisfactorily achieving all entry pathways. For mature age entry students (21 years of age or above) relevant work experience is generally expected and it may be possible to provide an entry pathway to the course by utilising the student's underpinning skills and knowledge, or completed training;
- That they have the minimum level of English language proficiency of an IELTS score of 5.5 or TOEFL iBT score of 46 or equivalent; an Upper Intermediate English language proficiency from a recognised English language provider (or equivalent, as recognised by DHA) is also acceptable;
- That their application for Recognition of Prior Learning (RPL), or any Credit Transfer (CT) which may be applicable, is applied for prior to enrolment in any of Magill College Sydney's courses;
- That they are fully advised of their course details, including: course content, course duration, mode of study, all associated costs of study, including any additional purchases which may be required as listed in the **Magill College Sydney Pre-enrolment Information Pack 2018 (Brochure)** and/or the Student Handbook;
- They have been advised of the Magill College Sydney location;
- They have been fully advised of the Student Refund and Cancellation Policy;
- That their tuition fees may be subject to change without notice;
- That all relevant Policies and Procedures that will govern their enrolment have been explained, including achieving satisfactory course progress and cancellation of tuition fees, as advised in the Student Refund and Cancellation Policy;
- That their pre-enrolment information listed in the **Magill College Sydney Pre-enrolment Information Pack 2018 (Brochure)** makes clear reference to the ESOS framework, which is also available electronically by Australian Education International (AEI) to students. For further information, please see <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- That they have been advised on the costs of living in Australia, and their obligation in relation to any school-aged dependants, including the associated costs for school fees which could be incurred;
- That the contents of the **Magill College Sydney Pre-enrolment Information Pack 2018 (Brochure)** and/or Student Handbook are clear and easily understood prior to lodging their application for Enrolment;
- The request of a course timetable copy that is relevant to the student's course of enrolment.

After being advised on all the issues listed above, including the contents of the Student Handbook, the student enrolment process will continue as listed below. Students are required to:

1. Complete and Sign the **Enrolment Form** as acknowledgement that they have received, read and understood the **Magill College Sydney Pre-enrolment Information Pack 2018 (Brochure)** and the contents of the **Student Handbook**, and return the signed enrolment form to the College;
2. Provide the documents listed below:
 - ✓ English results (IELTS score of 5.5 or TOEFL iBT score of 46 or equivalent, as recognised by DHA);
 - ✓ Copies of the current Passport/Visa;
 - ✓ Current **Overseas Student Health Cover (OSHC)** details, if known (only if requesting the OSHC arrangement through the College);
 - ✓ Copies of the HSC Year 12 qualification and/or equivalent relevant work experience;
 - ✓ For mature age entry (21 years of age or above) relevant work experience is generally expected and it may be possible to provide an entry pathway to the course by utilising the student's underpinning skills and knowledge, or completed training);
3. Request their **Letter of Offer and Student Agreement**.



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After receiving the **Letter of Offer and Student Agreement** from Magill College Sydney the next step is to confirm the student's enrolment. An enrolment application will be put on hold if any documents are incomplete and will remain on hold until all documentation issues are resolved.

1. Sign the **Letter of Offer and Student Agreement** as acceptance of the Terms and Conditions of enrolment;
2. Submit any outstanding supporting documentation, as listed in their **Letter of Offer and Student Agreement** to fulfil the course entry requirements;
3. The **Letter of Offer and Student Agreement** is an agreement between the College and the student. Students are required to read and acknowledge that they understand and agree to abide by the conditions of the Agreement. It must be signed and dated prior to commencement of studies to confirm the student's acceptance of the Terms and Conditions of their enrolment;
4. The Agreement is then signed by an authorised officer of Magill College Sydney and students are then required to make the payment according to their course selection;
5. Upon receipt of tuition fees students will be issued with an Invoice/Receipt for all payments made. Once all documents are received and checked against the **Student Documents Checklist** a Confirmation of Enrolment (CoE) will be generated and forwarded to either the student, or their acting agent, or both; and
6. The individual student's file will be created and contain relevant information and documentation. A written notification of orientation will be emailed or posted to the student, or their acting agent, or both. Students are advised that upon request they are entitled to obtain copies of all documentation that is contained in their student file.



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BEFORE YOU START – Student Visa Requirements

<p>General requirements:</p>	<p>According to the Department of Home Affairs (DHA), to be granted a student visa, you must provide evidence that satisfies the entry requirements applicable to you and the assessment levels of your home country. Assessment factors may include whether you have enough financial resources (i.e. money to support yourself during studies), English language proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. You will need to apply through your local Australian Immigration Office.</p> <p>You will be required to also show that you meet the selection requirements for any of the courses that you are seeking enrolment in. These responsibilities must be maintained after your arrival in Australia but it is a requirement that you are aware of these before you sign the Enrolment Form.</p> <p>Additional information on your visa matter is available from your Education / Migration Agent but independent advice is also available on the DHA website http://www.homeaffairs.gov.au</p>
<p>Change of Residential Address – Student Visa Condition 8533</p>	<p>Student visa holders are required to notify our College of their residential address in Australia within 7 days of arriving in Australia and are further required to notify Magill College Sydney of any change in their residential address within 7 days of the change.</p> <p>It is your responsibility to ensure that you always update your residential address including <u>phone / mobile numbers, email address, emergency contact</u> and any subsequent <u>changes to these details</u> using the Student Contact Details form available at reception. The College is required to seek updates to student contact details at least every 6 months.</p> <p>This is extremely important to ensure you receive relevant information about your course, fees, course progress and academic performance and any other important information such as possible breaches of your student visa.</p>
<p>Overseas Student Health Cover (OSHC) – Student Visa Condition 8501</p>	<p>Student visa holders must maintain adequate arrangement for health insurance during their stay in Australia.</p> <p>It is an essential requirement of your student visa that you have adequate health insurance while you are studying in Australia and you are required to pay for Overseas Student Health Cover (OSHC). Furthermore, if you do not maintain your OSHC you will be in breach of your visa conditions and risk having your visa cancelled. OSHC helps pay for medical and hospital care should you become ill during your stay in Australia.</p> <p>Magill College Sydney's preferred health care provider for Overseas Student Health Cover is OSHC by Allianz Global Assistance. For information about overseas student health cover prices (premiums) and the services you will receive from OSHC by Allianz Global Assistance please refer to the website: http://www.oshcallianzassistance.com.au</p>
<p>Achieve Satisfactory Course Progress – Student Visa Condition 8202</p>	<p>Student visa holders must be enrolled in a full-time course of study or training and achieve satisfactory course progress as determined by their education provider.</p> <p>All overseas students are required to comply with condition 8202 of their student visa. This means maintaining satisfactory Course Progress for each 10 week study period of 2 consecutive Blocks to achieve satisfactory Course Progress. Students must attain "Competent" in all assessment tasks within every 10 week study period of 2 consecutive Blocks to achieve satisfactory Course Progress.</p> <p>Magill College Sydney will identify, notify, implement and monitor an intervention strategy in relations to students who are at risk of failing to meet course requirements (i.e. students who have failed 50% or more units in the 10 week study period).</p> <p>Please be aware where if a student fails to meet satisfactory Course Progress in a second consecutive study period, Magill College will notify the student in writing of its intention to report the student to the Secretary of Department of Education and Training (DET) through PRISMS for unsatisfactory Course Progress in two consecutive study periods. This action will automatically alert the Department of Home Affairs (DHA) and the student's visa may be cancelled. For more information please refer to Appendix C of this Student Handbook.</p>
<p>School-age Dependants - Student Visa Condition 8517</p>	<p>Student visa holders must maintain adequate schooling arrangements for their school-age dependants who join them in Australia on a student dependant visa for more than 3 months.</p> <p>You will be required to pay full fees for your school-age dependants studying at primary or secondary schools that they must be enrolled in whilst living in Australia for more than 3 months.</p>
<p>Working whilst Studying - Student Visa Condition 8105</p>	<p>Student visa holders must not engage in work in Australia for more than 40 hours per fortnight during any period when the holder's course of study or training is in session and must not engage in work before the course for which the initial student visa was granted commences.</p> <p>A fortnight means a period of 14 days commencing on any Monday and ending on the second following Sunday.</p>



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Please note: no work restriction (limits) apply during recognised periods of holidays (i.e. any scheduled course breaks and official Magill College Sydney holidays).

Students should seek working hours that do not interfere with or inhibit their study since our registered courses do not include any work component as part of the course requirements.

Please be aware that DHA often conducts checks to ensure that overseas students are not breaching visa conditions in relation to work engagement. In addition, employers have the responsibility under Australian immigration law to check your eligibility to work and failure to do so may be considered a serious offence with expensive repercussions. Additional information on this matter is available on the DHA website <http://www.homeaffairs.gov.au>

BEFORE YOU START

Recognition of Qualifications / Statements of Attainment Recognition of Prior Learning and Course Credit

Recognition of Qualifications / Statements of Attainment	<p>Magill College Sydney recognises equivalent AQF qualifications and Statements of Attainment issued by any other Registered Training Organisations (RTOs) Australia wide, provided that the documents received are either originals or verified copies.</p> <p>In addition, we recognise overseas qualifications provided The National Office of Overseas Skills Recognition (AEI-NOOSR) can substantiate the qualifications.</p>
Recognition of Prior Learning (RPL)	<p>Students who believe they have already achieved some of the competencies in the course may apply for RPL. Competencies for which RPL is being requested may have been developed through formal education and training, through work experience and training or through life experience.</p> <p>Students should, wherever possible, apply for RPL prior to the start of their course. Any course duration reduction as a result of RPL granted to students must be indicated on the Confirmation of Enrolment (CoE) if granted prior to the issue of a visa <u>or</u> on PRISMS if granted after the issue of a visa. When a student is granted RPL it does not impact their full-time study load, only the duration of the course and consequently the duration of their student visa. Students will be required to sign off on all RPLs granted. Students are not permitted to take time off proportionate with the nominal hours of units having been granted under RPL. There may be a fee associated with the application for RPL. For further information please contact the Principal and/or the Administration Manager, Ms Grace Kim on (02) 8061 6980 or email: admin@magill.edu.au</p>
Course Credit / Credit Transfer	<p>When students have completed unit(s) of competency at another RTO that is identical in outcome to unit(s) of competency in which they are currently enrolled they may be eligible for course credit also known as Credit Transfer (CT) or Recognition of Current Competencies (RCC).</p> <p>Students should, wherever possible, apply for course credit prior to the start of their course. Any course duration reduction as a result of Course Credit to students must be indicated on the CoE if granted prior to the issue of a visa <u>or</u> on PRISMS if granted after the issue of a visa. When a student is granted course credit it does not impact their full-time study load, only the duration of the course and consequently the duration of their student visa. Students will be required to sign off on all course credits granted. Students are not permitted to take time off proportionate with the nominal hours of units having been granted under course credit. For further information please contact the Principal and/or Administration Manager, Ms Grace Kim on (02) 8061 6980 or email: admin@magill.edu.au</p>



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NOW THAT YOU ARE HERE

<p>Student Induction and Orientation</p>	<p>Student Orientation day and class registration is conducted for all new Magill College Sydney students generally on Mondays except Public Holidays at the beginning of each 10 week study period of 2 Blocks throughout Magill College Sydney's Academic Calendar.</p> <p>It is essential for ALL new students to attend this session to be introduced to Magill College Sydney's Rules and Regulations and facilities. Students must bring with them a valid passport, current Australian residential address and have a photo taken in order to create their Student ID card.</p> <p>Typically, the Orientation Day program includes:</p> <ul style="list-style-type: none"> • Introduction by the Administration Manager, Ms Grace Kim, who will discuss the obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations as well as issues which may arise as part of the student's day-to-day activities if required; • Highlighting the information contained in the Student Handbook; • Important information about Timetables, Course Progress requirements and Complaints and Appeals processes; • Introduction to College Facilities, Amenities, Emergency Procedures and the Study Environment; • Introduction to Head Trainer and allocation of classes with units of competency and timetable explanation. • Welfare services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman. <p>Students will be openly invited to ask any questions or address any concerns they may have at the orientation. At the end of the Orientation Day students are asked to complete and return the Student Contact Details form stating their current residential address including phone / mobile numbers, email, emergency contact and any subsequent changes to these details using this form.</p> <p>Furthermore, students are required to sign the Student Orientation and Compliance Declaration form that acknowledges that they understand and agree to comply with student visa conditions and are aware of their rights and obligations as students at Magill College Sydney.</p>
<p>Student ID Card</p>	<p>To promote a safe and healthy learning environment all students are issued with a Magill College Sydney's Student Identification Card, containing their photograph, full name, D.O.B., Student ID number, course name and commencement and completion date. Students are required to have their Student ID Card with them at all times whilst on the College premises.</p> <p>In order to obtain a Student ID Card, please have your photograph taken at reception. The Student ID Card may be used as a concession card at museums, theatres, cinemas, sport events and etc. and is subject to change. Please make relevant inquiries to organisers and/or authorities beforehand.</p>
<p>Deferring or Temporary Suspending a Course.</p>	<p>Generally, students are not permitted to defer, temporarily suspend or alter the start date of their course.</p> <p>A student may be granted deferment, or temporary suspension from their studies ONLY on compassionate grounds or due to compelling circumstances such as:</p> <ul style="list-style-type: none"> • A serious illness or injury supported by a medical certificate stating that the student is unable to attend classes; • Bereavement of close family members such as siblings, parents or grandparents (document evidence is required); • Major political upheaval or natural disaster in their home country requiring emergency travel; • A traumatic experience which may include involvement in or witnessing a serious accident or crime and that these cases are supported by a medical report. <p>If deferment or temporary suspension is granted, the Administration Manager will confirm in writing that the student's request has been successful and the College Principal will notify the Secretary of Department of Education and Training (DET) via PRISMS where the student's enrolment has been deferred or temporarily suspended.</p>
<p>Magill College Sydney Official Holiday Periods</p>	<p>Official holidays are timetabled into your course. Magill College students should refer to the College's academic calendar and schedule all travel within the official college holiday periods. For more information, please refer to Appendix A of this Student Handbook.</p> <p>The College is closed on all national and NSW public holidays. Students are not permitted to have additional holidays unless for compassionate reasons or compelling circumstances as stated above.</p>



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<p>Holiday Leave while the Course is in Session.</p>	<p>Generally, Magill College Sydney does not recommend students to take any leave while their course is in session nor does it grant extension of the course (i.e. the expected duration of study specified in the students' CoE must not exceed the CRICOS registered course duration). There is no refund of tuition fees for the time students are on approved leave. Students may be asked to pay an additional fee for the number of units of competency and/or assessments not undertaken during their leave period.</p> <p>Magill College Sydney may only grant leave of absence, while their course is in session on the grounds of compassionate or compelling circumstances, provided that the student produces verifiable documents that support their case.</p> <p>Students must discuss a study plan with the appropriate person (i.e. the Administration Manager and/or the Head Trainer) before lodging a Holiday Leave Request Form to the College. This form should preferably be lodged with a minimum of two weeks' notice prior to the expected Holiday Leave start date (i.e. the start date of travel). Students should not buy their travel tickets prior to Holiday Request approval, in anticipation that their request is going to be approved.</p> <p>A Holiday Leave Request may not be approved should the student failed to maintain satisfactory Course Progress and/or should the leave of absence severely affect their studies and the expected completion date of the course they are currently undertaking.</p> <p>Students applying for holiday leave while the course is in session should be aware that DHA has the final say as to whether reasons for leave are acceptable. DHA may also cancel the visa where, for example, the student is granted leave to go home but does not leave Australia or does not return by the agreed date.</p> <p>To apply for holiday leave a Holiday Request Form is to be completed (available from reception) and additional documentation is to be attached to the request form.</p>
<p>Sick Leave</p>	<p>A student absent from classes due to medical reasons MUST provide a medical certificate from a registered medical practitioner. A medical certificate issued by a registered medical practitioner in Australia must be signed and affixed with the practitioner's provider number.</p> <p>If a student is sick for an extended period of time they must notify the College as soon as practicable to reduce the likelihood that their absence would adversely affect their academic performance and that the notification be sent to the Secretary of Department of Education and Training (DET) through PRISMS for unsatisfactory Course Progress. This action will automatically alert DHA and your student visa may be cancelled. DHA may take into account medical certificates provided by a student when making a decision.</p> <p>The student must keep the original medical certificate(s) to provide to DHA when required whilst the College keeps copies of the submitted medical certificate(s).</p>
<p>Access and Equity</p>	<p>Magill College Sydney is committed to access and equity principles and processes in the delivery of its training and assessment and working environment in accordance with the Age Discrimination Act 2004, Disability Discrimination Act 1992, Australian Human Rights Commission Act 1986, Racial Discrimination Act 1975, Sex Discrimination Act 1984 and NSW Anti-Discrimination Act 1977. (http://www.humanrights.gov.au http://www.legislation.nsw.gov.au)</p> <p>It is the responsibility of the Principal and/or the Administration Manager as well as all staff and students, that all laws and regulations are followed in day to day activities.</p> <p>In the event of a situation that is considered by either students or staff to be in violation of Magill College Sydney's Access and Equity principles, staff and students are required to report the situation to the Principal and/or the Administration Manager.</p> <p>Programs are designed, and wherever possible, facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients.</p>
<p>The Work Health and Safety Act 2011 (WHS)</p>	<p>According to Work Health and Safety Act 2011 (WHS Act 2011), Magill College Sydney has the duty of care to provide a safe and healthy working/study environment for all staff, students and visitors. Furthermore, it is staff and students responsibility to take reasonable care for their own health and safety and for the health and safety of others (http://www.workcover.nsw.gov.au).</p> <p>It is the responsibility of management, staff and students to help reduce workplace hazards. This includes using sunscreen outside and wearing a hat and sunglasses when students are on an excursion. It also means telling your trainer/assessor or administration staff of any dangerous situation staff and students observe so that the College can make it safe.</p> <p>One of the biggest safety hazards in classrooms is bags left on the floor. Students should make sure to put their bag under the table so that others don't trip over. Students are responsible for their own personal belongings</p>



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	<p>while they are at the College. Please do not leave any valuable items in the classroom during the break. Magill College Sydney will not take any responsibility for student's losses (i.e. loss of personal belongings).</p> <p>When you are walking around in the classroom you should be careful of table corners, because sharp table corners might hurt you.</p> <p>Magill College Sydney agrees to abide by the WHS Act 2011 to protect the health, safety and wellbeing of staff and students through the provision of safe learning environment, safe and functional training equipment and lighting.</p> <p>We expect that students in turn accept their responsibility to use the equipment safely. This means studying intelligently, with common sense and foresight. All students are expected to follow the set safety standards, which apply to our college, and adhere to all rules and regulations as set out by the WHS Act 2011.</p> <p>Any injury to a student may cause physical suffering as well as loss of productivity and damage <u>to the morale of the group</u>. The following rules are common sense and should be followed by all students.</p> <ul style="list-style-type: none"> • Keep studying areas clean at all times: it reduces the chance of any injury and also makes the area a more attractive study environment. • Do not run in the college. • In case of a fire, DO NOT USE LIFTS, leave the building via the marked emergency exits. • Do not smoke throughout the building and when smoking outside, make sure that you leave that area safe and clean. • Have respect for electricity - do not overload any outlet. Never have any electrical wires rolled up (like extension leads) - they may create heat and cause fire. • Be aware of hot water temperature and especially auto water boiling machines. • Do not use or operate any equipment or machinery without being trained and authorised to do so by our staff. <p>Report ANY hazard or injury immediately. It is in everybody's interest! If you notice a condition or practice that seems unsafe, you should immediately discuss this with your trainer/assessor or report to staff member, or readily correct it yourself if it is personally safe to do so.</p>
<p>Illness and Disease</p>	<p>Illness is something that can happen to any of us. However, as a responsible college, we will do whatever to minimise any risk to our students.</p> <p>Remember that prevention is much better than any cure!</p>
<p>General Hygiene Precautions</p>	<p>Please follow the following general hygiene precautions:</p> <ul style="list-style-type: none"> • Do not share towels or other linen. • Tea towels should only be used for drying dishes. • Do not share toothbrushes, razors, nail files or nail scissors. • Treat your own minor cuts and injuries. • Cover all wounds adequately with clean Band-Aid or dressing. Change frequently and dispose of waste responsibly. • Dispose of paper handkerchiefs in bins with bin liner. • Do NOT spit or vomit in bins, kitchen sinks, and hand basins or on the floor. • Dispose of sanitary towels and other hygiene material in the appropriate bins provided. • Wash your hands properly after the use of the toilet.
<p>First Aid</p>	<p>If a student requires a First Aid for himself/herself or someone else, he/she should contact a staff member who will assist with a First Aid kit and/or organise medical assistance (ambulance).</p> <p>When giving assistance in an emergency to someone whom is bleeding, it is advisable to take protective measures. Ideally disposable gloves should be worn if you expect to be in direct contact with blood, contaminated fluids, equipment, clothing or surfaces. Disposable gloves are part of the First Aid kit.</p> <p>In any case you MUST wash your hands with soap and hot water as soon as possible after contact with blood or other body fluids.</p> <p>Please follow the following safety precautions:</p> <ul style="list-style-type: none"> • Clean up your own spills of body fluid (blood, urine, vomit etc.) if possible. • Keep rubber gloves separate for each different application. • Do not share rubber gloves.



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<p>Security Procedures</p>	<p>Security problems and violations cannot be addressed in a constructive and preventative manner unless the College management knows or is advised about them. At Magill College Sydney, we believe security is the responsibility of all staff and students. Therefore, our policy puts great emphasis on reporting of incidents as they occur, or may look to be occurring and how they can be prevented.</p> <p>Even where the study environment appears to be a slightly informal atmosphere, it is important that students abide by the following:</p> <ul style="list-style-type: none"> • Do not leave any doors or windows open or unlocked. They should all be checked prior to departure. • Do not leave any personal belongings or valuables unattended. • Ensure that all PCs are shut down/switched off properly as directed by your trainer/assessor. • When you see anything of a suspicious nature, report to your trainer/assessor - or if he/she is not available, contact reception (who may contact the police). • If you see a stranger wandering around the College, or someone who is not a student, please report to a staff member immediately. • If your friends or relatives visit and come to this premises, please report to reception. <p>The above are only examples and staff/student responsibility is not limited to these incidents. Written report should be prepared immediately after any security related incidents occur, and it should include information of who, what, when, where, why and other aspects of the incident. If time is critical, please supply these details over the phone and confirm them at a later stage in writing.</p>
<p>Fire Prevention</p>	<p>It is the duty of each one of us (management, staff and students) to help prevent fire. Always be aware of the danger of fire:</p> <ul style="list-style-type: none"> • Smoking is not allowed anywhere in the building. • Never use damaged electrical cables, power points or other electrical equipment. • Report any faulty electrical problem to the Principal and/or the Administration Manager.
<p>Emergency Evacuation Procedures</p>	<p>Emergency Evacuation Procedures are also an integral component of Work Health and Safety.</p> <p>In the unlikely event of an emergency that requires the evacuation of the campus, ALL students are to follow the instruction of their trainer/assessor and the fire safety Warden being the Principal and Receptionist if working at the time an alarm is sounded.</p> <p>STAGE 1: ALARM SIGNALS</p> <p>There are two alarm signals that may sound throughout the building. The <u>Alert</u> tone, “beep, beep, beep” identifies all building occupants of an impending emergency. This tone indicates PREPARE to evacuate. Staff and students are NOT required to evacuate yet and are to await further instructions of their trainer/assessor and the fire safety Warden.</p> <p>The <u>Evacuation</u> tone, “whoop, whoop, whoop” indicates that building evacuation is required and everyone leave the building immediately. Do NOT use the lift.</p> <p>STAGE 2: COMPLETE EVACUATION OF THE ENTIRE FLOOR</p> <p>When evacuating the building, WALK smartly to the nearest safe EXIT fire door, do NOT run. Go down the fire stairs in single-file, utilising the handrail next to the handrail at all times (fire fighters must have space to come up the stairs). Fire EXIT 1 is located opposite reception. Fire EXIT 2 is located at the rear end of the floor next to the student common room. Do NOT use the lift.</p> <p>Emergency exits are signposted and there are diagrams located in classrooms, hallways and other areas that indicate the approximate exit to use. These procedures may be updated from time to time.</p> <p>STAGE 3: ASSEMBLY POINT</p> <p>Your assembly point is 384-386 Sussex Street, which is the corner of Eager Lane about 20 metres east of the main entrance to the building. <u>Please do NOT occupy the whole footpath.</u> At least 1 metre alongside the road curb side should be vacated for passing pedestrian traffic.</p> <p>STAGE 4: CLASS ROLLS CALL</p> <p>Listen to your trainers/assessors who will mark the class rolls at the outside assembly point to make sure all students have left the building. Only after the rolls have been checked can students be dismissed before further instructions are provided.</p> <p>Students MUST assemble at the assembly point and must NOT go home.</p> <p>Do not re-enter the building (or allow other students to re-enter the building) until a fire safety Warden permits you to do so.</p>



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<p>Campus and Classroom Rules</p>	<p>The following are not permitted on campus:</p> <ul style="list-style-type: none"> • Alcohol; • Chewing gum; • Drugs; • Firearms and knives; • Smoking anywhere on campus (including lift, stairwells, common room and foyer). <p>The following are not permitted in the computer lab and classroom:</p> <ul style="list-style-type: none"> • Food and drink; • Using mobile phones. <p>As there are a diverse group of people that make up the student body all students and staff are asked to be aware of the following:</p> <ul style="list-style-type: none"> • Be aware of other cultures; • Be respectful of other people's personal space; • Do not leave valuables unattended; • Please maintain personal hygiene; • Respect others; • Wash your hands after using the men's or ladies room. <p>In the computer lab and classrooms please adhere to the following:</p> <ul style="list-style-type: none"> • Do not write on the classroom desks; • Do not consume food or drink during class time; • Do not chew gum; • Turn off your mobile phone. <p>In order to maximise students' learning, it is important that you:</p> <ul style="list-style-type: none"> • Always respect Magill College Sydney staff; • Follow trainer / assessor instructions; • Participate in the lessons, group activities and assessments; • Respect the culture of other nationalities; • Speak English at all times; • Leave the classroom tidy.
<p>Students Rights and Responsibilities – General Information</p>	<p>Students must comply with ALL their visa requirements and continue to satisfy the criteria for grant of their visa as per student visa condition 8516 as outlined in this handbook and as updated by DHA from time to time. This is particularly important for maintaining satisfactory Course Progress.</p> <p>In addition to meeting the requirements of your visa, there are a large number of laws and regulations that apply to you as a student whilst studying and living in Australia. The impacts of most of these are discussed in this Student Handbook.</p> <p>Working with others within the College is not a function of the law but rather as existing in a free and amiable study environment. This requires maturity and at times, common sense and understanding. If you have any concerns about how you should act, speak with your Trainer, Head Trainer or the Administration Manager. Breaching an Australian law for which you could be charged may affect your stay in Australia.</p> <p>Basically, you must recognise the rights of others and respect other cultures.</p>
<p>Students Rights</p>	<p>You have the right to:</p> <ul style="list-style-type: none"> • Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status; • Be free from all forms of intimidation; • Learn in a safe, clean, supportive and cooperative environment; • Express and share ideas and to ask questions; • Have personal property (including computer files and your work) and the College's property protected from damage or other misuse; • Apply to have existing skills and knowledge recognised; • Privacy concerning records containing personal information (subject to other statutory requirements and other agreed uses); • Be given information about assessment procedures at the beginning of the unit and progressive results as they occur; • Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation;



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	<ul style="list-style-type: none"> • Have any disputes settled in a fair and rational manner; and • Appeal within twenty (20) working days of receiving notification of any intended decision to report you for unsatisfactory Course Progress.
<p>Students Responsibilities</p>	<p>You have the responsibility to treat Magill College Sydney staff and fellow students with respect and fairness. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Following reasonable directions from a member of our staff; • Not behaving in any way that may offend, embarrass or threaten others; • Not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances; • Taking care of facilities by not damaging, stealing, modifying or misusing property; • Acting in a safe manner that does not place you or others at risk; • Participate in all assessment tasks as scheduled, honestly and to the best of your ability; • Not to smoke anywhere in the building; • Not to be under the influence of alcohol or illegal drugs; and • Follow Magill College Sydney WHS procedures.
<p>Discrimination, Harassment, Bullying and Victimisation</p>	<p>Magill College Sydney believes that staff and students are the College's most valuable assets. It is well recognised that ignoring workplace discrimination, harassment, or what some might regard as bullying, can have serious consequences. Given that Magill College Sydney seeks to attract and retain talented employees from all backgrounds and to maintain enhanced workplace morale, we are determined to provide a workplace free of harassment, victimisation, bullying and upholding of State and Federal laws pertaining to any form of discrimination.</p> <p>The NSW Anti-Discrimination Board defines harassment as any type of behaviour that the other person does not want and does not return. Harassment is unwelcome, unsolicited and non-reciprocated behaviour and it is based on an inappropriate assumption of power. Harassment may be intentional or unintentional and it may take many forms, such as verbal, written or physical. Regardless of the form it takes, the distress caused to the victim can be the same.</p> <p>This may include harassment because of age, race, sex, physical features, pregnancy or potential pregnancy, breast feeding, marital status, homosexuality or gender identity, parent or carers' responsibility, national origin, religious affiliation, physical, psychiatric or intellectual disability, handicap or impairment and/or association with a person who is identified by reference to any of the above attributes.</p> <p>Bullying refers to something that prevents some individuals experiencing the rights to a safe learning environment. It occurs when people use power wrongly and when a victim receives repeated threats or actions that are unwanted from an individual or group possessing more power. Bullying is violent behaviour because the victim is intentionally and frequently caused pain and misery by the bully. This may be through physical acts (pushing, punching etc.) or verbal abuse (name-calling, insults, ridicule, gossip, rumours or lies) or other actions that are deliberately used to cause pain, hurt and humiliation.</p> <p>Commonwealth and State legislation refers to victimisation as a situation where a person is threatened because they are making or proposing to make a complaint under the Australian Human Rights Commission Act 1986 or the NSW Anti-Discrimination Act 1977.</p> <p>Victimisation is unacceptable and will not be tolerated. Magill College Sydney will not allow a person making a complaint, or assisting in the investigation of a complaint, to be victimised.</p> <p>Magill College Sydney will not tolerate discrimination, harassment, bullying, victimisation or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment.</p>
<p>Sexual Harassment</p>	<p>Sexual harassment is a form of discrimination and constitutes any unwelcome behaviour of a sexual nature, which humiliates, intimidates or offends another person.</p> <p>Some instances of sexual harassment are more obvious than others. The best policy is to always be cautious and be sensitive to the perceptions of others. Behaviour that some people find amusing, may offend others. Some examples of sexual harassment (the following list is by no means exhaustive) are:</p> <ul style="list-style-type: none"> • Persistently asking somebody out, even though they have declined; • Intrusive questioning about a person's private life; • Sending emails containing sexist or racist jokes; • Displaying pornography; and • Deliberately brushing up against or touching somebody.



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Steps for dealing with Discrimination, Harassment, Victimization and Bullying

1. If a student is experiencing discrimination or being harassed, victimised or bullied, by either another student or staff member of this College he/she should indicate to the person(s) involved that he/she objects to this behaviour;
2. It is useful to keep a personal record of such actions or words that were offensive. It is also useful to note anyone who is witness to the incident;
3. Such conduct, when experienced or observed, should be reported immediately to your trainer/assessor.
4. If you do not feel comfortable to report this incident to your trainer/assessor, then please talk to your Head Trainer *and/or any other staff member you feel you can discuss this with*, and with whom you feel the most comfortable with.
5. The staff member at their discretion will take the appropriate step to assist you. Please note that all discrimination, harassment, victimisation and bullying that takes place in Magill College will be recorded and taken very seriously.
6. Any information you give is highly confidential and if *you do not wish to identify yourself, and do not wish to take the matter further, the management and staff at Magill College will respect your decision.*
7. Students wishing to lodge a complaint regarding discrimination or harassment should contact the Principal and/or the Administration Manager.
8. Students have the right to have a witness and/or support person present at any stage of the relevant meetings.
9. If a complaint of discrimination and/or sexual harassment is made it will be investigated promptly, impartially, confidentially and thoroughly;
10. If a complaint is substantiated by the Principal and/or the Administration manager, Magill College Sydney may apply one or more of the following as applicable, depending on the severity of the case:
 - Give the offending student or a staff member involved a first and final written warning;
 - Require the offending student or a staff member to make a written and/or verbal apology as required by the offended party);
 - Require the offending student or a staff member to undergo counselling;
 - Expel the offending student; termination of employment of a staff member and/or
 - Other disciplinary action may also be taken.

Students should note that Magill College Sydney has the discretion and authority to forward harassment complaints of sexual nature to POLICE and/or a State or Federal Anti-discrimination organisations. In very serious cases, criminal charges may be laid.

Students participating in Magill College Sydney internal complaint procedures do not forego their right to complain to a State or Federal Anti-discrimination agency, should he/she be dissatisfied with the outcome of the internal procedure.

For further information you can contact the Australian Human Rights Commission on (02) 9284 9600 and check <http://www.humanrights.gov.au> and WorkCover NSW (health and safety bullying the workplace) <http://www.workcover.nsw.gov.au>

All students and staff are expected to participate in the complaint resolution process in good faith and avoid making any frivolous or malicious complaints.

Complaints and Appeals Procedure

Magill College Sydney recognises that differences, complaints, appeals and grievances can arise from time to time. Instances could arise where you may wish to resolve a problem with other people personalities or the way a course has been delivered or to appeal against assessment results.

Magill College Sydney seeks to provide learning in a supportive and fair environment with a policy and procedure in place to allow students to lodge a formal complaint or appeal if the matter cannot be resolved informally. A written record of the complaint or appeal will be kept in the student file. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens:

Informal Complaint Resolution Procedures

1. Students are encouraged to resolve concerns or difficulties directly with the person(s) concerned *in the appropriate manner* to reach a solution agreeable to all parties. Minor issues of concern would also be documented as soon as they are addressed and/or resolved to the satisfaction of all parties concerned.
2. Students may discuss any **informal** issues related to their course with their Trainer, Head Trainer, or the Administration Manager as part of the **informal** complaints resolution process.
3. The Administration Manager or the Head Trainer will provide students with counselling, if required.

Formal Complaint / Appeal Resolution Procedures

If students cannot resolve a complaint through informal discussions or wish to appeal against a decision made by Magill College Sydney or its staff, students may lodge a formal complaint or appeal.



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Where students lodge a formal complaint or appeal, they are expected to maintain their enrolment throughout the appeal process and they are informed that they must continue their course and attend all classes while their appeal is being considered and finalised. No fee is charged for a student to lodge a complaint or an appeal.

Stage One

1. If the matter is not resolved, students will be given an option to proceed with a formal complaints and appeals process. The initial contact person/counsellor (i.e. the Head Trainer or the Administration Manager) may assist the student with the Student Complaint/Grievance Form (if the student requires assistance). This form must be submitted in writing to the initial contact person/counsellor during normal business hours (Monday-Friday from 9am to 5pm).
2. Receipt of the completed form will be acknowledged within five (5) working days and the complaints/appeals process will commence within ten (10) working days from the receipt of the complaint/appeal.
3. The College Principal or his nominee ("the College Representative") will then, if necessary, seek to clarify the issues in the complaint or appeal and provide an objective outcome.
4. When such clarification occurs in a face-to-face interview with the complainant or appellant, he/she would have an opportunity to formally present his/her case and he/she has the right to have a witness and/or support person present at any stage of the relevant meetings.
5. The College Representative will then endeavour to resolve the issue objectively with details provided in writing to the complainant/appellant within twenty (20) working days, including the outcomes and the reasons for the decision.
6. In straightforward cases, the signed Student Complaint/Grievance Form is used as written evidence of the outcome of the grievance including reasons and steps that will be taken to address the complaint or appeal. However, in more complex cases, the student will be provided with a written complaints and grievance report of the outcome. This report will include the details of any actions and clearly state the reasons for the decision made and it will be provided to the student within twenty (20) working days.

Stage Two

If the appellant is dissatisfied with the outcome of Stage One of the Complaints Resolution Procedure, or their concerns remain unresolved he/she has the option to contact the **Overseas Students Ombudsman** for an external appeal by referring to <http://www.oso.gov.au> or calling 1300 362 072 for more information.

In most cases, the purpose of the external appeals process is to consider whether Magill College Sydney has followed its policies and procedures – it is not to make a decision in place of Magill College Sydney.

1. If the appellant decides to proceed with an external appeal, he/she should notify Magill College Sydney of this, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE.
2. Students **MUST** provide the evidence of an external appeal lodgement to Magill College Sydney within ten (10) working days from the date when the appellant has accessed an external appeals process.
3. Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process.

Please remember the College is committed to delivering quality education and training. If you are experiencing any difficulties during your program of study, do not hesitate to discuss your concerns with the relevant staff member such as your Trainer / Assessor, the Head Trainer, the student Administration Manager or the Principal. Our staff will make themselves available at mutually convenient times if you wish to seek assistance outside of College teaching hours.

Flexible Learning Strategies & Assessment Procedures

Flexible learning and assessment procedures form part of our learning and assessment strategies and are integral to the concept of competency-based training. We customise our training and assessments to meet students' specific needs.
If you are having difficulty achieving competency in a study Block please discuss the matter with your trainer/assessor and where possible alternative learning/assessment strategies will be provided to you.

Competency Based Training

You are participating in a course of competency-based training.
Qualifications are made up of units of competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a particular workplace or role. Each industry area divides these skills and knowledge into related categories that form National Competency Standards for specific industry areas.
The National Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within a specific industry should be reasonably expected from courses/units graduates.



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	<p>Competency means being capable of completing tasks to industry or workplace standards. The student being assessed will be required to provide evidence that they can use the acquired knowledge and skills to meet identified standards or criteria as evidenced in their performance of trained tasks.</p>
<p>Training Packages</p>	<p>A Training Package is a set of nationally endorsed standards, guidelines and qualifications used to recognise and assess the skills and knowledge people need to perform effectively in the workplace. Training packages are developed by industry to meet the training needs of an industry or group of industries. Training Packages are a key resource for RTOs in the delivery of structured, accredited training.</p> <p>A Training Package states what competencies need to be achieved but does not prescribe how an individual should be trained. National Training Package currently been used by Magill College Sydney for various courses is BSB – Business Services Training Package. Further information regarding BSB – Business Services Training Package can be accessed at: www.training.gov.au</p> <p>All training packages contain mandatory or “endorsed” components:</p> <ul style="list-style-type: none"> • Units of competency, which express the industry competency standards and include elements of competency, performance criteria, a range of variables and an evidence guide; • Assessment guidelines, which set out conditions for establishing that competency has been met; • Qualifications, explains each qualification and relationships between them. <p>Training packages may also contain a range of materials designed to assist with training and assessment. These are not mandatory and are known as “non-endorsed components”.</p>
<p>Assessment</p>	<p>Assessment is the means by which we determine whether or not a competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency. For an effective assessment system in a competency environment, some basic principles must apply.</p> <p>Underlying principles of assessment:</p> <p>1. Validity The assessments actually assess what they claim to assess and what they have been designed to assess. Validity of assessment is when Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria. Appropriate evidence is collected from activities that can be clearly related to the units of competency.</p> <p>2. Authenticity The evidence collected is authentic that is, actually comes from valid sources and is directly attributable to the skills and knowledge of the individual being assessed.</p> <p>3. Reliability Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context. The following are important to ensure that assessment produces consistent outcomes:</p> <ul style="list-style-type: none"> • Clear, unambiguous, well documented assessment procedures and competency standards; • Clear, consistent and specific assessment criteria; • Effectively trained, briefed and monitored assessors; • Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and • Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence. <p>4. Consistency The assessment system must ensure that evidence collected and provided for judgement is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.</p> <p>5. Currency Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are current and can be applied in today's workplace. As a general rule, competencies that have not been demonstrated within the past 3 years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period. There may be specific situations where skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In cases such as this, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.</p> <p>6. Sufficiency Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of</p>



	<p>variables in the standards against which assessment is to be carried out.</p> <p>A tendency of many students is to provide more (or less) evidence than is actually required to prove competency against the standards. An effective assessment system ensures that students are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency. This should avoid the situation where masses of evidence are provided, requiring assessors to spend more time than necessary per candidate, or too little evidence, making it difficult to judge competency.</p> <p>7. Flexibility</p> <p>Every portfolio or set of candidate evidence is unique. Each candidate will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the candidate and will comprise diverse types and forms of relevant and appropriate evidence.</p> <p>Assessors will take a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account both to ensure the best use of assessor time and the best use of the student and his or her employer's time.</p> <p>An assessment system must evaluate the scope of knowledge and skills covered by the criteria both performance (skills) and underpinning knowledge and understanding.</p> <p>Students are notified in advance of assessment dates and times by the Head Trainer/Assessor or the actual Trainer/Assessor responsible for the assessment.</p>
<p>Rescheduled assessment procedure</p>	<p>The following conditions apply to missed assessments:</p> <p>1A. Students who know in advance of their inability to attend the scheduled assessment(s) must notify their trainer/assessor responsible for setting the assessment prior to the assessment time; and</p> <p>2A. There are compassionate or compelling circumstances which have contributed to the student's inability to attend the scheduled assessment(s) such as:</p> <ul style="list-style-type: none"> ➤ A serious illness or injury supported by a medical certificate stating that the student is unable to attend classes; ➤ Bereavement of close family members such as siblings, parents or grandparents (documentary evidence is required); ➤ Major political upheaval or natural disaster in their home country requiring emergency travel; ➤ A traumatic experience which may include being a victim of or witnessing a serious accident or crime and that these cases are supported by a medical report. <p>Documentary evidence of the above compassionate or compelling circumstances together with an explanation must be supplied to the College.</p> <p>Students, who have missed assessment(s) for one of the above acceptable circumstances covered under conditions 1A & 2A, must apply for the missed assessment(s) to be rescheduled.</p> <p>The following conditions apply to re-scheduled assessments:</p> <p>1B. Students must have re-scheduled and completed the assessment within five (5) weeks after being notified of the assessment result.</p> <p>2B. Students must organise to re-schedule the assessment(s) with the Head Trainer/Assessor.</p> <p>3B. Students must supply a medical certificate stating that the student was unable to attend classes, or documentary evidence as stated in condition 2A, together with an acceptable explanation.</p> <p>If conditions 1B, 2B or 3B are not adhered to, students will be deemed Not Yet Competent 'NYC'.</p>
<p>Re-assessment Procedure</p>	<p>Where a student has previously attempted an assessment and has been deemed 'NYC' due to non-satisfactory performance they may apply for re-assessment under the following conditions:</p> <p>Where students maintain <i>satisfactory academic performance and course progress</i> and where students comply with conditions 1B and 2B, students deemed 'NYC' will be considered to be reassessed <u>free of charge</u> for a unit of competency.</p> <p>Where students DO NOT comply with conditions 1B, 2B and 3B or their academic performance and course progress is not satisfactory, these students deemed 'NYC' will be considered to be reassessed on payment of (a reassessment fee) of A\$300 per unit of competency.</p> <ol style="list-style-type: none"> 1. All re-assessments undertaken must be approved by the Head Trainer/Assessor. 2. Maximum two (2) re-assessments can be attempted by a student in one week. 3. Students will be required to have a meeting with the Administration Manager to check their academic performance and course progress. 4. Students will need to make a non-refundable payment of A\$300 per re-assessed unit of competency after approval from the Head Trainer/ Assessor. 5. The Administration Manager will make an entry of the student's details into a spreadsheet indicating the date and the time of the re assessment(s). The date of re-assessment will be communicated to the student at the point



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	<p>of entry of the student's re-assessment details.</p> <p>6. The student list will be handed over to the Head Trainer/Assessor and/or the trainer/assessor responsible for re-assessment(s) if applicable, before the re-assessment is about to take place.</p> <p>7. The Head Trainer/Assessor and/or the trainer/assessor responsible for re-assessment(s) must be notified 48 hours in advance if the student is not able to attend the re-assessment(s) for any reason.</p>
<p>Plagiarism</p>	<p>Plagiarism is using and copying someone else's work to complete the assignment, either wholly or partially. Attempts to disguise such plagiarism by cosmetic changes will be detected and considered as plagiarism. In particular, it is an offence to be in possession of someone else's file or printout, with or without the permission of the owner of that file or printout.</p> <p>Students who permit others to have access to their assignment material are equally guilty of plagiarism.</p> <p>Where it is suspected that a student is cheating, the trainer/assessor will take note of the misconduct. If the cheating is by way of notes, the notes will be confiscated and the student will be asked to leave the classroom. The student will be advised that they will be deemed Not Yet Competent in that component of the assessment.</p> <p>A notification may be sent to the student to formally notify them of the failure and that any further breaches will result in the student being expelled from the College.</p> <p>The Head Trainer will be informed, if not already aware, and a 'NYC' result will be made on the assessment cover sheet for that particular assessed unit of competency for that student.</p> <p>Evidence confiscated or notes taken by trainer/ assessor will be kept in the student file. This is so that if any further instances occur, appropriate disciplinary action may be taken.</p> <p>If there is uncertainty, the trainer/assessor will call on the Head Trainer and/or other Assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the student at all stages.</p>
<p>Fairness and Equity</p>	<p>An assessment system and its processes must not disadvantage any student or staff. All eligible students must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with students who have special needs.</p> <p>To Magill College Sydney these principles of the assessment system must exhibit the following characteristics:</p> <ul style="list-style-type: none"> • The standards, assessment processes and all associated information are straight forward and understandable; • The characteristics of potential students are identified, to enable all potential assessment issues to be identified and catered for; • The chosen processes and materials within the system of assessment do not disadvantage students; • An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and • Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.
<p>Forms of Evidence</p>	<p>In general, basic forms of skills evidence include:</p> <ol style="list-style-type: none"> 1. Direct performance evidence <ul style="list-style-type: none"> • Current or from an acceptable past period; • Extracted examples within the workplace; • Natural observation in the workplace; and • Simulations, including competency and skills tests, projects, assignments 2. Supplementary evidence, from: <ul style="list-style-type: none"> • Oral and written questioning; • Personal reports; and • Witness testimony. <p>Appropriate and valid forms of assessment utilised for both skills and knowledge may include:</p> <ul style="list-style-type: none"> • Evaluation of direct products of work; • Natural observation; • Skill tests, simulations and projects; • Evaluation of underpinning knowledge and understanding; • Questioning and discussion; and • Evidence from prior activity.



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	<p>Assessments should not be treated as a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your trainer/assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used. It is in your long-term interests to ensure that all of the skills necessary for the workplace outcome have been mastered; our aim is to help you to learn those skills in the right way.</p>
<p>Students with Special Needs</p>	<p>In line with Magill College Sydney Access and Equity practices, students with “special needs” are offered the same opportunities as any other students. Our training and assessment programs will take special needs into consideration from the planning stage onwards and adopt flexible learning and assessment methods as appropriate.</p> <p>As “special needs” extend to more than identified physical or learning difficulties, trainers and assessors will need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or a non-English speaking background.</p> <p>This is especially so in relation to assessment because one fundamental principle of an assessment system is that each student must have access to fair and open assessment. Depending on any specification given in the standards, the trainer/assessor may be able to accept alternative evidence from a student with special needs.</p> <p>If there is uncertainty, the trainer/ assessor will call on the Head Trainer and/or other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the student at all stages.</p>
<p>Use of Personal Information</p>	<p>Information is collected during the student’s enrolment to meet the College obligations under the ESOS Act 2000 and the National Code 2018, and to ensure student compliance with the conditions of the student visa and the student’s obligations under Australian immigration laws. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. Information collected about students during their enrolment can be provided, in certain circumstances, to the Australian Government departments [ASQA, Department of Education and Training (DET) and Department of Home Affairs (DHA)] and, if relevant, the Tuition Protection Service (TPS) Director. In other instances information collected during the student’s period of enrolment can be disclosed without the student’s consent, and where authorised or required by law.</p> <p>It is a requirement of the Standards for Registered Training Organisations (RTOs) 2015 that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Please apply in writing to the Administration Manager using the Document Request Form available at the College Reception if you wish to view your own records.</p>
<p>Releasing and transferring students to another RTO</p>	<p>Transfer and/or release may be considered following a formal application by the student using the Document Request Form. The student’s request may be accepted by the College after or at any time during the Complaints and Appeals process for up to 6 months after commencing the principal course at Magill College Sydney. An application for a release or transfer may be refused when:</p> <ul style="list-style-type: none"> • A letter of offer from another college, university or school has not been presented; • When there are personality issues between an instructor and the student or between students that may be resolved by mediation; • Unacceptable physical or verbal aggression by a student; • When there are outstanding fees due for education training already received; • When the student has not completed required assessments and is requesting to have a statement of attainment issued; • The complaints process has not been completed or the appeals process has not commenced; • Violating any common law (in which case the enrolment may be terminated); and • Other exceptional circumstances. <p>Transfers will be recorded in PRISMS stating the date of effect and reason for student’s release or its refusal. The College is no longer required to issue an actual release letter, however it will notify the student of any intentions to refuse transfer requests.</p> <p>The College will not finalise the refusal in PRISMS until the overseas student has been given an opportunity to access the Complaints and Appeals process within the 20 working day period, the overseas student has chosen not to access the Complaints and Appeals process, or withdraws from the process, or if the appeal finds in favour of the College.</p> <p>If a release is granted, it will be at no cost to the student provided no outstanding fees are overdue, and the student is advised to contact Immigration to seek advice on any potential impacts on their visa, including the need</p>



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	<p>to obtain a new visa.</p> <p>A cancellation of a Confirmation of Enrolment (CoE) does not mean that the student has been released from the previous registered provider; however after 6 months from the commencement of the principal course, the student may transfer to another provider without their release.</p>
Extending the duration of student's study	<p>Magill College Sydney may extend the duration of your study where it is clear that you will not complete the course within the expected duration, as specified on the CoE, as the result of:</p> <p>(a) Compassionate or compelling circumstances such as illness where a medical certificate states that the student was unable to attend classes;</p> <p>(b) Where Magill College Sydney has implemented the intervention strategy for students who were at risk of not meeting satisfactory course progress; or</p> <p>(c) An approved deferment or a temporary suspension of study has been granted.</p> <p>If a student has a question or issue about their student visa they may make an appointment to consult our administration team. Please note Magill College Sydney is not a registered migration consultant/agent and is not permitted to provide information to students wishing to immigrate.</p>
Critical Incidents	<p>Critical Incident (CI) is any traumatic (event) or threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents may include (but are not limited to) events such as:</p> <ul style="list-style-type: none"> • A medical emergency; • A difficult situation; • Severe verbal or psychological aggression; • Natural disaster; • Matters of high risk to personal safety; • Issues such as domestic violence, sexual assault, drug or alcohol abuse <p>The Principal acts as the Head of the CI and as such is responsible for liaising with Police, emergency services and relevant regulatory authorities.</p> <p>For any critical incident your first point of contact is your trainer/assessor and/or Head Trainer. If your trainer is not available, please contact the Administration Manager to report such incidents.</p> <p>For EMERGENCY SERVICE please call 000.</p>

COURSE COMPLETION

Graduation	<p>Congratulations – you have finished your course!</p> <p>Your results and course file will be forwarded to the Principal to make sure everything is in order. We will either:</p> <ul style="list-style-type: none"> • Issue a Qualification (Certificate III or Certificate IV or Diploma or Advanced Diploma) or a Statement of Attainment; or • Contact you for further information. <p>For a Qualification, Magill College Sydney will state:</p> <ul style="list-style-type: none"> • RTO Name and number; • CRICOS Provider number; • Full name of the student; • Name and national code of Qualification; • Certificate Register number; • Date on which requirements for the qualification were achieved. <p>For a Statement of Attainment, Magill College Sydney will state:</p> <ul style="list-style-type: none"> • RTO Name and number; • CRICOS Provider number; • Full name of the student; • Name and national code of qualification partially completed (if applicable); • Name and national code of unit of competency/module achieved; • Certificate Register number; • Date on which unit(s) of competency were achieved.
Incomplete Qualifications	<p>If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is a list of those units that you have been deemed competent in after assessment.</p>



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Re-issuing of Qualifications / Statements of Attainment

Please note that re-issuing Qualifications/Statements of Attainment may incur an extra cost. If in the future you need another copy of your qualification or statement of attainment, please send us a written request by post or email. It should state:

- Your full name (if your name has changed please write both your new name and your name at the time of the course and attached change of name supporting documents);
- Your date of birth;
- Your student number (if applicable);
- Your current address (and your address at the time of the course if applicable);
- The name of course you completed or partially completed;
- The start and finish date of the course; and
- Any other details you may have to properly identify yourself.

After we review your request, we may either:

- Send a new Qualification or Statement of Attainment; or
- Send you a request for a further clarification / identification of your documents.

In accordance with current regulations, all Magill College Sydney records are maintained for a period of 30 years.

In the unlikely event that Magill College Sydney ceases to operate, these records will be transferred to the Australian Skills Quality Authority (ASQA), the national regulatory and registering body. Please refer to <http://www.asqa.gov.au> or phone **1300 701 801** for more information.

Continuous Improvement

Continuous improvement of training and assessment is important for Magill College Sydney's continued success and the College is committed to operate effectively and efficiently in order to meet the needs of clients and stakeholders, especially our students.

Magill College Sydney seeks to encourage continuous improvement of our activities from within and also in the industry and create a benchmark for the provision of quality services to our clients.

Opportunities for continuous improvement can be identified from varied sources with particular focus on:

- The collection and analysis of formal and informal feedback from students and staff;
- Complaints from students, staff and external stakeholders;
- Audits against the Standards for Registered Organisations (RTOs) 2015 and the National Code 2018 standards;
- Assessment moderation and validation; and
- External workshops and internal meetings participation.

Feedback / Evaluation

Magill College Sydney actively seeks students' feedback and regularly undertakes evaluations of all courses and activities for continuous improvement purposes.

We monitor compliance with Standards for Registered Training Organisations (RTOs) 2015 and our policies and procedures through the use of evaluations during and at the completion of courses.

Any complaints or deficiencies are documented on appropriate forms to ensure proper follow up action is taken.

**Thank you for choosing to study at Magill College Sydney.
If you would like any further information please do not hesitate to contact us.**



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Appendix A

Academic Calendar

Term Calendar	Course Commencement Dates	Course Completion Dates	Course(s)
2018			
1	22 January 2018	21 September 2018	BSB30115 Certificate III in Business
2	26 February 2018	09 November 2018	
3	16 April 2018	14 December 2018	
4	21 May 2018	01 March 2019	
5	16 July 2018	05 April 2019	
6	20 August 2018	24 May 2019	
7	08 October 2018	28 June 2019	
8	12 November 2018	16 August 2019	
1	22 January 2018	21 September 2018	BSB40215 Certificate IV in Business
2	26 February 2018	09 November 2018	
3	16 April 2018	14 December 2018	
4	21 May 2018	01 March 2019	
5	16 July 2018	05 April 2019	
6	20 August 2018	24 May 2019	
7	08 October 2018	28 June 2019	
8	12 November 2018	16 August 2019	
1	22 January 2018	14 December 2018	BSB50215 Diploma of Business
2	26 February 2018	01 March 2019	
3	16 April 2018	05 April 2019	
4	21 May 2018	24 May 2019	
5	16 July 2018	28 June 2019	
6	20 August 2018	16 August 2019	
7	08 October 2018	20 September 2019	
8	12 November 2018	08 November 2019	
1	22 January 2018	14 December 2018	BSB60215 Advanced Diploma of Business
2	26 February 2018	01 March 2019	
3	16 April 2018	05 April 2019	
4	21 May 2018	24 May 2019	
5	16 July 2018	28 June 2019	
6	20 August 2018	16 August 2019	
7	08 October 2018	20 September 2019	
8	12 November 2018	08 November 2019	
1	22 January 2018	14 December 2018	BSB42415 Certificate IV in Marketing and Communication
2	26 February 2018	01 March 2019	
3	16 April 2018	05 April 2019	
4	21 May 2018	24 May 2019	
5	16 July 2018	28 June 2019	
6	20 August 2018	16 August 2019	
7	08 October 2018	20 September 2019	
8	12 November 2018	08 November 2019	
1	22 January 2018	28 June 2019	BSB52415 Diploma of Marketing and Communication
2	26 February 2018	16 August 2019	
3	16 April 2018	20 September 2019	
4	21 May 2018	08 November 2019	
5	16 July 2018	13 December 2019	
6	20 August 2018	28 February 2020	
7	08 October 2018	03 April 2020	
8	12 November 2018	22 May 2020	
2018 Approved Holiday Period			2019 Approved Holiday Period
30 March 2018 – 15 April 2018 (2 weeks)			8 April 2019 – 22 April 2019 (2 weeks)
25 June 2018 – 15 July 2018 (3 weeks)			1 July 2019 – 14 July 2019 (2 weeks)
24 September 2018 – 7 October 2018 (2 weeks)			23 September 2019 – 7 October 2019 (2 weeks)
17 December 2018 – 28 January 2019 (6 weeks)			16 December 2019 – 27 January 2020 (6 weeks)



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Term Calendar	Course Commencement Dates	Course Completion Dates	Course(s)
2019			
1	29 January 2019	20 September 2019	BSB30115 Certificate III in Business
2	04 March 2019	08 November 2019	
3	23 April 2019	13 December 2019	
4	27 May 2019	28 February 2020	
5	15 July 2019	03 April 2020	
6	19 August 2019	22 May 2020	
7	08 October 2019	26 June 2020	
8	11 November 2019	14 August 2020	
1	29 January 2019	20 September 2019	BSB40215 Certificate IV in Business
2	04 March 2019	08 November 2019	
3	23 April 2019	13 December 2019	
4	27 May 2019	28 February 2020	
5	15 July 2019	03 April 2020	
6	19 August 2019	22 May 2020	
7	08 October 2019	26 June 2020	
8	11 November 2019	14 August 2020	
1	29 January 2019	13 December 2019	BSB50215 Diploma of Business
2	04 March 2019	28 February 2020	
3	23 April 2019	03 April 2020	
4	27 May 2019	22 May 2020	
5	15 July 2019	26 June 2020	
6	19 August 2019	14 August 2020	
7	08 October 2019	18 September 2020	
8	11 November 2019	06 November 2020	
1	29 January 2019	13 December 2019	BSB60215 Advanced Diploma of Business
2	04 March 2019	28 February 2020	
3	23 April 2019	03 April 2020	
4	27 May 2019	22 May 2020	
5	15 July 2019	26 June 2020	
6	19 August 2019	14 August 2020	
7	08 October 2019	18 September 2020	
8	11 November 2019	06 November 2020	
1	29 January 2019	13 December 2019	BSB42415 Certificate IV in Marketing and Communication
2	04 March 2019	28 February 2020	
3	23 April 2019	03 April 2020	
4	27 May 2019	22 May 2020	
5	15 July 2019	26 June 2020	
6	19 August 2019	14 August 2020	
7	08 October 2019	18 September 2020	
8	11 November 2019	06 November 2020	
1	29 January 2019	26 June 2020	BSB52415 Diploma of Marketing and Communication
2	04 March 2019	14 August 2020	
3	23 April 2019	18 September 2020	
4	27 May 2019	06 November 2020	
5	15 July 2019	11 December 2020	
6	19 August 2019	26 February 2021	
7	08 October 2019	01 April 2021	
8	11 November 2019	21 May 2021	
1	15 July 2019	11 December 2020	BSB61315 Advanced Diploma of Marketing and Communication
2	19 August 2019	26 February 2021	
3	08 October 2019	01 April 2021	
4	11 November 2019	21 May 2021	



Appendix B

A description of the ESOS framework—providing quality education and protecting your rights

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

Protection for overseas students

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

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

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18 ([please note all students must be 18 years of age or above to be able to enrol in any of the Magill College courses](#)), to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au

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

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

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer before you have completed six (6) months of your final course you need your provider's permission.

Your responsibilities

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

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, ([please note all students must be 18 years of age or above to be able to enrol in any of the Magill College courses](#)), maintain your approved accommodation, support and general welfare arrangements.



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Contact details:

Who	Why	How
Your provider	For policies and procedures that affect you	<ul style="list-style-type: none"> • Speak with your provider • Go to your provider's website
Department of Education and Training	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> • www.internationaleducation.gov.au • ESOS Helpline +61 2 6240 5069
Department of Home Affairs (DHA)	For visa matters	<ul style="list-style-type: none"> • http://www.homeaffairs.gov.au/ • Phone 131 881 in Australia • Contact the DHA office in your country
Overseas Students Ombudsman (OSO)	Provider complaints about: Refusing admission to a course; Fees and refunds; Course provider transfers; Course progress or attendance if applicable; Cancellation of Enrolment; Accommodation or work arrangement by a provider; and Incorrect advice given by an education agent who has an agreement with a provider.	<ul style="list-style-type: none"> • www.oso.gov.au • Overseas Student Ombudsman Phone 1300 362 072 Email ombudsman@ombudsman.gov.au

Additional Relevant Legislation

A range of legislation is applicable to all staff and students. Information on any additional relevant legislation can be found at the following websites:

WHS (formerly OH&S) <http://www.workcover.nsw.gov.au>

ASQA <http://www.asqa.gov.au/>

EO <http://www.justice.nsw.gov.au/>

Privacy <https://www.oaic.gov.au/>

Work Health and Safety Act 2011

Standards for Registered Training Organisations (RTOs) 2015

NSW Anti-Discrimination Act 1977

Privacy Act 1988

Any other legislation or regulations identified as relevant to the Registered Training Organisation



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Appendix C

Monitoring Course Progress Policy

1. Policy:

- 1.1 Magill College Sydney is committed to ensuring that all students are supported throughout their course of study to assist them to achieve the qualification for which they have enrolled and to ensure they comply with government legislation regarding academic Course Progress.
- 1.2 All international students are required to comply with condition 8202 of their student visa. This means maintaining satisfactory Course Progress for each 10 week study period of 2 consecutive Blocks.
- 1.3 Students must attain "Competent" in all assessment tasks within every 10 week study period of 2 consecutive Blocks to achieve satisfactory Course Progress.
- 1.4 Magill College Sydney will identify, notify, implement and monitor an intervention strategy in relation to students who are at risk of failing to meet course requirements.
- 1.5 If a student fails to meet satisfactory Course Progress in a second consecutive study period, Magill College Sydney will notify the student in writing of its intention to report the student to the Secretary of the Department of Education and Training (DET) through PRISMS for Unsatisfactory Course Progress in two consecutive study periods. This action will automatically alert the Department of Home Affairs (DHA) and the student's visa may be cancelled.
- 1.6 If a student considers there are reasons why they should not be reported through PRISMS, the student may appeal against Magill College Sydney's decision. A student may appeal if they believe one or more of the following has happened:
 - Magill College Sydney has not recorded or calculated student results correctly;
 - There are compassionate or compelling reasons which have contributed to the student's unsatisfactory progress;
 - Magill College Sydney has not implemented the intervention strategy in accordance with our documented policies and procedures;
 - Magill College Sydney has not implemented other policies which may impact upon the students' results e.g. assessment policy, examination policy, feedback policy;
 - Magill College Sydney has not made the College's Course Progress policy available to students.
- 1.7 If a student chooses not to access the complaints and appeals process within 20 working days, withdraws from the process, or the process is completed and a decision supports Magill College Sydney's initial determination, the College Principal will notify the Secretary of Department of Education and Training (DET) via PRISMS that the student has not achieved satisfactory Course Progress as soon as practicable.

2. Purpose:

The purpose of this policy and procedure is to ensure that students abide by Magill College Sydney's requirements and the National Code 2018 as per standard 8 – Overseas student visa requirements. Magill College Sydney is required to notify and counsel students who are at risk of not meeting academic requirements.

3. Scope:

This policy applies to all international students and acts to ensure that all staff at Magill College Sydney are aware of this policy.



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Appendix D

Acknowledgement Declaration

I, _____ hereby acknowledge that I have attended the orientation program for new students and that I am aware of Magill College Sydney policies and procedures, rules and regulations. I confirm that I received and read the contents of this Student Handbook prior to commencing in the course.

Student ID number:	
Student full name:	
Student signature:	
Date:	

I further acknowledge and agree that relevant Australian Government departments (i.e. ASQA, Department of Education and Training (DET) and Department of Home Affairs (DHA) administering the ESOS framework may access all of the information that has been maintained by Magill College Sydney.

Please note this and other information may also be provided to the Tuition Protection Services (TPS) Director in relation to administering the ESOS Act 2000, the National Code 2018 and/or the Migration Act (as amended).