
INTERNATIONAL STUDENT HANDBOOK



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INTRODUCTION

WELCOME

Welcome to Kings Institute of Vocational Studies This handbook provides you with everything you need to know about studying with us in Australia. By choosing us as your education provider, you are choosing a high-quality and industry relevant course and education provider to ensure you are set up for the future.



ABOUT US

Located in Granville, Kings Institute of Vocational Studies provides courses in the areas of Vocational Education. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources, Kings Institute of Vocational Studies is a wise choice for your learning and future.

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

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

OUR OBLIGATION TO YOU

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2025, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

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

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

OUR CONTACT DETAILS

Main telephone number: 0449 999 253

Email: info@kivs.edu.au

Website: www.kivs.edu.au

STUDENT SUPPORT CONTACT DETAILS

CEO: Mr Rohit Aneja 0449 999 253

Available 24/7 for emergency situations.

Administration & Student Support Officer: Ms Sweetie Gupta (02) 8999 3348

Available via the main contact telephone number.

OUR LOCATION

We are located at **Level 1/133 Parramatta Rd, Granville NSW 2142**



ABOUT OUR AREA

Granville is located in the state of NSW and is one of the fastest growing suburbs. A culturally diverse city, Granville has fantastic weather, is close to public transport.

We recommend you purchase an OPAL Card for travel between trains, busses, ferries and trams.

COURSES WE OFFER

Kings Institute of Vocational Studies offers the following courses to international students:

BSB40920- Certificate IV in Project Management Practice

BSB50820- Diploma of Project Management

BSB60720- Advanced Diploma of Program Management

BSB80120- Graduate Diploma of Management (Learning)

CPC30220- Certificate III in Carpentry

CPC30620- Certificate III in Painting and Decorating

SIT40521- Certificate IV in Kitchen Management

SIT50422- Diploma of Hospitality Management

SIT60322- Advanced Diploma of Hospitality Management

VISAS AND CONDITIONS

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

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>



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

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

WHAT IS A USI AND WHY DO I NEED ONE?

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

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

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

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

EDUCATION AGENTS

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

RPL AND CREDIT TRANSFER

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

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

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

COURSE ORIENTATION

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

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



WHAT CAN I EXPECT DURING TRAINING AND ASSESSMENT?

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

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. All assessments at Kings Institute of Vocational Studies are designed and conducted in line with the Principles of Assessment (fairness, flexibility, validity, reliability) and the Rules of Evidence (validity, sufficiency, authenticity, currency). These principles guide how assessments are developed, delivered, and judged to ensure consistency, fairness, and confidence in student outcomes. Once you have received a mark of Competent for all units that make up the qualification— you will be eligible to be awarded your qualification.

ACADEMIC INTEGRITY & AUTHENTICITY

We take academic integrity seriously. This means all work you submit must be your own. We have processes to check authenticity, which may include plagiarism detection software, oral questioning, or follow-up practical demonstrations. Trainers and assessors may ask you to explain or expand on your work to confirm it reflects your own knowledge and skills. Submitting false or copied work may be considered misconduct under our Student Code of Conduct.

DIGITAL LITERACY SUPPORT

The Standards for RTOs 2025 highlight the importance of digital skills in today's workforce. If you need assistance with technology used in your learning (such as online research, digital tools, or submitting assessments electronically), support is available. Please speak with your trainer or the Student Support Officer if you feel you need extra help in this area.

Any use of AI tools (e.g., ChatGPT) in assessment must be referenced in accordance with Harvard Referencing Style. Unreferenced AI use will be treated as misconduct. Assessment tools are validated annually on a risk basis and reviewed as per the Assessment Validation Schedule.

REASSESSMENT ARRANGEMENTS

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

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

Refer to our Assessment Policy under policies and procedures section.

SUPPORT AND WELFARE

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

We offer the following in relation to support and welfare:

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



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

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

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

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

You can refer to our below policies for more information under policies and procedures section in this handbook:

- Diversity, Inclusion and Cultural Safety Policy and Procedures
- Student Wellbeing Support Policy and Procedures
- Student Support and Intervention Policy and Procedures

ISSUING CERTIFICATES

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

why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.

REISSUING CERTIFICATION DOCUMENTS

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

FEEDBACK

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

All feedback from students, graduates, and employers is reviewed regularly, and we use this information to adjust our training and assessment practices, support services, and overall student experience. As required by the Standards for RTOs 2025, feedback is also reviewed at a management and governance level. This ensures that decisions about courses, resources, and student support are informed by real student and employer experiences. By sharing your views, you directly contribute to the quality and outcomes of future students

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



IF YOUR DETAILS CHANGE...

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

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

WHAT'S REQUIRED OF ME AS A STUDENT?

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

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at: <https://www.education.gov.au/esos-framework/esos-legislative-framework#toc-national-code-of-practice-for-providers-of-education-and-training-to-overseas-students>

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

HOW CAN I APPLY?

The application process is outlined in the diagram below:

Complete and send your Application for Enrolment Form to us. Make sure you include any supporting documents if there are entry requirements for your chosen course. These may include verified copies of previous qualifications, your passport, previous schooling and English testing results.



When we receive your application for enrolment, we will assess it against the course requirements. If your application is verified, we will arrange an interview with you. Your interview may be in person (if you are in Australia) or via phone or Skype.



Your application will then be processed and if you are successful you will be issued with a Offer Letter and Student Agreement. If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before reapplying.



Carefully review your Offer Letter and Student Agreement and make sure your course fees, duration and payment plan are correctly stated. Read through all of the included policies and procedures and if you are in agreement, sign and return to us and we will then issue you with an invoice.



Once we have received your first payment, you will be issued with an electronic Confirmation of Enrolment (COE). Use this document to apply for your visa with the Department of Home Affairs. Once your visa is granted, make sure you arrive in Australia in time for your first class and orientation session.

POLICIES AND PROCESSES

STUDENT ENROLMENT POLICY AND PROCEDURE

Kings Institute of Vocational Studies is committed to assessing the readiness and suitability of all prospective students prior to enrolment by reviewing their existing skills and competencies in line with training product requirements. This includes evaluating language, literacy, numeracy (LLN), and digital literacy and English language proficiency as applicable. Based on the outcomes of this review, Kings Institute of Vocational Studies provides clear advice to help students make informed enrolment decisions and determine whether the training product aligns with their learning needs, goals, and capabilities.

1. Procedures

Kings Institute of Vocational Studies follows the procedure detailed below to assess whether the prospective student's qualifications, skills and experience are appropriate for the training product in which they wish to enrol, to ensure the student progresses and successfully attains the qualification.

I. Pre-Enrolment Skills & Suitability Review

- Prospective students complete an Enrolment Form indicating their educational history, work experience, and training goals and submits with the required supporting documents that may include but not be limited to:
 - Passport
 - Certified copies of all graduation certificates in both the original language and English (not required for currently enrolled students applying to college for another program).
 - Certified copies of academic transcripts and graduation certificates (not required for currently enrolled students applying to college for another program).
 - Any other information or documents that are specified in the training product entry requirements (this may involve a recent portfolio of your work, resume or employment paperwork).

What are certified documents?

A certified copy is a copy of an original document verified to be a true copy by an authorised witness. The person certifying the photocopy must sight the original document and include the following details on all pages that contain information:

- Stamp or write, 'This is a true copy of the document sighted by me'.
- Sign, date and provide contact details (name, address, and telephone number).
- The official stamp or seal of their organisation or their profession and organisation name.

Who can certify my documents?

- Kings Institute of Vocational Studies staff.
- Notary of the Public.
- Authorised Education Agents.

Who can translate documents?

- NAATI accredited translator. More details can be found here: <https://www.naati.com.au>
- Post application, Kings Institute of Vocational Studies Admissions Officer conducts a Pre-Enrolment Skills and Suitability Review.

The review assesses:

- English Language proficiency

- Language, Literacy, Numeracy and Digital (LLND) capabilities.
- Existing vocational experience or prior qualifications.
- Ongoing principal course at another CRICOS registered provider where six (6) months have not been completed.

The initial review of provided credentials and evidence considers:

- Entry requirements of the training product (e.g. prerequisites, licensing needs)
- Prior qualifications and employment history
- Any declared learning or physical disabilities
- English language proficiency

Where appropriate, Trainers and Assessors may conduct verbal or written interviews to assess practical experience or contextual readiness.

II. English Language Proficiency Review

- Kings Institute of Vocational Studies reviews each international applicant's English language proficiency prior to enrolment to ensure alignment with the entry requirements of the training products.
- All international applicants must have evidence of a minimum score of an internationally recognised English Language proficiency test or equivalent in line with Department of Home Affairs (DHA) guidelines when seeking an enrolment at Kings Institute of Vocational Studies as international students. The test results must be from the past 2 years.
- The following international applicants do not require to provide any English language proficiency test evidence.
 - Citizen of and holding a passport from
 - UK (You may be required to provide evidence of an English test score with your visa application if you hold a British National Overseas (BNO) passport.),
 - USA,
 - Canada,
 - NZ or
 - Republic of Ireland.
 - Applicants who have already enrolled into a standalone English Language Intensive Course for Overseas Students (ELICOS),
 - Applicants who have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland,
 - Applicants who have completed Senior Secondary Certificate of Education in Australia in English in the last 2 years,
 - Applicants who have studied and completed a substantial component of a course in English, leading to an AQF level IV or higher qualification in the last 2 years in Australia while.
- Where applicants are unable to provide verifiable test results, Kings Institute of Vocational Studies may administer an approved internal English proficiency test or where English proficiency does not meet the

course requirements, the applicant may be guided to a suitable English language program and a record of this guidance will be retained.

The outcome of this review is recorded in the student file and used to inform the enrolment or recommendation for alternative preparation

III. Language, Literacy, Numeracy and Digital Capability Review

- The Admissions Officer provides access to the online LLND skills assessment to the applicants during the application stage.
- The applicants complete the LLND skills assessment and the Kings Institute of Vocational Studies Admissions Officer compares the results to ACSF levels aligned with the training product applied for.

This review satisfies the requirement of Performance Indicator 2.2(a) by evaluating LLND skills against ACSF levels relevant to the qualification.

IV. Guidance on Training Product Suitability

Based on assessment results and relevant training product entry requirements, Kings Institute of Vocational Studies provides prospective students either:

- A Letter of Offer – where the applicant meets requirements and may proceed to enrolment.
- Alternative pathway recommendations statement - where the training product does not align with the applicant's current skills or goals. (e.g., foundation skills programs, digital literacy training, alternative training product).

V. Enrolment and Written Agreements

Post the initial assessment and before accepting any fees, the Kings Institute of Vocational Studies Admissions Officer ensures that:

- A **Letter of Offer and Written Agreement** is issued containing:
 - Training product code, title, duration, mode and location of delivery.
 - Entry requirements (including English language proficiency)
 - All tuition and non-tuition fees, the initial deposit and applicable payment terms
 - Refund conditions (student/provider default)
 - Privacy and data sharing statements
 - Student contact responsibilities and emergency contact requirement
 - Training and assessment schedule and obligations
 - Details of any third-party arrangements
 - Conditions on enrolment and appeals processes
- When this written agreement is signed by the student (or guardian if under 18) and received by the Kings Institute of Vocational Studies Admissions Officer, the finance team checks for the initial deposit payments made.

- The agreement and associated payment receipts are retained for **2 years**

VI. Confirmation of Enrolment and Student Preparation

- When the Kings Institute of Vocational Studies receives:
 - signed **Letter of Offer and Written Agreement**, confirming that the applicant has accepted the offer and the terms of the agreement
 - confirmation of payment for **Overseas Student Health Cover (OSHC)** or the OSHC evidence.
 - the initial fee deposit,

the admissions officer issues an electronic **Confirmation of Enrolment (eCoE)** on PRISMS.
- An eCoE is the official document issued by Kings Institute of Vocational Studies that confirms enrolment. It records exactly what the learner will be studying, including the start and end dates expected for each training product, any fees paid, and total fees required.
- All students must have a valid eCoE while studying on a student visa in Australia.
- In cases where the applicant is outside Australia, they must apply for a student visa
 - Visa arrangements may take anywhere from a few weeks to few months to finalise depending on the assessment level of the applicant's country and other requirements set out by the Australian Department of Home Affairs. Applicants should start the process as soon as possible.
 - Applicants must include in their visa application.
 - Copy of eCoE.
 - Copy of Statement of Purpose.
 - Evidence of access to funds to cover first 12 months in Australia.
 - Answer questions about their knowledge of Kings Institute of Vocational Studies, training product they are intending to study, how it will benefit their future career ambitions outside of Australia and that they have a genuine intention to remain in Australia temporarily.
 - Prospective students must prepare for arrival in Australia
 - Research and understand what to expect when clearing customs and what not to bring to Australia.
 - Scan and make copies of important documents such as passport, eCoE, academic transcripts, reference letters that may assist in their stay in Australia.
 - Book travel, airport pickup and accommodation in Australia.
 - Once these arrangements have been made, the prospective student is requested to notify the Kings Institute of Vocational Studies of the following:
 - Confirmation of Student Visa.
 - Confirmation of temporary accommodation including address.
 - Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
 - Contact details on arrival in Australia (must include a mobile phone where possible).

- This information may be provided to the Kings Institute of Vocational Studies directly or via their nominated education agent.

VII. Acknowledgement

Kings Institute of Vocational Studies ensures that prospective and current students are clearly informed of their rights and obligations before enrolment. Written agreements are:

- Provided in plain English
- Signed before any fee is accepted
- Inclusive of course details, fees, refund policies, complaint/appeal processes and other relevant policies for the benefit of the students.

The RTO ensures:

- All information is clear, accurate, current, and consistent across its communications
- VET students are made aware of any changes that may affect their training
- Enrolment documentation is retained for at least two years post-enrolment
- Students are supported through an orientation and induction program that includes essential information and wellbeing support access.

VIII. Recordkeeping

- The results of Pre Enrolment Skills Review including the LLND results, the qualification credentials submitted by the prospective students and any other relevant document such as experience letters are securely stored in the student file within the Kings Institute of Vocational Studies Student Management System (SMS).

All communications about suitability and recommendations are documented.

FEES AND REFUNDS

Kings Institute of Vocational Studies acknowledges its responsibility under the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 to protect VET students from financial loss where prepaid fees exceed the threshold of \$1,500 per course per individual.

To comply with the regulatory requirements, Kings Institute of Vocational Studies has adopted the following principles:

- Prepaid fees will only be collected in accordance with approved fee protection arrangements.
- Students will be provided with clear information about all applicable fees and refund arrangements.
- Where fees exceed the threshold, a formal and approved fee protection strategy will be implemented and maintained.

Fee information includes:

- All costs for the course including any materials fees
- Any other costs payable to the RTO including costs for recognition of prior learning if applicable
- Payment terms and conditions including deposits, refunds, and payment plans if applicable

The Student Agreement and the Student Handbook which are provided before enrolment includes this Fees and Refunds Policy and inform the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgment of the terms and conditions of the enrolment and this policy.

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms, and schedule of payments applicable.

No cooling-off period applies as Kings Institute of Vocational Studies does not use unsolicited consumer agreements (such as telemarketing, door-to-door selling, or direct approach marketing in public places).

Course fees as applicable to each course are detailed on the Student Agreement and include:

- All the training and assessment as well as educational support services are required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken.
- Learning materials for each student unless otherwise stated on the Course Outline.

Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a **Statement of Attainment (in the case of withdrawal or partial completion)**.

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined in the Student Agreement.
- Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
- Printing costs (if required).
- Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee (Please refer to the Fee Schedule for details).

Kings Institute of Vocational Studies cannot guarantee that students will complete the course in which they enrol regardless of whether all fees due have been paid.

Please refer to the fee schedule for a detailed schedule of fees.

Payments can be accepted by electronic transfer, cheque, money order, or in person at the head office.

Students who having trouble in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts may be referred to a debt collection agency where fees are more than 40 days past due.

Kings Institute of Vocational Studies reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Procedures

IX. Tuition Fee Protection

Kings Institute of Vocational Studies complies with its obligations under the *Education Services for Overseas Students Act 2000 (ESOS Act)* by participating in the **Student Tuition Protection Scheme (TPS)**, managed by the Australian Government via the **Overseas Students Tuition Fund (OSTF)**.

The TPS is designed to protect the interests of international students on student visas in the event that a provider is unable to deliver the course in which the student is enrolled. In such cases:

- The TPS will offer the student a place in a **suitable alternative course** at no additional cost; or
- If a suitable course cannot be found or the student does not accept the offered course, the TPS will provide a **refund of the unused portion of prepaid tuition fees** paid to Kings Institute of Vocational Studies.

Importantly, students **do not need to submit a refund application** in the case of provider default. The TPS process is automatic.

Key Principles of TPS Fee Protection:

- Tuition fees are collected according to the agreed **Student Fee Payment Schedule**.
- Kings Institute of Vocational Studies contributes to the **TPS Levy** as a CRICOS-registered provider.
- In the event of provider default, the TPS will initiate placement or refund actions on behalf of the student.

2. Fee Protection for Domestic Students

In accordance with **Clause 18** of the *Compliance Standards 2025*, Kings Institute of Vocational Studies ensures that domestic students are also protected from financial loss:

- Kings Institute of Vocational Studies will **not collect more than \$1,500 in prepaid fees** per course per student unless approved fee protection measures are in place. (Refer II)

3. Access to Fee Information

To support transparency and informed decision-making, Kings Institute of Vocational Studies provides the following to all prospective and current students:

- A comprehensive **Student Agreement** outlining all tuition fees, materials fees, payment schedules, and refund conditions;
- A **Course Outline** summarising the applicable course fees;
- Information published on the **Kings Institute of Vocational Studies website**;
- Kings Institute of Vocational Studies lists all tuition fees payable by the student for the course (Refer Fee Schedule), and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).
- Confirmation of fee details prior to enrolment or the collection of any fees, in line with **Standard 2.1** of the Outcome Standards and **Clause 5.3** of the former Standards.

I. Choice of Fee Protection Measures

As a non-government, non-university RTO, Kings Institute of Vocational Studies must implement one or more of the following protective arrangements:

(A) Bank Guarantee

- Kings Institute of Vocational Studies maintains an unconditional financial guarantee from a bank operating in Australia.
- The guarantee covers the total prepaid amount exceeding \$1,500 per individual, across all applicable students.
- The guarantee:
 - Is maintained at all times.
 - Is updated quarterly or when new prepayments are received.
 - Has no expiry unless replaced or updated.
 - Costs are borne by the RTO and not passed to the student.

(B) Tuition Assurance Scheme

- As an alternative or additional measure, Kings Institute of Vocational Studies may maintain membership with an approved tuition assurance scheme operator.
- If services cannot be delivered, the scheme ensures:
 - Students are placed into an equivalent course at no additional cost, or
 - Refunds are issued for services not yet delivered (in excess of the threshold).
 - The scheme operator must be approved by the National VET Regulator (ASQA).

(C) Other Approved Measures

- Where applicable, the RTO may implement other protection measures approved in writing by ASQA.
- These must meet the intent of the legislation and be formally documented.

II. Documentation and Monitoring

- The Finance Officer tracks all prepaid fee transactions through the Prepaid Fees Account.
- The Compliance Officer reviews prepaid balances monthly from PRISMS Protected Fee Amount report and ensures maintenance of required Protected amount in the nominated bank account.
- Evidence of compliance (bank guarantees, scheme membership certificates) is kept in the Fee Protection Register.
- Kings Institute of Vocational Studies will ensure that its accounts will be certified, at least annually, by a qualified accountant who is a member of Certified Practising Accountants (CPA) Australia, or otherwise registered as an auditor of the Australian Securities and Investment Commission (ASIC), and on request, the report must be made available to the state or territory registering body that has registered the organisation.
- Below is Schedule 1 of the Email/ Notice issued to students towards fee payment during their enrolment at Kings Institute of Vocational Studies.

Email 1: Send the invoice two (2) weeks before the term start date.

Email 2: One (1) day after the commencement of Term, if payment still not received.

Email 3: Two (2) weeks after the commencement of Term, if payment still not received.

Email 4: Three (3) weeks after the commencement of Term, if payment still outstanding

Email 5: Notice of Intention to Cancel on Non-Payment of tuition fees; four (4) weeks after the commencement of the term, if payment still outstanding.

III. Failure to Provide Services

- If Kings Institute of Vocational Studies is unable to provide prepaid services:
 - The CEO must initiate one of the following actions within 5 working days:
 - Arrange for placement into an equivalent course at a suitable location and at no additional cost, or
 - Refund prepaid fees for undelivered services (exceeding \$1,500 per course).
- A record of the student outcome and corrective action is maintained in the Fee Protection Account.

IV. Process for claiming a refund

- The specified person(s), other than the student, who can receive a refund in respect of the student identified in the written agreement.
- A plain English explanation of what happens in the event of a course not being delivered, including the role of the Tuition Assurance Scheme

- A statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".
- There is no requirement to set out the length of study periods or the tuition fees that apply to study periods in ongoing invoices and billing cycles. As there are no longer restrictions on the collection of further tuition fees after the student commences, as agreed initially on a payment plan with students setting out when any remaining fees are due to be paid once the student starts their course.

All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which will only be refunded where Kings Institute of Vocational Studies is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Student Refund Application Form. The application must include the details and reason for the request. Students who have not completed a Student Withdrawal Application Form are not eligible for consideration of a refund or reduction in fees.

In the unlikely event that Kings Institute of Vocational Studies or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of the course that was not provided. This includes the following situations:

- Where Kings Institute of Vocational Studies or any third parties delivering training and assessment on its behalf ceases to operate.
- Where Kings Institute of Vocational Studies ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
- Where Kings Institute of Vocational Studies needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, Kings Institute of Vocational Studies will automatically conduct a refund assessment of all affected students and issue the refund to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by Kings Institute of Vocational Studies in their provision such as:

- Textbooks or other materials provided.
- Training already provided (e.g., number of meetings/classes/visits etc.).
- Individual support is provided by the trainer/assessor.
- Assessments marked or feedback provided (including RPL).

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed by following Kings Institute of Vocational Studies Feedback, Complaints and Appeals Policy and Procedures.

Recording and payment of refunds

General Refund Conditions

- The original fee payer (student or employer/guardian) is the party eligible to receive any approved refund, as specified in the Student Agreement.
- All refund claims are managed in accordance with the terms set out in this policy and the Fee Schedule provided at the time of enrolment.
- A statement is included in the Student Agreement confirming:
- "This written agreement, and the right to make complaints and seek appeals of decisions and actions under various processes, does not affect the rights of the student to take action under the Australian Consumer Law where applicable."

Provider Default

- If Kings Institute of Vocational Studies, or any third party delivering training and assessment on its behalf, is unable to deliver the agreed services, the following applies:
- Situations Covered:
- Kings Institute of Vocational Studies ceases operations or course delivery.
- A material change is made to the student agreement and no revised agreement can be reached.
- A course is cancelled due to insufficient enrolments or external disruptions.
- Process:
- Students will be automatically assessed for refund eligibility.
- Refunds are made without requiring an application form.
- Kings Institute of Vocational Studies will issue a refund for the unused portion of prepaid fees within 28 calendar days.

Refunds will be calculated based on:

- Unused tuition services
- Any materials/resources not yet provided
- Hours of training not yet delivered
- If the student was an international student:
- The Tuition Protection Service (TPS) may intervene to offer:
- A suitable alternative course at no additional cost; or
- A refund of unspent prepaid tuition fees, if no suitable alternative is available.

Student-Initiated Withdrawal or Cancellation

Withdrawal Scenario	Refund Eligibility
Visa Refusal (prior to course start)	100% refund of all unused prepaid tuition fees (excluding enrolment fee)
Withdrawal > 28 days before start date	Full refund of tuition fees minus enrolment fee
Withdrawal < 28 days before start date	50% refund of tuition fees minus enrolment fee
Withdrawal after course start	No refund (unless due to serious illness or hardship)
Visa cancelled due to student actions	No refund

Note: Enrolment fees are **non-refundable** under all circumstances.

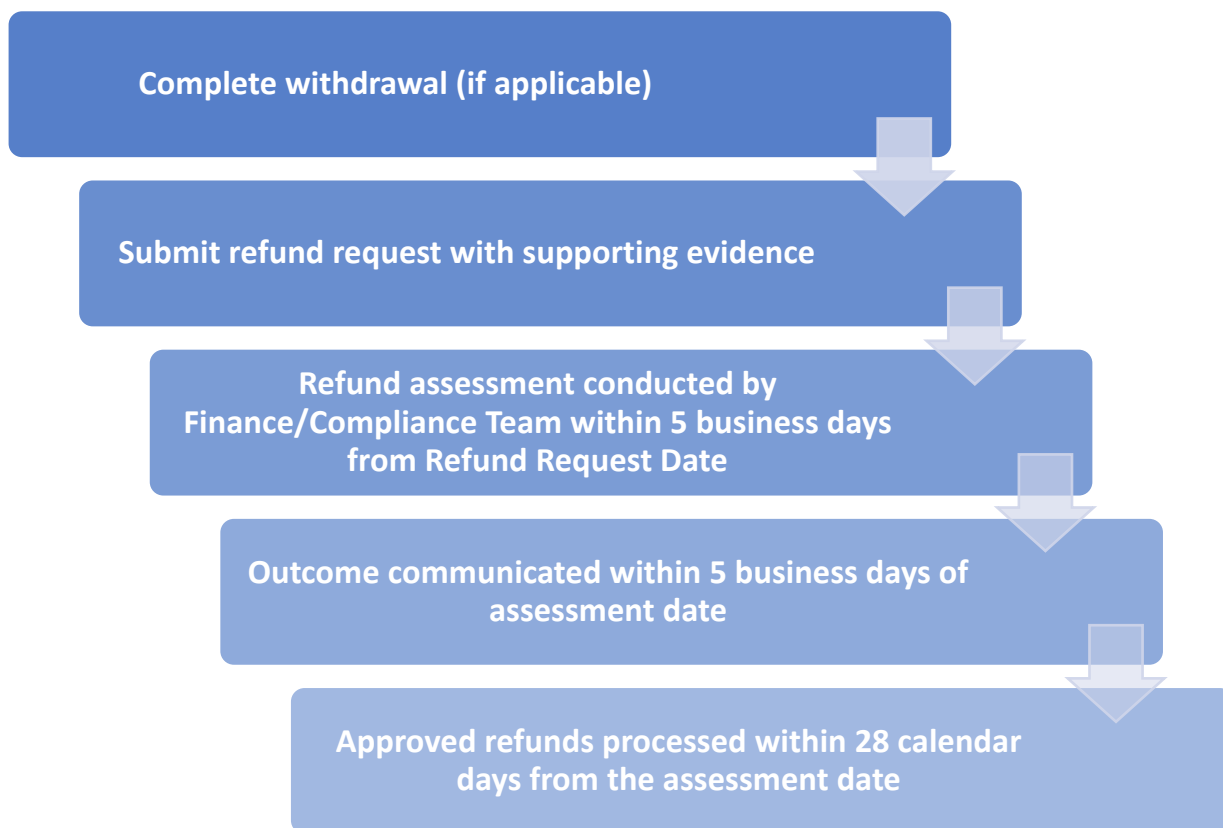
Refunds Due to Compassionate or Compelling Circumstances

- Students unable to commence or continue studies due to serious illness, injury, or personal hardship may apply for a pro-rata refund. Requirements include:
- Written request submitted using the Student Refund Application Form
- Supporting medical certificate or evidence
- Refund eligibility is assessed case-by-case and may be offered as:
- A partial refund
- A credit transfer toward a future course (valid for 12 months)

Non-Refundable Items

- The following are non-refundable:
- RPL application fees (regardless of outcome)
- Enrolment/administration fees
- Fees for services already rendered (e.g., assessments marked, feedback provided)
- Fees for textbooks or materials already supplied
- If a student fails to achieve competency due to exhausted assessment attempts, no refund is applicable. The student may re-enrol in the unit at a pro-rata fee.

How to Request a Refund



Appeals Process

- Students may appeal refund decisions under the Feedback, Complaints and Appeals Policy and Procedures.
- International students may also escalate to the Overseas Students Ombudsman if unsatisfied.

Recording and Audit Trail

- Refund decisions, calculations, and supporting evidence are:
- Stored securely on the student's file
- Recorded in the Fee Protection and Refund Register
- Audited periodically to verify compliance with Clause 18

Special Notes on Fee Scheduling and Study Periods

- Kings Institute of Vocational Studies does not define formal study periods for the purpose of restricting fee collection, as current legislative instruments no longer impose these restrictions.
- Payment plans clearly outline when fees become due post-commencement, ensuring transparency in all transactions.

COMPLAINTS AND APPEALS

Kings Institute of Vocational Studies is committed to fostering a culture of openness, fairness, and continuous improvement where students and other stakeholders feel safe to provide feedback, raise concerns, or appeal decisions without fear of disadvantage or reprisal. The organisation recognises that both **informal and formal complaints** play a crucial role in enhancing the quality of services, ensuring student satisfaction, and maintaining accountability.

This policy outlines processes for:

- **Informal complaints and feedback**
 - Encourages open communication between students and staff to resolve issues at the earliest opportunity, informally and at the local level.
 - Supports VET students to raise concerns directly with Trainers and Assessors, assessors, support staff, or the RTO Manager (with appointment), allowing for timely and flexible resolution.
 - Promotes a culture where feedback (both positive and constructive) is welcomed as part of day-to-day interactions and regular feedback surveys.
- **Formal complaints and feedback**
 - Provides a structured and documented process for VET students or other stakeholders who wish to escalate concerns that were not resolved informally or that require a formal review.
 - Ensures that formal complaints are handled impartially, fairly, and within reasonable timeframes by designated personnel who are independent of the issue.
 - Guarantees that procedural fairness is maintained, outcomes are documented, and students are informed of resolution avenues, including external escalation options.

Furthermore, Kings Institute of Vocational Studies ensures that:

- VET Students are fully informed of their rights to provide feedback, lodge complaints, and appeal decisions through multiple accessible channels.
- All complaints and appeals, whether informal or formal, are treated confidentially and are used as valuable inputs for continuous improvement.
- Feedback, complaints, and appeals can relate to any aspect of the student experience, including services provided by third parties delivering training or assessment on behalf of Kings Institute of Vocational Studies.

This policy strengthens Kings Institute of Vocational Studies's commitment to a fair, respectful, and supportive learning environment where student voices are heard and acted upon.

Procedures

V. Access and Support

Complaints procedures and the student's rights to access both internal and external complaints and appeals process are explained:

- During orientation
- In the Student Handbook and on the website
- Within the Student Written Agreement
- On request from staff

Complainant may seek help from Student Support and Welfare Officers or bring a support person.

Support Services for First Nations Students

- First Nations students are offered culturally appropriate support through internal services or external referrals.
- Where available, a First Nations Liaison or identified contact person is assigned.

VI. Feedback and Complaints Management System (Standard 2.7)

• Receiving Feedback and Complaints

- Feedback and complaints may be submitted:
 - Verbally to a staff member (Informal complaint/ feedback)
 - In writing through the Complaints and Feedback Form
 - Anonymously via suggestion boxes
- Complaints can relate to:
 - Services provided by the RTO
 - Behaviour of staff or other students
 - Conduct of third parties or RTO contractors
- Complaints about a particular incident should be made as soon as possible after the incident occurs.
- When making a complaint, complainant must provide as much information as possible to enable Kings Institute of Vocational Studies to investigate and determine an appropriate solution. This should include:
 - The issue relating to the complaint, describing the incident and how it affected the complainant.
 - Any evidence to support the complaint.

• Complaint Handling Process

- All complaints are acknowledged in writing within 5 business days by the Student Support Officer and forwarded to the RTO Manager in accordance with Performance Indicator 2.7(b).
- Investigation is completed within 15 business days of the receipt of the Complaints and Appeals form, depending on complexity of the complaint.
- Procedural fairness is upheld at all stages:
 - Both parties can present evidence
 - Conflict of interest is avoided
- The complainant (and support person if required) will be invited to attend a meeting to discuss at no cost to them. This meeting is to be conducted by the RTO Manager or the delegated staff for non-academic complaints and the Academic Manager for academic complaints.
- The Kings Institute of Vocational Studies must provide a written outcome of the complaint/investigation to the complainant and the Chief Executive Officer within 15 business days of receipt of the formal complaint or earlier if practicable.

VII. Appeals Management System

- **Appeal Rights and Scope**
 - If the complainant is not satisfied with the outcome of the complaint resolution process, they may appeal. Appeals may also be made for decisions relating to:
 - Assessment outcomes
 - Disciplinary actions
 - Fee or refund disputes
 - Any other decision adversely affecting them
 - Appeals must be lodged via the Complaints and Appeals Form within 10 business days of the outcome/ decision.
 - If a complaint or appeal is not resolved internally, students may access an external body such as the Overseas Students Ombudsman (www.ombudsman.gov.au) at no cost.
- **Appeal Handling Process**
 - Appeals will ordinarily be investigated by the Chief Executive Officer and must be acknowledged within 5 business days of receipt of the Complaint and Appeals Form.
 - The Chief Executive Officer can request further information and evidence as required conducting the appeal.
 - The appeals process is completed, and resolution is reached within 15 business days unless extended for valid reasons.
 - Procedural fairness is observed.
 - The outcome of the appeal is provided in writing to the appellant within the advised timeframe.
 - If the appeal is not resolved internally, the student may:
 - Access an external resolution body (e.g. Ombudsman).
 - Where a student has lodged an appeal against a decision to report them for course progress or attendance or non-compliance with student written agreement, Kings Institute of Vocational Studies will not report the student until the appeal process, including external appeals, is completed.

VIII. Documenting and Communicating Outcomes

- All complaints and outcomes are recorded in the Complaints & Appeals Register.
- If the internal complaint or appeal process results in a decision that supports the complainant, Kings Institute of Vocational Studies will implement any decision and/or corrective and preventative action required.
- Written outcome is provided to all involved parties, with reasoning and resolution steps within the given timeframe.

IX. Continuous Improvement

- Complaints and Appeals are reviewed quarterly by the RTO Manager and the Compliance Officer to identify systemic issues.
- Improvement actions are recorded in the Continuous Improvement Register.

ATTENDANCE POLICY AND PROCEDURES

Kings Institute of Vocational Studies expects that the students should attend all the classes within their course to facilitate optimum learning. However, if students have valid reasons for absence, a minimum of 80% of their course contact hours must be maintained to avoid being reported to the Department of Education, Skills and Employment (DESE) / Department of Home Affairs (DHA).

Students must contact the college every time they will be absent prior to the regular class time, via email, phone, or SMS to a member of Kings Institute of Vocational Studies staff.

Students who do not advise the college of absences will be contacted/counselled by their trainer/ student support officer or another nominated Kings Institute of Vocational Studies staff member.

Maintaining satisfactory attendance is a student visa requirement.

Class attendance is essential for students to progress satisfactorily in their course and to be deemed as genuine/bonafide students.

Kings Institute of Vocational Studies will report students for non-attendance via PRISMS as per the conditions outlined in this policy. Reporting a student for non-attendance via PRISMS may lead to the cancellation of a student visa.

Kings Institute of Vocational Studies believes good attendance is important to achieve desired educational outcomes.

Kings Institute of Vocational Studies will at a minimum contact and counsel students who:

- have been absent for more than five consecutive days without approval; or
- are at risk of not attending at least 80% of the scheduled course contact hours.

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file/Student Management System and student attendance is monitored daily by trainers. Student absences are tracked and monitored at the end of each week.

All absences due to illness should be accompanied by a medical certificate.

2. Procedures

X. Identifying Training Support Needs

Attendance is recorded by the trainer & assessor twice daily, for the morning and afternoon sessions. Any **absences longer than 5 consecutive days of the assigned timetable** without approval will be investigated as a matter of urgency.

- The Student Support Officer will attempt to contact the student.
- If a student is not contactable, their agent will be contacted.
- The Student Support Officer will counsel the student on the importance of notifying the college when absent.
- If contact cannot be made, the Student Support Officer will discuss the issue with the Academic Manager and the relevant authorities will be notified (e.g., police, DHA, next of kin).

The formal process for addressing attendance issues is as follows:

Attendance Monitoring –Kings Institute of Vocational Studies would monitor the student's attendance every 5 weeks via an attendance monitoring tool. This tool alerts Kings Institute of Vocational Studies student support team when a student's attendance falls below 90% or less so that the relevant warnings can be issued.

90% Attendance – WARNING 1: Students whose attendance falls below 90% will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with a Student Support Officer and attend all future class as per the schedule.

85% Attendance – WARNING 2: Students whose attendance fall below 85% will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DHA and they must make an appointment with the Academic Manager ASAP for assistance/advice.

Less than 80% Attendance – Intention to Report: As soon as Kings Institute of Vocational Studies is aware a student will not achieve 80% attendance, Kings Institute of Vocational Studies will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access Kings Institute of Vocational Studies's complaints and appeals process.

If a student chooses NOT to access the complaints and appeals processes within the 20-working day period, withdraws from the process of the process is completed and the decision is not in the student's favour, Kings Institute of Vocational Studies will notify- as soon as practical- the Secretary of DESE via PRISMS that the student is not achieving satisfactory attendance.

Kings Institute of Vocational Studies may decide **not** to report a student where attendance has fallen below 80% if Kings Institute of Vocational Studies is satisfied, they are a genuine/bonafide student and where the student provides:

- Documentary evidence demonstrating compassionate or compelling circumstances for their absence s e.g., medical illness supported by a medical certificate, AND
- Attendance has not fallen below 70%, AND
- Academic progress is satisfactory.

Where a student with low attendance can demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a temporary suspension of studies is in the best interest of the student. Refer Student Information Policy and Procedure and Student Enrolment Policy and Procedure.

In all circumstances, if the student's attendance drops below 70%, students will be reported to DESE/DHA via PRISMS.

If a student cease attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, Kings Institute of Vocational Studies will notify DESE and DHA via PRISMS of termination of the student's studies within 14 days of the event via a Student Course Variation.

Kings Institute of Vocational Studies in this instance does not have to give students access to the appeals process.

Students would not be entitled to a refund unless at the discretion of the CEO.

COURSE PROGRESS AND MONITORING

Academic Course Progress Requirements

To progress satisfactorily, students must demonstrate competency in fifty per cent (50%) or more of enrolled units of competency for **each term**.

Academic progress is monitored by trainers and administration staff to enable appropriate intervention strategies to be implemented as soon as progress issues emerge for individual students who are identified as 'at risk'. The Academic Manager is responsible for the overall review of the ongoing progress for students who are in danger of not achieving satisfactory progress.

A student who has not demonstrated satisfactory course progress for two consecutive study periods is not meeting the college's course progression requirement and will be unable to complete their course within the duration specified in the student's COE. This will be a breach of their student visa condition.

Identifying Students 'At Risk'

Early identification of students' 'at risk' is critical to ensure that early intervention strategies can be provided to support and assist the student's academic success. Training and administration staff use a variety of indicators or assessments to identify any students who are 'at risk' of making unsatisfactory progress.

These may include but are not limited to, the review of:

- Class participation and level of engagement
- The student's attendance record
- Formative assessment completions
- Completion of self-study activities
- Late submissions of assessments
- Number of resubmissions
- Requests for extension of classwork or assessments
- Requests for additional help with assessments or classwork
- Feedback from other training staff
- Not Competent for the unit assessments
- English ability
- Results of assessments and unit

Student support staff have the responsibility, in consultation with trainers and the Academic Manager, for identifying individual students who are 'at risk' of not meeting satisfactory course progress. A final review of student academic performance will occur following the unit results release after each term. Any student who is identified as at risk as an outcome of this process will receive a formal warning, which will be issued by the administrative staff.

The Course Progress Warning Letter will require the student to meet with the Academic Manager (or other designated staff) to discuss their course progress. During this meeting, the Academic Manager in consultation with the student and trainer will establish a support/intervention program to help the student improve their course

progress. Strategies will be determined on a case-by-case basis and will consider the student's current and previous results, attendance records, and any previously implemented intervention/counselling strategies. The resulting strategy will be communicated to the student in writing via letter/email.

Strategies may include but are not limited to any of the following:

- Extra Classes for the missed/ Not competent units with other groups
- One on one session with the trainer during the term breaks/ after scheduled sessions for the current term to address the gaps identified in previous submissions
- Assistance with academic skills such as writing essays and report writing may include additional time with Learning Support Officer at Kings Institute of Vocational Studies
- Attending a study group with other peers on campus; the trainer may assign groups in this case
- Additional access to the current trainer via email/ phone for any queries
- Additional recommended practical workshops for identified gap areas
- Providing a mentor or study buddy
- If the student requires any additional assistance/ student welfare arrangements for example, if a student is not able to concentrate on their studies because they are homesick, the student will be referred to Student Support Services at Kings Institute of Vocational Studies who can further assist them to contact external agencies as suitable.

Intervention strategy will be implemented as early as possible. If the student is deemed as making unsatisfactory course progress at the end of term (study period), the intervention strategy will be required to commence within the first two weeks of the following term. Student/trainers may request an interim or early intervention if they are struggling to achieve the required course progress during a term. The academic Manager is responsible for addressing any such concerns/ requests promptly.

Student “at Risk” is defined as follows: If at the end of the first (1) term (study period), the student's course progress i.e., the (total number of Competent units / Total Scheduled Units) as scheduled on the timetable for the study period is below 50%; then the student will receive the First (1) Warning Letter. This letter may be generated by the student support staff at Kings Institute of Vocational Studies, however, the decision to issue a warning letter will be based on the End of Term Report finalised & approved by the Academic Manager. Students will need to attend an Intervention meeting with the Academic Manager to discuss a plan to address the not competent unit results.

If the student does not attend the intervention meeting and/or is not contactable or fails to comply with the agreed Intervention Plan during the second term (study period), the Academic Manager and/or student support staff can issue the Notice of Intention to Cancel without issuing another formal warning to the student. However, if the student attends the Intervention meeting, and shows improvement, the student results will be reviewed again at the end of the second term (study period).

If the student is still recorded at less than 50% of course progress against the total scheduled units for the subsequent term (study period), they will receive a second formal warning. At the end of the second term, course progress is calculated for the individual term i.e., the (total number of competent units for that term/total scheduled units for that term) as well as the total number of competencies achieved during the first (1) term & the second (2) term/ total scheduled units in first (1) & second (2) study period.

The Academic Manager will be responsible for maintaining a record of intervention plans in the form of a report or on the student management system. This report will be reviewed by the Academic Manager regularly to ensure all students are on track with the Intervention Plan provided to them.

Unsatisfactory Course progress

Unsatisfactory course progress is defined as a student failing to complete and achieve competency in at least 50% of the course requirements in any term (study period) i.e., if the (total number of Competent Units / Total Scheduled Units) as scheduled on the timetable for the study period is less than 50%.

At Kings Institute of Vocational Studies each study, the period is one study term as per the intake schedule.

Where an international student is assessed as having made unsatisfactory progress **for two consecutive study periods** even after implementation of the support/intervention strategy and if the internal appeal period has exhausted, then the administration team in consultation with the Academic Manager have the right to issue a Notice of Intention to Cancel the Students Enrolment prior to the end of the third study period.

Students will have 20 working days to access the college's appeals process before being reported. During any such period, the student's enrolment will remain active.

A student will not be reported for unsatisfactory progress until after the support/intervention strategy has been implemented and enough time has been allowed for the strategy to run its course. The student will also be given ample time (minimum of 20 working days) to make an internal appeal and the student will only be cancelled and reported once all internal and external appeals are exhausted, or if the student does not access the appeals process during the 20-day notice period.

Kings Institute of Vocational Studies will only report a breach of course progress in Provider Registration and International Student Management System (PRISMS) if:

- the internal and external complaints processes have been completed and the breach has been upheld.

- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

The student may appeal the decision to report them to the Department of Education, Skills and Employment on the following grounds:

- A competency decision has been inaccurately recorded or calculated.
- Compassionate or compelling circumstances.
- The intervention strategy has not been implemented according to the college's own documented policy and procedure.

Intervention Strategy & Responsibility Table		
Timing	Action	Responsibility
Low attendance in the first 2 weeks – refer to the attendance policy	Early intervention/ Contact student/ Email	Trainer
End of First (1) Study Period: Less than 50% Course Progress	1 st Warning Letter/ Intervention Meeting	Academic Manager/Student Support Team
End of 2nd Study Period: Less than 50% Course Progress	2 nd Warning Letter/ Intervention Meeting	Academic Manager/Student Support Team
End of 3rd Study Period: Less than 50% Course Progress	Notice of Intention to Cancel Enrolment	Academic Manager
No Show at (any) Course Progress/ Intervention Meeting	Notice of Intention to Cancel Enrolment	Academic Manager
Do not comply with the agreed intervention strategy	Notice of Intention to Cancel Enrolment	Academic Manager
20 Days lapse after Intention to cancel: Internal Appeal not accessed by the student	Cancel Enrolment on non-Course Progress and report the same to DESE- DHA via PRISMS	Student Support team upon approval from Academic Manager

Response and Ongoing Monitoring

Any systemic issues identified during support provision, adjustment implementation, or student complaints are logged in the Continuous Improvement Register for review under QA4.4.

- Support queries from students are responded to promptly i.e. within 2 working days.
- Trainers and Assessors escalate persistent academic or engagement issues to the Academic Manager for intervention planning.
- Trainers and Assessors and assessors are briefed on adjustments, with appropriate sensitivity
- Reasonable Adjustment plans are reviewed periodically or upon student request.

DIVERSITY, INCLUSION AND CULTURAL SAFETY POLICY AND PROCEDURES

Kings Institute of Vocational Studies embraces the diversity of its VET student community and is committed to creating a safe, inclusive, and culturally respectful learning environment for all students. Kings Institute of Vocational Studies recognises that a diverse cohort enriches learning and upholds principles of equity, respect, and cultural recognition.

This policy and associated procedures are built on the following principles:

- **Equity and Access:** All students have the right to equal access and participation.
- **Respect for Identity:** Cultural, linguistic, gender, and ability diversity is valued and celebrated.
- **Cultural Safety for First Nations Peoples:** The learning environment actively supports cultural recognition, understanding and safety.
- **Zero Tolerance for Discrimination:** Discrimination, harassment or exclusion on any grounds will not be tolerated.

3. Procedures

XI. Fostering a Safe and Inclusive Learning Environment

- **Staff Awareness and Training**
 - All Kings Institute of Vocational Studies staff receive induction and refresher training on inclusive practices and unconscious bias.
 - Trainers and Assessors are supported with inclusive teaching strategies that consider language, accessibility, learning preferences, and identity.
- **Inclusive Practices and Curriculum**
 - All marketing and student-facing materials reflect inclusive values and non-discriminatory language.
 - Orientation sessions introduce students to diversity and inclusion expectations at Kings Institute of Vocational Studies.
 - The Code of Conduct includes expectations of respect, equity, and inclusion among students and staff.
 - Delivery methods cater for diverse learning styles, including visual, verbal, practical, and self-directed approaches.
 - Assessment tasks are flexible where possible, without compromising competency requirements.
 - Students are consulted regarding preferred pronouns, communication needs, and learning adjustments.

- Students are consulted through optional learner profile forms at enrolment to identify preferred names, pronouns, access needs, or cultural considerations.
- **Student Code of Conduct**
 - Students are expected to treat others with respect and dignity.
 - Any incidents of bullying, harassment, or discrimination are handled swiftly through the Behaviour Misconduct Procedure.
- **Facilities and Resources**
 - Learning spaces are accessible to students with mobility, sensory, or health needs.
 - Gender-inclusive amenities and quiet rooms are provided where feasible.
 - Visual signage and online materials reflect diversity and inclusion.
- **Trauma informed Practice**
 - Staff are briefed on trauma-aware learning strategies.
 - Students can request flexible participation where trauma or wellbeing is affected.
 - Sensitive topics are flagged in content with alternative learning options offered.

XII. Cultural Safety and Intersectionality

- Recognise how overlapping identities (e.g. culture, gender, disability) influence learner experiences.
- Acknowledgement of Country is embedded in formal events and ceremonies.
- Partnerships with local Aboriginal or Torres Strait Islander communities are established where possible.
- First Nations student voices are sought through surveys or advisory input.
- **Culturally Safe Delivery**
 - Trainers and Assessors are provided with professional development in First Nations cultural awareness.
 - Curriculum includes recognition of First Nations perspectives where relevant.
 - First Nations flags and symbols are visibly displayed in training environments.
- **Support Services for First Nations Students**
 - First Nations students are offered culturally appropriate support through internal services or external referrals.
 - Where available, a First Nations Liaison or identified contact person is assigned.

XIII. Monitoring and Addressing Diversity and Inclusion Issues

- Diversity and Inclusion Feedback Survey is conducted annually.
- Feedback from students is reviewed regularly to identify barriers or areas for improvement.
- Adjustments to teaching or service delivery are implemented in response to student input.
- Students may raise concerns about discrimination or cultural safety via the Kings Institute of Vocational Studies Feedback, Complaints and Appeals procedure.
- The Student Support Officer and Compliance Officer ensure that such issues are addressed promptly and documented.
- All incidents and concerns are monitored and used to inform continuous improvement processes
- The feedback and complaints are monitored for continuous improvement of diversity, inclusion and cultural safety procedures.

STUDENT WELLBEING SUPPORT POLICY AND PROCEDURES

Kings Institute of Vocational Studies recognises that student wellbeing is essential to successful participation and progression in training. The organisation is committed to identifying the wellbeing needs of each VET student cohort through analysis of training product content, student demographics, and learning modes, including any factors that may affect mental, physical, or emotional health.

Kings Institute of Vocational Studies also to fostering a supportive training environment that prioritises the wellbeing of all students by putting in place appropriate, accessible strategies to support the students' personal, emotional, and psychological wellbeing including internal and external referral pathways, resources for mental health, safety guidance, and student engagement initiatives.

This policy supports the creation of a safe, respectful, and inclusive learning environment, enabling all students to engage fully and successfully in their training.

All students are informed of wellbeing supports during orientation, including internal services and external crisis contacts [PI 2.6(b)].

Trainers and Assessors and support staff are trained to identify distress signs and refer students for support [PI 2.6(d)].

Procedures

Identifying Wellbeing Needs of Student Cohorts

- **Review of Training Product Content**
 - Each training product is reviewed by the Academic Manager and Student Services Team to assess potential wellbeing risks or challenges (e.g. emotionally confronting content, physical demands, high-stress assessment components).
- **Cohort Analysis**
 - During course planning and induction, the following cohort characteristics are considered:
 - Age range, gender diversity, cultural background.
 - Mode of delivery (on-campus, blended, online).
 - Work placement or industry exposure.
 - Known life or study pressures (e.g. full-time employment, parenting, previous disengagement from education).
- **Risk Identification Matrix**
 - The organisation maintains a Wellbeing Risk and Response Matrix for training products that identifies:
 - Common challenges experienced by students.
 - Recommended internal support responses.
 - Suggested referral or escalation pathways.

Critical Incident Management

Kings Institute of Vocational Studies is committed to the safety, welfare, and wellbeing of its students and staff. In line with Standard 6 of the National Code, a **critical incident** is defined as a traumatic event—or threat of such—that causes extreme stress, fear, injury, or harm. These incidents may involve individual or group harm and can occur on or off campus.

Examples of critical incidents include:

- Serious injury, illness, or death of a student or staff member
- Physical or psychological assault
- Fire, explosion, bomb or gas threats
- Natural disasters in Australia or a student's home country
- Severe verbal abuse, sexual assault, or drug-related incidents
- Missing persons or students lost during excursions or placements

Immediate Response:

- Any staff member made aware of a critical incident must notify the CEO or senior staff immediately.
- Emergency Services (000) must be contacted if there is a threat to life, safety, or the law is breached.
- A designated Critical Incident Team will be formed to coordinate the response, communication, and support services.
- A Critical Incident Report will be completed and managed in accordance with internal protocols.

Ongoing Support:

- Kings Institute of Vocational Studies ensures affected students and staff receive timely counselling, cultural or translation assistance, and referrals as needed.
- The wellbeing of students remains a priority throughout the recovery phase.
- Family members and overseas authorities (e.g., embassies) may be contacted where appropriate.
- De-briefing sessions and continuous improvements to procedures are conducted following each incident.

Policy Access and Review:

- This policy is available on the RTO website and covered during student orientation.
- Emergency drills will be conducted each term for all students.
- The Critical Incident Policy is reviewed regularly as part of Kings Institute of Vocational Studies continuous improvement processes.

Advising Students of Wellbeing Services and Strategies

- **Orientation and Student Handbook**

All students are informed of wellbeing supports during orientation, including:

- Internal support services (e.g. Student Support & Wellbeing Officers, Academic Counsellors)
- Contact details for crisis lines and mental health services (e.g. Lifeline, Beyond Blue)

- **Ongoing Promotion**

Wellbeing resources are promoted via:

- Posters, flyers and digital displays on campus
- Dedicated wellbeing section on the LMS and student portal
- Ongoing LMS announcements
- Wellbeing Awareness Weeks (e.g. R U, OK? Day, Mental Health Week)

- **Encouraging Help-Seeking Behaviour**

Trainers and Assessors are encouraged to log early signs of disengagement or distress, such as poor attendance or abrupt changes in participation, to support proactive referrals.

Trainers and Assessors and support staff are trained to:

- Recognise early warning signs of distress
- Refer students to appropriate wellbeing support
- Foster an open-door culture for conversations

- **Referral to External Services**

Where students require specialist or clinical support, they may be referred to:

- Lifeline (13 11 14)
- Beyond Blue
- Headspace
- Local mental health or GP services
- Multicultural or LGBTQ+ support networks

Notifying Authorities and Families

Informing the Police

All unexpected deaths or serious injuries must be reported to police. Police actions may include:

- Notifying the **coroner** for official investigation;
- Locating and informing the **next of kin**;
- Conducting official **identification** (by someone who knew the deceased for over one year); and
- Interviewing witnesses and coordinating relevant legal procedures.

Next of Kin Communication

When contacting a student's family following a death or serious injury:

- Consider the **most appropriate method of contact** (e.g., phone, in-person, via a liaison officer).
- Assess whether the family will require cultural, language, or emotional support.

Be mindful of privacy, confidentiality, and the **circumstances of the tragedy** before making contact.

STUDENT SUPPORT AND INTERVENTION POLICY AND PROCEDURES

Kings Institute of Vocational Studies is committed to providing all VET students equitable access to training support services, academic staff, and learning resources throughout the student lifecycle to ensure timely academic assistance and to maximise participation and achievement. This policy supports RTO compliance with Outcome Standards 2.3 and 2.4 by ensuring equitable training access and reasonable adjustment

In order to foster an inclusive and equitable training environment Kings Institute of Vocational Studies ensures:

- **All students have access to training support services** tailored to the individual needs of each student, including language, literacy, numeracy and digital literacy (LLND) support, study skills, and wellbeing referrals.
- **All students receive clear and timely communication** about how and when training support can be accessed, including consultation hours, digital platforms, referral options and any other queries raised by students.
- **All students get opportunities to disclose** any disability needs in a safe and confidential manner without any discrimination.
- **Reasonable adjustments implemented** that are purposeful and tailored to the identified disability needs while maintaining the integrity and requirements of the training product.
- Transparency in disclosing where adjustments are not possible due to regulatory or training product constraints as soon as practicable with documented justification.

Under Standard 8 of the National Code 2018 of Practice for Providers of Education and Training to Overseas Students 2018, Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

At Kings Institute of Vocational Studies we understand and acknowledge that registered providers must:

- monitor the overseas student's course progress and attendance according to the requirements of their sector.
- identify and offer support to those at risk of not meeting course progress or attendance requirements.
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa.
- only deliver online learning following the online learning requirements for their sector.

This policy outlines the steps Kings Institute of Vocational Studies will take to ensure adherence to the above. All students enrolled/willing to enrol with Kings Institute of Vocational Studies are informed about the requirements to

achieve satisfactory course progress and attendance requirements, where applicable before they begin a course. This is done by navigating the student through the website policies section.

At Kings Institute of Vocational Studies we understand that the expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students Standard 8: Overseas Student Visa Requirements (CRICOS) registered duration for the course. This means that we will need to monitor the progress of overseas students to ensure they can complete the course within the expected duration specified on the CoE.

This policy aims to identify, notify, and assist overseas students who are at risk of not meeting course progress. At Kings Institute of Vocational Studies we shall ensure that there is sufficient evidence from the overseas student's assessment tasks, participation in tuition activities, or other indicators of academic progress, to indicate the overseas student is at risk of not satisfying these requirements.

This policy will also determine the point at which the overseas student has failed to meet satisfactory attendance or course progress requirements.

Kings Institute of Vocational Studies records and assesses the progress of each student for each unit and cumulatively at the end of each study period. A study period is defined as one study term as per the intake schedule.

Satisfactory progress is achieved when an international student completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/ information.

Where a student is identified at risk of not making satisfactory course progress, Kings Institute of Vocational Studies will contact the student and arrange a meeting with the Academic team to implement Kings Institute of Vocational Studies's intervention strategies as outlined later in this document.

4. Procedures

XIV. Identifying Training Support Needs

Training support needs are identified through a range of methods in accordance with Performance Indicators 2.3(b) and 2.4(a).

Disability disclosure is voluntary, private, and supports a tailored response, consistent with PI 2.4(a).

- Training support needs may be identified by Admissions Officers, Student Support Officers or Trainers and Assessors and Assessors through:
 - Pre-Enrolment Review
 - LLND assessment and support plan
 - Trainer observations during early study periods
 - Student-initiated requests via Academic Support Request Form
 - Academic progress monitoring.
- Where training support needs are identified, the Student Support Officers or Trainers and Assessors and Assessors schedule a Support Needs Meeting between the student and the Academic Manager.
- The Academic Manager discusses the training support needs and appropriate training support plan.
- The agreed upon Training Support is then documented in the Individual Support and Adjustment Plan (ISAP) and the Training Support Log.
- Students are invited (not required) to disclose disability:
 - During enrolment (via application form).
 - Anytime via a Disability Disclosure Form and a confidential discussion with Student Support Officers.
 - All disclosures are treated confidentially and in line with privacy laws.
 - When a disability is disclosed, a Support Needs Meeting is conducted by the Academic Manager with the student consent to identify required adjustments.
 - The Academic Manager documents the support needs and the support to be provided in the Individual Support and Adjustment Plan (ISAP) to be saved in the student file on LMS and the Training Support Log.
 - Input may be requested from medical practitioners, allied health, or previous education providers if appropriate and agreed to by the student.

XV. Provision of Support Services

Kings Institute of Vocational Studies ensures:

- VET students are informed of the availability of Trainers and Assessors and other student support teams by:
 - Welcome emails at Course Commencement
 - Ongoing LMS Announcements
- Training support (e.g. additional tutoring, study skills support)
- Academic staff availability through:
 - In-person consultation hours
 - Email
 - Scheduled online appointments
 - LMS forums
- Digital literacy support (e.g. training on navigating the LMS/ digital learning and assessment tools).
- Administrative assistance with digital forms and LMS access.
- Wellbeing support, including referral to external services where specialised counselling or wellbeing support is needed.
- Where Individual Support and Adjustment Plan (ISAP) has been documented, the Academic Manager coordinates the provision of recommended support by the Trainers and Assessors and Assessors.

- The Trainers and Assessors and Assessors are provided with the following information to be able to provide the appropriate academic support to the students:
 - LLND assessment and support plan
 - Individual Support and Adjustment Plan (ISAP) and
 - Training Support Log

XVI. Reasonable Adjustments

- Based on the required support needs, reasonable adjustments may include:
 - Alternative assessment formats (e.g. oral instead of written)
 - Assistive technology or accessible formats
 - Extra time in assessments
 - Modified learning materials
 - Adjusted practical tasks (where competency requirements allow)
- Adjustments are documented in an Individual Support and Adjustment Plan (ISAP) by the Academic Manager.
- If an adjustment is deemed not reasonable (e.g. training package/ licensing constraint, compromises assessment integrity or workplace competency):
 - The rationale is documented.
 - The student is advised in writing of the reason, and alternatives are discussed.
 - A grievance process is available for students who wish to appeal.
- The Trainers and Assessors implement the recommended adjustments with reference to:
 - Individual Support and Adjustment Plan (ISAP) and
 - Training Support Log

XVII. Course Progress

Academic Course Progress Requirements

To progress satisfactorily, students must demonstrate competency in fifty per cent (50%) or more of enrolled units of competency for **each term**.

Academic progress is monitored by trainers and administration staff to enable appropriate intervention strategies to be implemented as soon as progress issues emerge for individual students who are identified as 'at risk'. The Academic Manager is responsible for the overall review of the ongoing progress for students who are in danger of not achieving satisfactory progress.

A student who has not demonstrated satisfactory course progress for two consecutive study periods is not meeting the college's course progression requirement and will be unable to complete their course within the duration specified in the student's COE. This will be a breach of their student visa condition.

Identifying Students 'At Risk'

Early identification of students' 'at risk' is critical to ensure that early intervention strategies can be provided to support and assist the student's academic success. Training and administration staff use a variety of indicators or assessments to identify any students who are 'at risk' of making unsatisfactory progress.

These may include but are not limited to, the review of:

- Class participation and level of engagement
- The student's attendance record
- Formative assessment completions
- Completion of self-study activities
- Late submissions of assessments
- Number of resubmissions
- Requests for extension of classwork or assessments
- Requests for additional help with assessments or classwork
- Feedback from other training staff
- Not Competent for the unit assessments
- English ability
- Results of assessments and unit

Student support staff have the responsibility, in consultation with trainers and the Academic Manager, for identifying individual students who are 'at risk' of not meeting satisfactory course progress. A final review of student academic performance will occur following the unit results release after each term. Any student who is identified as at risk as an outcome of this process will receive a formal warning, which will be issued by the administrative staff.

The Course Progress Warning Letter will require the student to meet with the Academic Manager (or other designated staff) to discuss their course progress. During this meeting, the Academic Manager in consultation with the student and trainer will establish a support/intervention program to help the student improve their course progress. Strategies will be determined on a case-by-case basis and will consider the student's current and previous results, attendance records, and any previously implemented intervention/counselling strategies. The resulting strategy will be communicated to the student in writing via letter/email.

Strategies may include but are not limited to any of the following:

- Extra Classes for the missed/ Not competent units with other groups
- One on one session with the trainer during the term breaks/ after scheduled sessions for the current term to address the gaps identified in previous submissions
- Assistance with academic skills such as writing essays and report writing may include additional time with Learning Support Officer at Kings Institute of Vocational Studies
- Attending a study group with other peers on campus; the trainer may assign groups in this case
- Additional access to the current trainer via email/ phone for any queries
- Additional recommended practical workshops for identified gap areas
- Providing a mentor or study buddy
- If the student requires any additional assistance/ student welfare arrangements for example, if a student is not able to concentrate on their studies because they are homesick, the student will be referred to Student Support Services at Kings Institute of Vocational Studies who can further assist them to contact external agencies as suitable.

Intervention strategy will be implemented as early as possible. If the student is deemed as making unsatisfactory course progress at the end of term (study period), the intervention strategy will be required to commence within the first two weeks of the following term. Student/trainers may request an interim or early intervention if they are struggling to achieve the required course progress during a term. The Academic Manager is responsible for addressing any such concerns/ requests promptly.

Student “at Risk” is defined as follows: If at the end of the first (1) term (study period), the student’s course progress i.e., the (total number of Competent units / Total Scheduled Units) as scheduled on the timetable for the study period is below 50%; then the student will receive the First (1) Warning Letter. This letter may be generated by the student support staff at Kings Institute of Vocational Studies, however, the decision to issue a warning letter will be based on the End of Term Report finalised & approved by the Academic Manager. Students will need to attend an Intervention meeting with the Academic Manager to discuss a plan to address the not competent unit results.

If the student does not attend the intervention meeting and/or is not contactable or fails to comply with the agreed Intervention Plan during the second term (study period), the Academic Manager and/or student support staff can issue the Notice of Intention to Cancel without issuing another formal warning to the student. However, if the student attends the Intervention meeting, and shows improvement, the student results will be reviewed again at the end of the second term (study period).

If the student is still recorded at less than 50% of course progress against the total scheduled units for the subsequent term (study period), they will receive a second formal warning. At the end of the second term, course progress is calculated for the individual term i.e., the (total number of competent units for that term/total

scheduled units for that term) as well as the total number of competencies achieved during the first (1) term & the second (2) term/ total scheduled units in first (1) & second (2) study period.

The Academic Manager will be responsible for maintaining a record of intervention plans in the form of a report or on the student management system. This report will be reviewed by the Academic Manager regularly to ensure all students are on track with the Intervention Plan provided to them.

Unsatisfactory Course progress

Unsatisfactory course progress is defined as a student failing to complete and achieve competency in at least 50% of the course requirements in any term (study period) i.e., if the (total number of Competent Units / Total Scheduled Units) as scheduled on the timetable for the study period is less than 50%.

At Kings Institute of Vocational Studies each study, the period is one study term as per the intake schedule.

Where an international student is assessed as having made unsatisfactory progress **for two consecutive study periods** even after implementation of the support/intervention strategy and if the internal appeal period has exhausted, then the administration team in consultation with the Academic Manager have the right to issue a Notice of Intention to Cancel the Students Enrolment prior to the end of the third study period.

Students will have 20 working days to access the college's appeals process before being reported. During any such period, the student's enrolment will remain active.

A student will not be reported for unsatisfactory progress until after the support/intervention strategy has been implemented and enough time has been allowed for the strategy to run its course. The student will also be given ample time (minimum of 20 working days) to make an internal appeal and the student will only be cancelled and reported once all internal and external appeals are exhausted, or if the student does not access the appeals process during the 20-day notice period.

Kings Institute of Vocational Studies will only report a breach of course progress in Provider Registration and International Student Management System (PRISMS) if:

- the internal and external complaints processes have been completed and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process, or

- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

The student may appeal the decision to report them to the Department of Education, Skills and Employment on the following grounds:

- A competency decision has been inaccurately recorded or calculated.
- Compassionate or compelling circumstances.
- The intervention strategy has not been implemented according to the college's own documented policy and procedure.

Intervention Strategy & Responsibility Table		
Timing	Action	Responsibility
Low attendance in the first 2 weeks – refer to the attendance policy	Early intervention/ Contact student/ Email	Trainer
End of First (1) Study Period: Less than 50% Course Progress	1 st Warning Letter/ Intervention Meeting	Academic Manager/Student Support Team
End of 2nd Study Period: Less than 50% Course Progress	2 nd Warning Letter/ Intervention Meeting	Academic Manager/Student Support Team
End of 3rd Study Period: Less than 50% Course Progress	Notice of Intention to Cancel Enrolment	Academic Manager
No Show at (any) Course Progress/ Intervention Meeting	Notice of Intention to Cancel Enrolment	Academic Manager
Do not comply with the agreed intervention strategy	Notice of Intention to Cancel Enrolment	Academic Manager
20 Days lapse after Intention to cancel: Internal Appeal not accessed by the student	Cancel Enrolment on non-Course Progress and report the same to DESE- DHA via PRISMS	Student Support team upon approval from Academic Manager

XVIII. Response and Ongoing Monitoring

Any systemic issues identified during support provision, adjustment implementation, or student complaints are logged in the Continuous Improvement Register for review under QA4.4.

- Support queries from students are responded to promptly i.e. within 2 working days.

- Trainers and Assessors escalate persistent academic or engagement issues to the Academic Manager for intervention planning.
- Trainers and Assessors and assessors are briefed on adjustments, with appropriate sensitivity
- Reasonable Adjustment plans are reviewed periodically or upon student request.

ASSESSMENT POLICY AND PROCEDURES

Kings Institute of Vocational Studies is committed to conducting assessments that supports learner success and uphold the integrity of nationally recognised training outcomes. Kings Institute of Vocational Studies ensures all assessment practices:

- Enable assessors to make accurate and consistent competency decisions.
- Support equitable assessment opportunities for all students.
- Maintain the integrity and quality of nationally recognised training outcomes.
- All assessments are conducted in accordance with the following **principles of assessment**:
 - **Fairness** – Kings Institute of Vocational Studies ensures assessments accommodate the needs of the student, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary. Assessors at Kings Institute of Vocational Studies achieve this through clear communication with students to ensure that the student is fully informed about, understands, and can participate in the assessment process, and agrees that the process is appropriate.
 - **Flexibility** – Kings Institute of Vocational Studies ensures assessment is appropriate to the context, training product and learner cohort, and assesses the student's skills and knowledge that are relevant to the training product, regardless of how or where the student has acquired those skills or that knowledge. The chosen assessment strategies at Kings Institute of Vocational Studies employ a range of methods appropriate to the context of the relevant industry, the unit of competency and the learner cohort. These strategies provide for recognition of students' current competence level.
 - **Validity** – Kings Institute of Vocational Studies ensures assessment includes practical application components that enable the student to demonstrate the relevant skills and knowledge in a practical setting. Thus, Kings Institute of Vocational Studies conducts assessments against broad range of skills and knowledge identified within each unit of competency and which align with the performance of workplace tasks ensuring that the assessment is transferable to different contexts and situations and all components of the unit of competency are being assessed.
 - **Reliability** – Kings Institute of Vocational Studies ensures assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment. Thus, Kings Institute of Vocational Studies seeks to gather and interpret evidence in a consistent manner that provides for reliable assessment both for the student and for assessors. Kings Institute of Vocational Studies assessment packs also provide standardized outcomes supported by benchmark answers to guide assessors in their judgments.
- And all assessment judgements are made based on the following **rules of evidence**:
 - **Validity** – Kings Institute of Vocational Studies ensures assessment evidence is adequate, such that the assessor can be reasonably assured that the student possesses the skills and knowledge described in the training product. To achieve this, Kings Institute of Vocational Studies collects evidence that directly aligns with the components documented within each unit of competency and the assessment evidence replicates the outputs of tasks as though they were being performed within an actual relevant workplace. This may include observation of the students performing the tasks relevant to the unit of competency or the collection of evidence of completed workplace tasks.

- **Sufficiency** – Kings Institute of Vocational Studies ensures the quality, quantity and relevance of the assessment evidence enables the assessor to make an informed judgement of the student's competency in the skills and knowledge described in the training product. The Kings Institute of Vocational Studies achieves this by using a range of assessment methods which lead to the collection of evidence over time based on a range of performances.
- **Authenticity** – Kings Institute of Vocational Studies ensures that the assessor is assured that a student's assessment evidence is the original and genuine work of that student.
- **Currency** – Kings Institute of Vocational Studies ensures that the assessment evidence presented to the assessor documents and demonstrates the student's current skills and knowledge. The Kings Institute of Vocational Studies assessors establish that the assessment evidence is based on the student's performance either at the time of the assessment decision or in the very recent past.

Kings Institute of Vocational Studies assessors apply these principles and rules rigorously and consistently across all qualifications on scope and follow consistent processes that ensure the competency of students is assessed with fairness and integrity.

5. Procedures

XIX. Preparing for Assessment

Kings Institute of Vocational Studies understands that assessment activities must be appropriate to the learning as well as the unit of competency requirements and must allow students to demonstrate practical application of knowledge and skills. Thus, the Kings Institute of Vocational Studies assessors review the assessment tools and confirm their currency and adequacy in meeting the principles of assessment and the rules of evidence. Assessors ensure each task and tool aligns with the Principles of Assessment and Rules of Evidence in accordance with Standard 1.4.

The Academic Manager ensures that the assessors provide students with information about the unit of competency, assessment strategy and the evidence requirements to establish the context and purpose of the assessment. Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed such as a simulated training kitchen or a manufacturing workshop and access to workplace policy and procedures.

To achieve this, Kings Institute of Vocational Studies uses the following strategies:

- Incorporation of the common workplace policies and procedures into the assessment scenario or activity.
- Integration of relevant industry codes of practice and other industry information into the assessment activity.
- Incorporation of industry job descriptions for students to align with during realistic simulated workplace scenarios and case studies.
- Incorporation of regulatory information relating to licensing which applies to the unit of competency.
- Creating assessment activities that require the student to conduct specific research relating to industry situations and occurrences where applicable.
- Tailoring the program outcomes to meet the organisational training needs of the enterprise without compromising the Training Package requirements.
- Provide a realistic simulated workplace within Kings Institute of Vocational Studies facilities.

XX. Competence of assessors

In accordance with the Standards for Registered Training Organisations, assessors are required to hold the minimum competencies for training assessment and the vocational competencies at least to the level being assessed. Kings Institute of Vocational Studies has appropriate systems in place to ensure that all staff members are appropriately qualified to meet our requirements under the Standards for Registered Training Organisations. Further information can be found in this manual within the Trainer & Assessor Recruitment Policy and Procedure.

Where an assessor does not hold the required training and assessment competence, but is a recognised industry expert, we will put appropriate supervision arrangements in place to support the gathering of valid evidence. Further guidance on supporting these assessors can be found in this manual in the policy on Assessment Partnerships.

XXI. Conducting Assessment and Gathering Evidence

Assessment tasks are conducted in line with the **Training and Assessment Strategy (TAS)** and the unit assessment requirements as well as conditions. The **Kings Institute of Vocational Studies** assessors ensure that:

- Students are informed of assessment expectations, criteria, assessment due dates and appeal processes.
- Assessment tasks are presented and explained in ways that allow for fairness and flexibility.
- Reasonable adjustments are implemented when required (Refer QA2.3 & 2.4 Student Support and Intervention Policy and Procedures)
- Students have access to the required facilities, equipment and resources for completing the assessment tasks as required.
- Students have the opportunity for resubmission where initial evidence is insufficient or not satisfactory or reassessment where the students have been deemed Not Yet Competent.

The students complete and submit assessment tasks by the due date advised, according to the assessment instructions and guidelines provided by the Kings Institute of Vocational Studies assessors.

- Kings Institute of Vocational Studies requires students to submit completed assessment task evidence within one week of the unit of competency end date advised on their respective timetables.
- The assessors collect evidence in various forms (e.g., written responses, practical demonstrations, workplace documents).

The assessors ensure the evidence is authentic, sufficient, valid, and current.

XXII. Academic Integrity and Plagiarism

Kings Institute of Vocational Studies is committed to promoting a culture of academic integrity and fostering independent learning. All students are expected to complete assessments honestly and ethically, demonstrating their own understanding and original effort.

Academic Integrity

Students are expected to:

- Complete all assessments independently, unless group work is specifically required;
- Apply critical reasoning and workplace-relevant thinking in assessment tasks;
- Reference all sources used, including textbooks, digital content, and AI tools;
- Avoid dishonest practices such as plagiarism, collusion, and cheating.

What is Plagiarism?

Plagiarism is the act of presenting another person's ideas, research, or content as your own without proper acknowledgment. This includes copying:

- Text from published or online sources without citation;
- Images, designs, statistics, sounds, or computer code;
- Work from another student or submitting another's work as your own;
- AI-generated responses (e.g., ChatGPT) without clear citation.

Plagiarism can be intentional (cheating) or unintentional (poor academic practice). Both will be addressed according to Kings Institute of Vocational Studies's academic misconduct procedure.

Use of Artificial Intelligence (AI)

Students may use AI tools responsibly to support their learning. However:

- Any use of AI-generated content must be clearly referenced;
- Final assessment responses must be written in the student's own words;
- Blind copying of AI output is a form of plagiarism and is unacceptable.

Referencing Requirements

Kings Institute of Vocational Studies uses the **Harvard Referencing System**. All sources must be acknowledged both in-text and in a final reference list. Students are expected to demonstrate understanding by synthesising information and expressing it in their own words.

Cheating in Assessments

Cheating includes:

- Using unauthorised materials during tests;
- Submitting work completed by someone else;
- Copying another student's responses;
- Collusion with others where individual work is required.

Trainers and assessors are responsible for educating students about academic integrity and monitoring assessment conduct.

Dealing with Plagiarism

Cases of suspected plagiarism will be reviewed by the **Academic Manager** in consultation with the trainer/assessor. Depending on the nature of the offence:

- **Poor academic practice** may lead to a request to revise and resubmit the task;
- **Deliberate misconduct** may result in formal warnings, re-assessment requirements, or cancellation from the program.

Repeat or severe cases of plagiarism will be considered **academic misconduct** and may result in disciplinary action, including course termination.

Students have the right to appeal any decision in accordance with the **Feedback, Complaints and Appeals Policy and Procedures**.

XXIII. Assessment Judgement, Feedback and Record

All assessors at **Kings Institute of Vocational Studies** make assessment judgments based on the Principles of Assessment.

- Assessors use benchmark answers in the **Assessor Guides** for each task with the assessment book for the units of competency to make judgements and complete the **Assessment Result Record** to record the same for each task within the unit of competency.
- Assessors provide clear and constructive feedback to students that includes information about:
 - Assessment gaps (if any) and the assessment judgement or outcomes for each task.
 - Information on ways of overcoming any identified gaps in the assessment tasks.
 - Opportunity to further discuss the assessment outcomes/ results.
 - Opportunity for resubmitting individual tasks where gaps have been identified.
 - Reassessment of all tasks if gaps identified in all or when submission was not made by the due date.
 - Assessment appeal process (if applicable).
- When assessment results for all tasks are recorded, the assessors complete the feedback comments and competency judgement as 'Competent' or 'Not Yet Competent' on the **Unit Result Record** sheet.
- The assessors are required to submit the **Unit Result Records** along with the assessed **Student Assessments** for the unit of competency within two (2) weeks of the unit of competency end date advised on the respective timetables.
- The Student Support Officers record the Assessment Results in the Student Management System (SMS) within one (1) week after the assessors submit the Unit results for the students.

Assessment and Feedback Workflow

Who	Action	Details	Timeline
Assessor	Assessment Judgement	Use benchmark answers in the Assessor Guide to judge each assessment task and complete Assessment Result Records.	Within 2 weeks on the Unit end date
Assessor	Feedback	Provide clear and constructive feedback to students	
Assessor	Finalise Unit Result Record	Record judgement for each assessment task and accordingly finalise the Unit outcome as ' Competent ' or ' Not Yet Competent ' and add final comments.	
Assessor	Submit Result Records	Submit Unit Result Record & assessed tasks to Student Support.	
Student Support Officer	Enter Results in SMS	Input student results in Student Management System	Within 1 week of receiving assessor submissions.

XXIV. Assessment Appeal and Reassessment

The students at **Kings Institute of Vocational Studies** are offered reassessment opportunity if:

- Evidence provided is insufficient.
- Evidence provided was incorrect or unsatisfactory.
- An error in judgement or procedure is identified.
- Reasonable adjustment was not correctly applied.

All reassessments are documented and conducted as per the **Kings Institute of Vocational Studies** Reassessment and Appeal procedure detailed below:

The Kings Institute of Vocational Studies students are provided two (2) opportunities to resubmit their assessment task evidence/ answers to their respective assessors if they have been marked 'Not Yet Satisfactory' for any assessment tasks, before the assessor finalises the Unit of Competency assessment outcome within two (2) weeks of the unit of competency end date advised on the respective timetables.

Where resubmission is granted, assessors may require students to either:

Resubmit the original task with corrections based on feedback (where the integrity of the task is still preserved),
or

Complete an alternate version of the assessment task to ensure authenticity and fairness in the reassessment process.

The Academic Manager and Lead Trainer will determine whether a new version of the tool is required, based on the risk of academic misconduct, assessment design, and the nature of the evidence gap.

These opportunities are provided by the assessors via face-to-face assessment discussions or feedback or via emails where the assessors provide feedback on the identified gaps in the assessment answers/ evidence. The assessors provide due dates for the resubmissions for the same.

When the Unit of Competency assessment outcome is finalised and if any student has been marked 'Not Yet Competent' for the said Unit of Competency, they can apply for Reassessment via Reassessment and Appeal Form. This reassessment will have a fee of \$100.

The Kings Institute of Vocational Studies assessor must:

- Report any assessment decision that is disputed by the student to the Academic Manager.
- Participate in the reassessment or appeal according to the policies and procedures of Kings Institute of Vocational Studies

The Kings Institute of Vocational Studies provides students with opportunities to appeal against assessment conduct, assessment judgement and/ or the outcome of the assessment. Post review, the Academic Manager shall conduct meeting with the student to finalise and close the appeal.

XXV. Ongoing Monitoring and Continuous Improvement

The Kings Institute of Vocational Studies is committed to maintaining a systematic and documented process for the ongoing monitoring and continuous improvement of its assessment system. This includes regular validation, feedback analysis, industry consultation, and implementation of improvements to ensure assessment practices are fair, flexible, valid, and reliable.

- Trainers and Assessors and Assessors discuss issues, anomalies, or feedback related to assessments during team meetings held monthly to discuss:
 - Assessment outcomes (e.g., high fail rates, clustering issues).
 - Trends or patterns in student results.
 - Identified risks or non-compliances.
- Academic Manager and Lead Trainers and Assessors review samples of assessment decisions for consistency.
- Learner and employee feedback is gathered after each term using standardised tools (e.g., **Feedback surveys** or **Training and Assessment evaluation surveys**). This feedback is analysed for:
 - Clarity and fairness of assessment tasks.
 - Relevance to workplace or industry expectations.
 - Volume of evidence required.
- Post Assessment validation of completed student assessments is conducted as per the Kings Institute of Vocational Studies validation schedule.
- Feedback from employers and industry representatives is sought on the relevance and authenticity of assessment tasks and if the graduates can be considered job-ready based on assessment outcomes.
- Identified improvements or recommendations from the feedback from surveys, industry consultation and validation sessions are documented in the **Continuous Improvement Register**.
- Updates may include:
 - Revising assessment tools (e.g., instructions, benchmarks, templates).
 - Enhancing assessor guidance materials.

- Providing additional assessor PD or calibration sessions.
 - All updated tools are version-controlled and stored in the Academic Faculty Folder for future cohorts
- The Kings Institute of Vocational Studies Academic Manager and Lead Trainers and Assessors ensure the assessment tools are updated as per the recommendations made and the updated versions of the tools are made available for the next batch of students.

DEFERMENT, SUSPENSION AND CANCELLATION

Students can only apply to Kings Institute of Vocational Studies for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Students may request a deferral prior to course commencement. The request must be in writing and addressed to the Student Support Officer. If the deferral is approved the student will receive a revised Letter of Offer and CoE.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

Kings Institute of Vocational Studies may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons are to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months. Students may be required to apply for a new student visa to continue their course.

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

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - a traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - where the registered provider was unable to offer a pre-requisite unit; or
 - inability to begin studying on the course commencement date due to delay in receiving a student visa.

Kings Institute of Vocational Studies will use our professional judgement to assess each case on its merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

College Initiated Deferments, Suspensions or Cancellations

- **Suspension**

The College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with the College's Student Code of Conduct / Behaviour / Rules.

Attendance will not be recorded during a period of suspension.

Course suspension will be recorded on PRISMS.

- **Cancellation**

- On the grounds of misbehaviour, in accordance with the College's Student Code of Conduct / Behavior / Rules
- Due to the student no longer holding a Student Visa
- Due to the student's failure to pay course fees
- Students not being genuine/bonafide students, being, they do not attend class or progress in their course.
- Course suspensions/cancellations will be recorded on PRISMS.

Kings Institute of Vocational Studies can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with Kings Institute of Vocational Studies policies and/or Australian Law.

Before suspending or cancelling a student's enrolment Kings Institute of Vocational Studies must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: Complaints and Appeals Policy).

If Kings Institute of Vocational Studies intends to cancel a student's enrolment and the cancellation was not requested by the student, the student must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

Students are advised that a deferment or suspension of their studies may affect their visa.

Kings Institute of Vocational Studies is not required to wait for the outcome of any external appeals process before notifying DESE of the cancellation of the student's enrolment.

Where Kings Institute of Vocational Studies has a reason for concern for the welfare of the student or those with whom the student may come into contact, Kings Institute of Vocational Studies will cancel the student's enrolment prior to completion of any appeals process.

Notification on PRISMS will not occur until the result of the internal appeals process is known, unless extenuating circumstances relating to the welfare of the student apply, such as:

- the student is at risk of committing a criminal offence or is the subject of an investigation relating to criminal matters
- the student's actual or threatened behaviour poses a threat to another staff/student/person
- the student has medical or psychological problems that may affect their wellbeing
- the student cannot be located

If Kings Institute of Vocational Studies cancels your COE, you must contact DHA within 28 days to inform DHA of your plans (to find another course, return home or access an external appeals process) and take all relevant paperwork (for example, new CoE) to DHA.

TRANSFERRING COURSES

Kings Institute of Vocational Studies is committed to upholding the integrity of Australia's international education sector by managing overseas student transfer requests in accordance with Standard 7 of the National Code 2018. The transfer of international students between CRICOS registered providers within the first six months of their principal course is restricted to ensure students are making informed decisions and receiving adequate support from their provider before transitioning.

Kings Institute of Vocational Studies assesses all transfer requests fairly, consistently, and in a timely manner, with consideration of the student's individual circumstances, including compassionate or compelling reasons and the best interest of the student. The RTO ensures that students are informed of their rights to request a transfer, the conditions under which transfers may be granted, and the process for appealing a decision. All decisions are made transparently, recorded and communicated in writing, and are actioned in PRISMS as required. This policy contributes to student wellbeing and provider accountability while maintaining visa compliance and course progression integrity.

The Kings Institute of Vocational Studies makes this policy available in the **Student Handbook** and on the Kings Institute of Vocational Studies's website.

Transferring from another registered provider

Kings Institute of Vocational Studies will not knowingly enrol a student transferring from another provider within the first six months of their principal course unless:

- The releasing provider or course is no longer registered
- A sanction prevents continuation of the course
- The releasing provider grants and records the release in PRISMS
- The student is government sponsored, and the sponsor supports the transfer in writing.

Transferring to another registered provider

Kings Institute of Vocational Studies will consider transfer requests before six months of the principal course if:

- The student is at risk of being reported for unsatisfactory progress at the level they are studying despite intervention.
- There are compassionate or compelling circumstances.
- The course is not being delivered as agreed
- The student's reasonable expectations are not being met
- The student was misled in their decision to enrol, and the course does not meet the student's long-term goals and aspirations.
- An appeal decision (internal or external) supports or recommends the transfer.

Decision to decline the transfer request

The transfer may jeopardise the student's progression through a package of courses.

Transfers will not be granted if:

- The student seeks to avoid being reported for breach of visa conditions such as attendance and course progress requirements.
- The request is not supported by evidence of legitimate compassionate or compelling circumstances
- The student has just commenced study and not accessed the full range of training support services. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.

Transfer Request Process

- For a request for transfer to be considered and a letter of release provided, students must provide a valid course offer from another registered provider with the completed **Student Transfer Application Form**.
- The application, circumstances and evidence are reviewed as per the policy.
- The outcome of the students' application is provided in writing within 10 working days of receipt of the application.
- Where a student's application is refused, the reasons for the decision and the right and process to appeal are communicated to the student in writing in accordance with the *Feedback, Complaints and Appeals Management Policy and Procedures*.
- Where a student's application is approved and release is granted, Kings Institute of Vocational Studies advises the student in writing that they must contact Immigration to seek advice on whether a new student visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website, [Explore visa options for studying in Australia](#)
- The overseas students do not incur any cost for release. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be assessed and paid in accordance with Kings Institute of Vocational Studies's *Fees and Refunds Policy and Procedures*.

- Kings Institute of Vocational Studies waits for the applicant to access the appeals process for twenty (20) working days after the application decision is provided before making any further updates on RPISMS.
- All records relating to overseas student transfers will be kept for two (2) years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

XXVI. Change to another course offered by Kings Institute of Vocational Studies

Students may transfer to another course offered by Kings Institute of Vocational Studies in the following circumstances:

- Where it is considered that the course that the student wishes to transfer to.
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education, or personal aspirations; and/or
- Where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within Kings Institute of Vocational Studies will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student seeks to avoid being reported for breach of visa conditions such as attendance and course progress requirements.
- The student has just commenced study and not accessed the full range of training support services. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.

For a request for transfer to be considered, students must complete a **Course Change Application Form**.

DISCONTINUING YOUR STUDIES

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

PRIVACY AND ACCESS TO RECORDS

WHY WE COLLECT YOUR PERSONAL INFORMATION

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

HOW WE USE YOUR PERSONAL INFORMATION

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

HOW WE DISCLOSE YOUR PERSONAL INFORMATION

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

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

HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

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

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

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

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

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

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

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

SURVEYS

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

CONTACT INFORMATION

At any time, you may contact Kings Institute of Vocational Studies to:

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

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

STUDENT CODE OF CONDUCT

The following information outlines what's expected of you.

YOUR RESPONSIBILITIES

POLICIES AND PROCEDURES

You are expected to:

- Familiarise with and adhere to all institutional policies as articulated in the Student Handbook
- Maintain prompt responsiveness to official communications from the RTO
- Notify the institution within seven (7) calendar days of any modifications to contact information, including residential address, telephone number, electronic mail address, and emergency contact details

LEARNING AND ASSESSMENT

You are expected to:

- Maintain consistent attendance at scheduled instructional sessions
- Demonstrate active engagement in the learning process
- Complete assigned coursework in a timely manner
- complete and submit all assessments on time
- Submit all assessments within established deadlines
- Uphold principles of academic integrity by refraining from plagiarism, academic dishonesty, and unauthorized collaboration
- Fulfill financial obligations in accordance with established payment schedules
- Seek academic support services when required

CLASSROOM CONDUCT

You are expected to:

- Maintain punctual attendance and adequate preparation for instructional activities
- Maintain appropriate attire consistent with professional standards
- Utilize electronic devices only when such use directly supports learning objectives
- Conduct all communication within the academic environment in English

RESPECT AND ETHICS

You are expected to:

- Demonstrate respect for diverse values, beliefs, and cultural perspectives within the academic community
- Maintain collaborative and professional standards of conduct in all interactions
- Utilize institutional resources solely for their intended educational purposes
- Refrain from any form of harassment, discrimination, or behavior that creates a hostile learning environment
- Approach conflict resolution through constructive dialogue and appropriate institutional channels
- Respect institutional property and the personal belongings of others

YOUR RIGHTS

POLICIES AND PROCEDURES

You can expect to:

- Receive comprehensive information regarding institutional policies and associated procedures
- Receive regular, relevant, and timely communications from the institution
- Pursue education within a safe and secure learning environment
- Have personal information maintained with strict confidentiality and security protocols
- Access educational records and personal data held by the institution
- Provide feedback on institutional services and educational quality

LEARNING AND ASSESSMENT

You can expect to:

- Receive high-quality instruction, assessment, and support services that meet established educational standards
- Access academic support services based on individual learning needs
- Have assessment materials evaluated and returned within ten (10) working days of submission
- Receive constructive feedback for unsatisfactory assessment outcomes to facilitate academic improvement

CLASSROOM CONDUCT

You can expect your trainer and assessor to:

- Expect instructors and assessors to demonstrate punctuality and thorough preparation
- Expect faculty to possess comprehensive knowledge and employ engaging pedagogical approaches
- Expect professional attire and appropriate use of technology from teaching staff
- Receive all instructional communication in English to ensure accessibility and comprehension

RESPECT AND ETHICS

You can expect:

- Have personal values and beliefs respected within the academic community
- Receive fair and equitable treatment by all institutional personnel and fellow students
- Participate in a learning environment that fosters collaborative and professional interactions
- Receive respect for their person and property throughout their educational experience

IMPORTANT INFORMATION ABOUT AUSTRALIA

LIVING AND STUDYING IN AUSTRALIA

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

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



COST OF LIVING

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

ACCOMMODATION

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



TRANSPORT

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



HEALTH AND SAFETY

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

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

WORKING ON A STUDENT VISA

Student visa holders can work up to 48 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman visit:

<https://www.studyaustralia.gov.au/en/work-in-australia> .

OVERSEAS STUDENT HEALTH COVER (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc> .

EMERGENCY CONTACTS AND OTHER USEFUL NUMBERS AND INFORMATION

EMERGENCY SERVICES

Dial 000 and advise whether you require:

- police
- fire
- Ambulance.



POLICE STATION

The nearest police station is:

Granville Police Station

Address: 2 Carlton St, Granville NSW 2142

Phone: 02 9897 4199

Website: <https://www.police.nsw.gov.au/>

DEPARTMENT OF HOME AFFAIRS (DHA)

Website: <https://immi.homeaffairs.gov.au/>

MEDICAL FACILITIES NEAR CAMPUS

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

Auburn Hospital

Address: 263 Hargrave Rd, Auburn NSW 2144

Phone: 02 8759 3000

Website: <https://www.wslhd.health.nsw.gov.au/Auburn-Hospital>

The closest medical centre is:

Priority Medical Centre | Trusted Medical Centre Doctors in Harris Park

Address: 73 Marion St, Harris Park NSW 2150

Phone: 02 9633 3805

Website: <https://www.prioritymedical.com.au/>

TRANSPORT SERVICES

NSW Public Transport: <https://transportnsw.info/>

TAXI COMPANY

Black and White Cabs

Phone: 133 222

Website: <https://www.blackandwhitecabs.com.au>

CRISIS SUPPORT

LIFELINE 13 11 14

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



BEYOND BLUE 1300 22 4636

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



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