



# STUDENT HANDBOOK 2024

[camdencollege.edu.au](http://camdencollege.edu.au)

# WELCOME MESSAGE FROM OUR CEO

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Dear Future Achievers,

Welcome to Camden College, your first step towards a rewarding career. We are delighted to have you join our diverse and vibrant community of learners from around the world.

At Camden College, our unwavering focus is on preparing you to be work-ready. With over 25 years of experience in the construction and business industries, we pride ourselves on being experts in our field, ensuring that you receive the best possible education and guidance.

One of the key advantages of studying at Camden is the opportunity to gain real-world experience through our industry-leading internships. These invaluable experiences will provide you with a head start in your chosen field, setting you apart from the competition.

Our courses, designed with input from industry experts and delivered by dedicated trainers, equip you with current skills and knowledge for success in today's competitive job market.

Located in the culturally diverse southern side of Brisbane, our campus offers you access to top Australian cuisine and a variety of entertainment and events year-round.

I extend a warm invitation to embark on this transformative journey with Camden College. Together, we will shape your dreams into reality, opening doors to endless opportunities and a bright future.

Once again, welcome to Camden College. Your pursuit of excellence and achievement starts right here.

Best regards,



**Kuldeep Dudwal**  
Managing Director  
Camden College



# TABLE OF CONTENTS

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If you're new to Camden College, we understand that you may have a few questions about how to get started. This comprehensive student handbook is designed to provide you with all the essential information you need during your first few weeks at Camden College.

<b>04</b>	Introduction	<b>17</b>	Fees
<b>05</b>	Academic Calendars	<b>18</b>	Fee Example
<b>07</b>	Student Timetables	<b>18</b>	Refunds Policy
<b>07</b>	Student ID Card	<b>20</b>	Assessment Process
<b>07</b>	Contact Details	<b>20</b>	Reasonable Adjustment
<b>07</b>	Student Services	<b>21</b>	Classroom-Based Course
<b>08</b>	The Campus	<b>21</b>	Re-assessment Policy
<b>09</b>	The Campus Area	<b>21</b>	Certificate Issuance Policy
<b>10</b>	Studying in Australia	<b>22</b>	Change of address and contact details
<b>12</b>	"Upon Arrival Tips"	<b>22</b>	Copyright
<b>13</b>	Working in Australia	<b>22</b>	Drugs, alcohol, and dangerous articles
<b>13</b>	Tax File Number	<b>22</b>	Smoking
<b>13</b>	Money and Banks	<b>22</b>	Mobile phones
<b>13</b>	Budgeting	<b>22</b>	Cheating or plagiarism
<b>13</b>	Looking for Work	<b>22</b>	Misconduct
<b>14</b>	Accommodation	<b>23</b>	Disciplinary Policy
<b>14</b>	Medical Issues	<b>24</b>	Feedback, Complaints and Appeals Process
<b>14</b>	Cost of Living, Food, and Shopping	<b>24</b>	Legislation
<b>15</b>	Course Information	<b>25</b>	Health and Safety
<b>16</b>	Orientation	<b>26</b>	Deferring, Suspending, or Canceling Overseas Student's Enrolment
<b>16</b>	USI	<b>27</b>	Academic Course Progress Policy & Procedure
<b>17</b>	RPL	<b>28</b>	Refund Policy
<b>17</b>	Credit Transfer	<b>32</b>	Complaints and Appeals
		<b>34</b>	External Appeals Process
		<b>36</b>	Conclusion

# INTRODUCTION

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Camden College is an accredited RTO (RTO No. 41492), focused on delivering high-quality, industry-relevant training. We strictly adhere to RTO Standards 2015 and handle all courses in-house with accredited trainers. Our website offers essential details on courses, timetables, fees, and your mandatory Student Handbook, which outlines your rights and responsibilities along with other crucial information. If you have any concerns about course suitability, our experienced team at the Head Office is available to provide guidance and support.

## CAMDEN COLLEGE RESPONSIBILITIES:

- a)** a) Ensuring quality training in line with the VET Quality Framework. For more information, refer to the ASQA website: <https://www.asqa.gov.au/rto/responsibilities>
- b)** b) Issuing AQF certifications in compliance with standards. For more details, visit <http://www.aqf.edu.au>
- c)** c) Keeping students updated about any service changes via our website, noticeboard, and emails.
- d)** d) Alerting students if any course units are discontinued, through website announcements and emails.



# INTAKE DATES 2023

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= Intake Dates



= Queensland Public Holidays

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- = Intake Dates
- = Queensland Public Holidays

# STUDENT ESSENTIALS

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## STUDENT TIMETABLES

Your class timetable, containing the schedule and location of your classes, will be provided to you during the course orientation session. This timetable will serve as your guide throughout your study journey at Camden College.

## STUDENT ID CARD

Your Camden College Student ID is your key to student life. It grants you access to specific facilities and exam venues. Additionally, it offers exciting benefits, such as discounted travel, movie tickets, meals, and more. For security purposes, please keep your ID card with you whenever you're on a Camden College campus.



## YOUR CONTACT DETAILS

Ensuring we have accurate contact details for you, including those of your emergency contact, is crucial. Keeping your information up to date allows us to relay essential updates, such as timetable changes, exam results, certificates, student surveys, and invitations to graduation. If you change your address, update your email address, or acquire a new phone number, kindly inform us promptly.

# STUDENT SERVICES

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## CONTACT DETAILS AND LOCATION

Should you require any assistance your first point of contact will be the Student Services.

Student Services – Camden College

Phone: (07) 3172 2811

Email: [admin@camdencollege.edu.au](mailto:admin@camdencollege.edu.au)

Website: [www.camdencollege.edu.au](http://www.camdencollege.edu.au)

Campus: 11 Darnick St, Underwood, QLD 4119

## HOURS OF OPERATION

The College's hours of operation are:  
9:00 am – 5:00 pm, 7 days a week

### Student Support Officer:

Vishal Bhatti

Mobile: 0466 462 410

Email: [vishal@camdencollege.edu.au](mailto:vishal@camdencollege.edu.au)

# THE CAMPUS

Our campus, located in Underwood, is equipped with state-of-the-art facilities to support your learning journey. Well-equipped classrooms, computer labs, and internet facilities ensure that you have access to the latest technology and resources to excel in your studies. Additionally, we provide a dedicated student practical area, allowing you to gain hands-on experience and conduct research, enhancing your academic experience.



Underwood offers a perfect blend of a suburban escape with all the amenities of city living. With several primary and high schools in the vicinity, along with major shopping centers, retail outlets, health facilities, and office establishments, everything you need is within reach.

## TRANSPORT

Getting to our campus is convenient, with easy access by road from the Pacific Motorway (M1). For those using public transport, the Springwood Bus Station along the South East Busway, serviced by Translink bus routes, provides a reliable option. Moreover, Kuraby Railway Station in the adjacent suburb of Kuraby and Trinder Park Railway Station in Woodridge are the nearest train stations.

## DISTANCE

21 km from Brisbane

61 km from Gold Coast

## SCHOOLS

Eight Mile Plains State School

Springwood Road State School

Kuraby State School

Rochedale State High School

Springwood State High School

Runcorn State School



## AMENITIES



Underwood Woolworths



Underwood Marketplace Shopping Centre



Multi-cuisine restaurants



Glen Hotel



Logan North Library



Logan North Aquatic and Fitness Centre

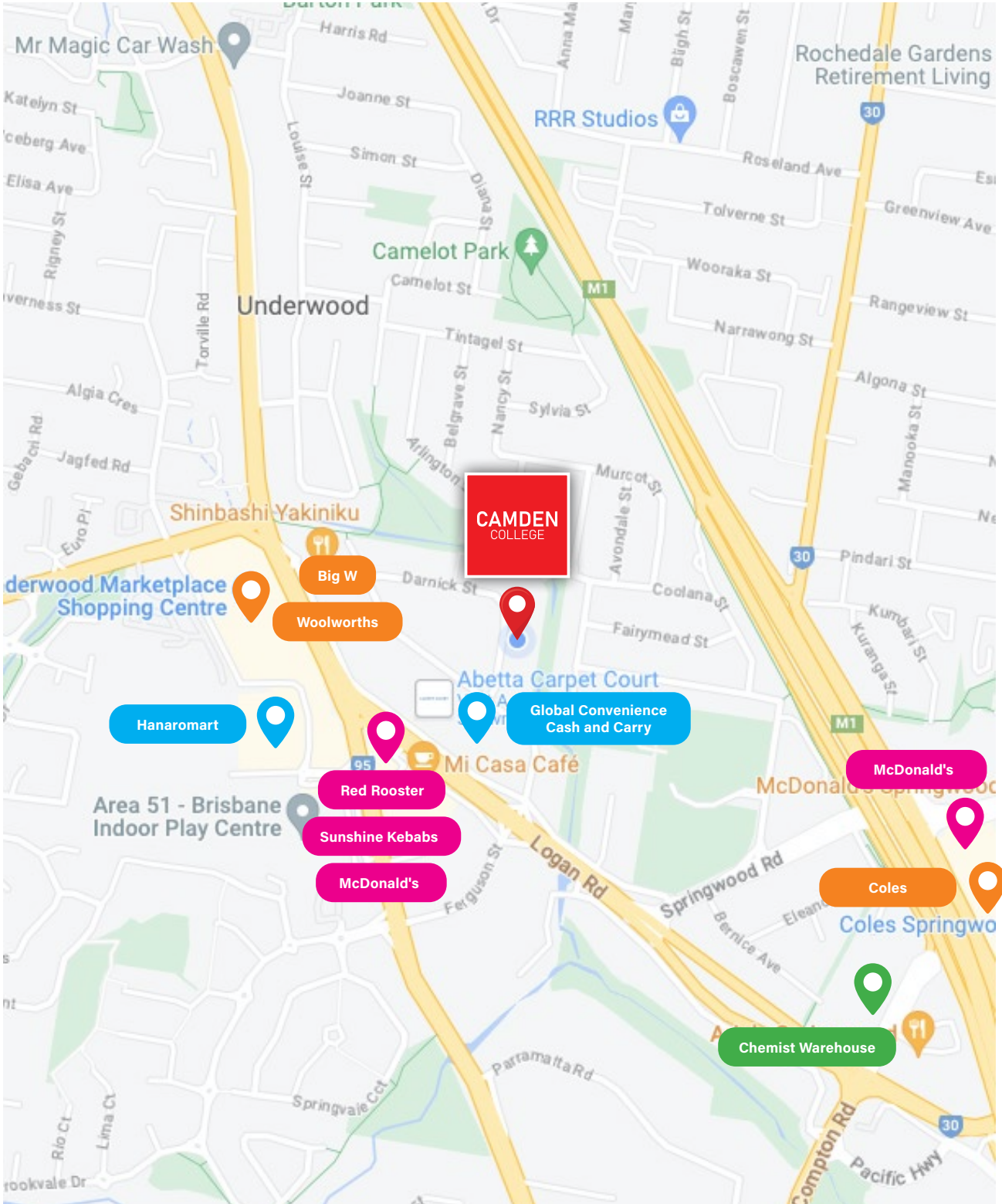


Public Parks with Public BBQ Areas:  
Charles Barton Park, Kinta Street Park





# THE CAMPUS AREA



= Asian/Indian Grocer



= Supermarket/Department Store



= Food Outlets



= Chemist

# ARRIVING TO AUSTRALIA

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## "UPON ARRIVAL TIPS": STEPS TO START YOUR JOURNEY

Upon arriving in Australia, there are several important steps to take to ensure a smooth transition and start to your student journey at our college:

- 1) Inform Family and Friends:** Make a phone call to your home country to let your loved ones know you have arrived safely.
- 2) Settle into Accommodation:** Get comfortable in your new accommodation and familiarize yourself with the surroundings.
- 3) Notify the College:** Contact our college and inform them about your arrival. They will provide you with any additional information you may need.
- 4) Purchase Essentials:** Buy household items and groceries to settle into your new living space.
- 5) Enrol Children in School (if applicable):** If you have school-aged children, make arrangements to enroll them in a suitable school.
- 6) Attend Student Orientation:** Attend the student orientation program at our college to get acquainted with the campus, facilities, and support services available.
- 7) Obtain Student ID Card:** Request your student ID card, which will be useful for various college services and activities.
- 8) Health Insurance:** Inform your health insurance provider about your address in Australia and obtain your health insurance card.
- 9) Open a Bank Account:** Set up an Australian bank account to manage your finances conveniently.
- 10) Attend Course-Specific Orientation:** Participate in orientation sessions specific to your chosen course, where you'll receive essential information about your studies.
- 11) Access Learning Materials:** Collect your course materials and resources from the college to prepare for your classes.
- 12) Begin Classes:** Start attending your classes as per the college timetable and academic schedule.
- 13) Apply for a Tax File Number (TFN):** If you plan to work in Australia, apply for a Tax File Number to ensure compliance with tax regulations.
- 14) Get Involved in College Life:** Engage in student associations, clubs, and activities to make new friends and enhance your college experience.



# STUDYING IN AUSTRALIA



Studying in Australia offers you a world-class education, recognized globally for its excellence. With a diverse and inclusive society, six of our cities rank among the top 40 in the world for livability. Our higher education system boasts six universities in the global top 100 and offers courses across 1,100 institutions. Major cities like Melbourne, Sydney, and Brisbane are prime student destinations, supported by over A\$300 million in government scholarships for international students. Despite COVID-19 challenges, online options ensure continuous learning.

Australia's natural wonders, from our beautiful beaches to national parks will enrich your study experience. Our focus on sustainability and environmental preservation makes for a unique living experience. Graduates from Australian institutions are highly sought after globally, thanks to our focus on career-readiness. For more details, visit Study in Australia.

[www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)



# STUDYING IN AUSTRALIA

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No matter the duration or type of study you plan to undertake in Australia, it is essential to conduct thorough research and plan ahead to ensure a safe and rewarding experience. Key considerations include:

- 1)** Planning your departure and arrival in Australia.
- 2)** Accessing support services to assist with your transition and settling in.
- 3)** Ensuring visa compliance throughout your stay.
- 4)** Understanding the regulations and opportunities for working while studying.
- 5)** Budgeting for living costs and finding suitable accommodation.
- 6)** Prioritizing health and safety during your time in Australia.

Australia is divided into states and territories, each offering unique attractions and opportunities for international students. The country's appeal lies in its high-quality education system, favorable climate, vibrant lifestyle, various sports activities, beautiful beaches, and thriving industries.



# WORKING IN AUSTRALIA

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## TAX FILE NUMBER

All workers in Australia, including international students, need a Tax File Number (TFN). Students must provide their TFN to employers when starting a new job. International students are required to pay taxes on their earnings, and at the end of each financial year, they can apply for a tax return through an accountant or online service.

## MONEY AND BANKS

Australia uses the Australian dollar (AUD) as its currency. Exchange facilities for foreign currency are available at international airports, banks, and major hotels. Opening an Australian bank account is recommended, and most major banks offer free banking for international students. ATMs are widely available for 24/7 withdrawals, and electronic transfer terminals (EFTPOS) can be used for cash withdrawals and purchases.

## BUDGETING

Creating a budget is essential, considering expenses such as accommodation, food, transport, clothing, entertainment, and childcare costs if applicable. The amount spent on living expenses by international students can vary depending on various factors and individual circumstances.

## LOOKING FOR WORK

International students in Australia have a variety of resources and platforms available to assist in their job search. Here is a list of platforms along with some industries and types of jobs you might consider:

**SEEK:** [www.seek.com.au](http://www.seek.com.au)      **LinkedIn:** [au.linkedin.com](http://au.linkedin.com)

**Indeed:**  
[au.indeed.com](http://au.indeed.com)

Working in Australia: Immigration laws permit students on a student visa to work for a limited number of hours while studying in Australia. Currently, students can work up to 48 hours per fortnight during study periods and full-time during breaks.

## INDUSTRIES AND JOB TYPES

### Retail:

Jobs in retail chains like Coles, Woolworths, Myer, and Target which often have programs to hire international students.

### Hospitality:

Positions range from being a barista or waiter to roles in event management and catering, especially in tourist areas.

### Administration and Office Work:

Various administrative roles in education, healthcare, business, and government sectors requiring good English language skills.

### Call Centres:

Roles involve handling inbound or outbound calls, helping to improve English language skills while earning.

### IT Support Roles:

Providing technical support to customers, requiring good English and computer knowledge.

### Warehouse Work:

Casual work in a warehouse environment, often located in industrial areas.

### Labourer Roles:

Manual labour positions in construction, farming and manufacturing industries.

### Promotional Work:

Working at events, clubs, or in retail stores to promote products or services.

### Research Assistant and Tutoring:

Academic positions advertised by universities, varying depending on the field of study.

### Tourism:

Ranging from tour guides to customer service roles in hospitality, especially in tourist areas.

# LIVING IN AUSTRALIA

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## ACCOMMODATION

The institute can assist with short-term accommodation prior to arrival. Accommodation costs vary based on location and proximity to major areas, and students can choose from options such as full board (homestay), student houses, half-board, or leasing a house/flat.

Some useful Internet sites for housing are:

Student Housing Australia  
[sha.com.au](http://sha.com.au)

Share Accommodation  
[www.flatmatefinders.com.au](http://www.flatmatefinders.com.au)

Study in Australia  
[www.studyinaustralia.gov.au/global/live-in-australia/accommodation](http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation)

Renting Accommodation  
[www.realestate.com.au](http://www.realestate.com.au)  
[www.gumtree.com.au](http://www.gumtree.com.au)  
[www.domain.com.au](http://www.domain.com.au)



## MEDICAL ISSUES

Overseas Student Health Cover (OSHC) is mandatory for international students and entitles them to hospital cover and substantial part of standard doctor's fees. Students can arrange OSHC through various health insurance providers. Links to some of the common health insurance providers:

[www.nib.com.au](http://www.nib.com.au) • [www.ahm.com.au](http://www.ahm.com.au)  
[www.medibank.com.au](http://www.medibank.com.au)

## COST OF LIVING, FOOD, AND SHOPPING

The Australian government estimates that the cost of living in Brisbane for an international student varies from person to person. Shopping for groceries and personal items is convenient, with many shopping malls, markets, and supermarkets accessible by public transport.

You can refer to:

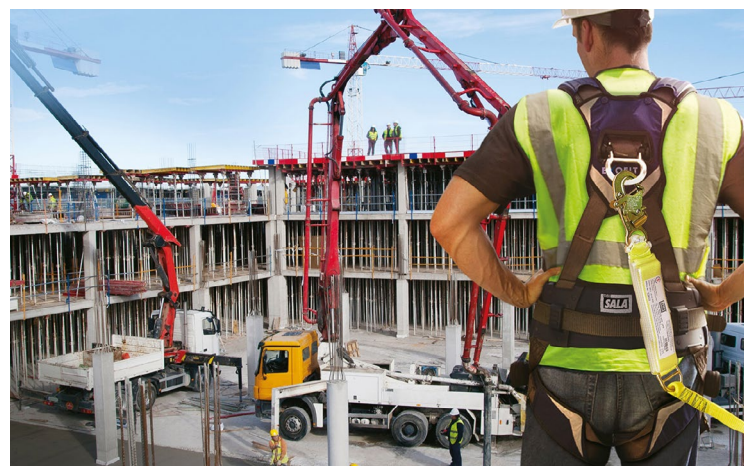
[www.expatistan.com/cost-of-living/brisbane](http://www.expatistan.com/cost-of-living/brisbane)  
for updated costs on living estimates.

# COURSES ON OFFER

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## Courses offered by Camden College:

- Certificate I in Construction
- Certificate II in Construction
- Certificate II in Construction Pathways
- Certificate III in Bricklaying/Blocklaying
- Certificate III in Business
- Certificate III in Carpentry
- Certificate III in Concreting
- Certificate III in Construction Waterproofing
- Certificate III in Painting and Decorating
- Certificate III in Shopfitting
- Certificate III in Solid Plastering
- Certificate III in Wall and Ceiling Lining
- Certificate III in Wall and Floor Tiling
- Certificate IV in Civil Construction
- Certificate IV in Human Resource Management
- Certificate IV in Building Project Support
- Certificate IV in Building and Construction
- Certificate IV in Business
- Diploma of Business
- Diploma in Human Resource Management
- Diploma of Building and Construction (Building)
- Diploma of Leadership and Management
- Diploma of Project Management
- Advanced Diploma of Business
- Advanced Diploma of Building and Construction (Management)



# COURSE INFORMATION

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## ORIENTATION

As part of your preparation for your academic journey, we host an Orientation Day a week before your formal classes begin. This day is filled with diverse activities aimed at helping you feel confident and excited about starting your studies. It's an excellent opportunity to bond with fellow students, as well as our dedicated teaching and support staff who are eager to help you succeed.

## UNIQUE STUDENT IDENTIFIER (USI)

The USI is a confidential identification number issued by the Australian Government. It serves as a national database link to record the qualifications obtained by students during their studies in Australia, ensuring a permanent record of completed qualifications.

It is mandatory for all students commencing their training in Australia to apply for a Unique Student Identifier (USI). Without a valid USI, the College cannot issue certifications to students, including Recognition of Prior Learning (RPL). For detailed information, refer to [www.usi.gov.au](http://www.usi.gov.au).

Students are required to complete the USI application before or during the enrolment process. This unique identifier enables students to access their records online, download them, and easily share them with future training organizations electronically.

To assist students in creating their USI numbers, the "Student USI Fact Sheet" is available at [www.usi.gov.au](http://www.usi.gov.au)





# COURSE INFORMATION

## RECOGNITION OF PRIOR LEARNING (RPL)

The Recognition of Prior Learning (RPL) process acknowledges skills and knowledge acquired through formal training, work experience, and life experience. To be eligible for RPL, you must demonstrate that you currently possess the required competencies for the specific unit.

**Stages of the RPL Process** The RPL process involves the following stages:

Gap Training for unsuccessful RPL units is not provided by the College. If candidates wish to obtain the full qualification, the College will offer advice on other Registered Training Organizations (RTOs) delivering the gap units through Online, Distance, or face-to-face methods (when permitted). It is the candidate's responsibility to contact the respective RTOs if they wish to pursue this option.



## CREDIT TRANSFER

Camden College provides Credit Transfer for units of competency that match the Code and Title offered by the College. This includes superseded equivalent units, as long as their currency can be established. Verified or certified transcripts must be provided, and the College will authenticate them. Credit Transfer is granted without any charge, and there is no reduction in tuition fees unless the course is fully undertaken through RPL.

## FEES

### COURSE FEES

The College informs students about all fees before enrolment through various channels, including the course brochure on the website, the Student Handbook available online, and the Enrolment Application Form.

### COURSE FEES PAYMENT

All course fees, including Recognition of Prior Learning (RPL) fees, must be paid at the time of finalizing enrolment and before the course commencement (whichever date is earlier).



# COURSE INFORMATION

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## REFUNDS POLICY

### POLICY OVERVIEW

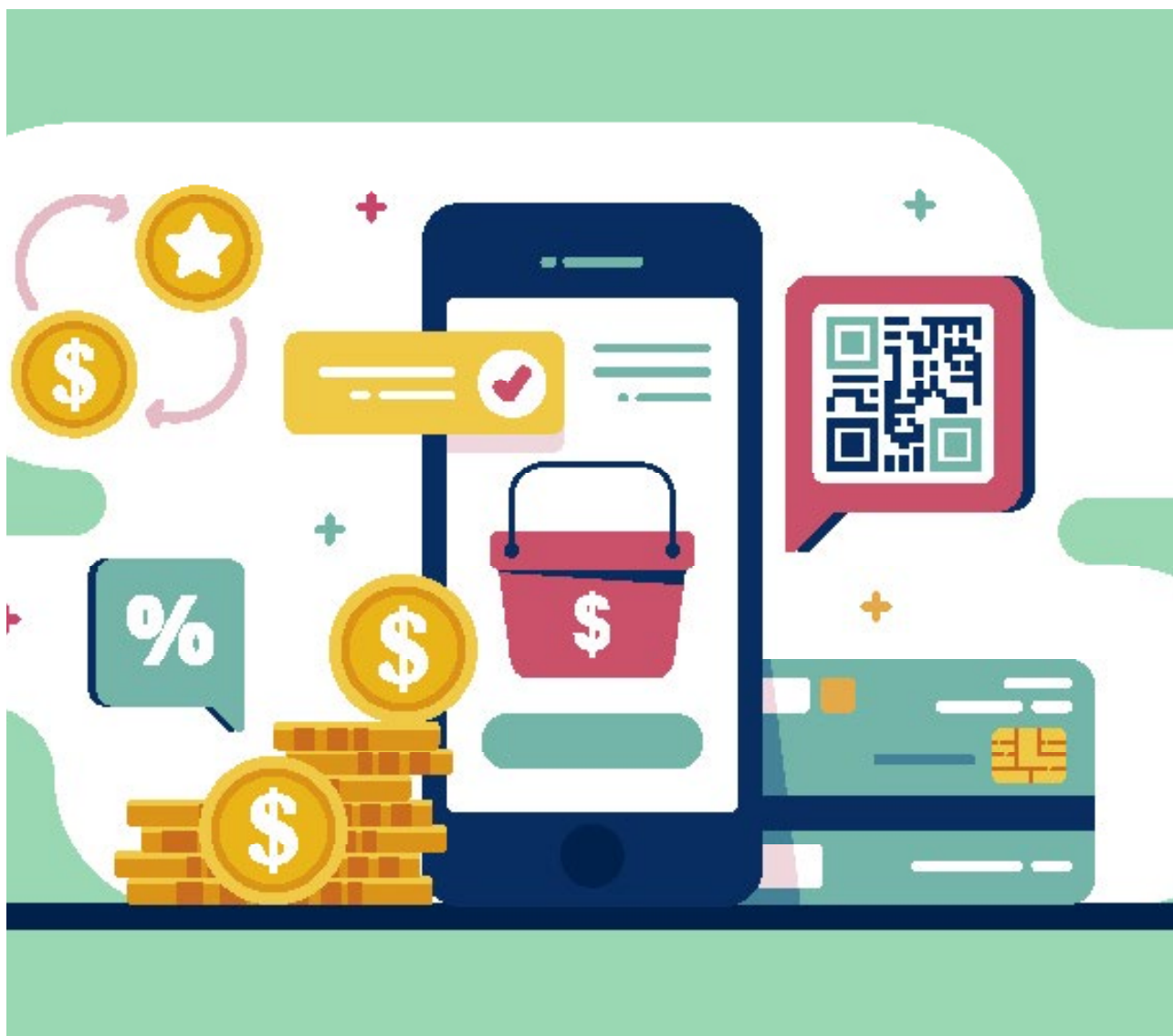
This policy outlines the conditions for applying for a refund of Course Fees at Camden College.

Our procedures are designed to ensure fair and equitable treatment for all students seeking refunds.

Refund applications must be submitted in writing, and the following procedures will be followed during the assessment process.

Students are provided with refund information during the enrolment process and are required to sign it before acceptance into the course and making any payments.

All refund requests are subject to approval by the General Manager, and applications will be processed within 14 days of receipt.



# COURSE INFORMATION

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Refunds by the Registered Training Organisation (RTO) due to Non-Delivery of a Course.

The course does not start on the agreed starting date	Full Refund
College withdraws the course	Full refund of unspent course fees

(Note: The College may offer an alternative course at no extra cost to the student instead of a refund. If the student agrees to this arrangement, the College will not be liable to refund the money owed for the original course.)

Withdrawal 10 days or more prior to the agreed start date	Full refund
Withdrawal within 10 days of the agreed start date	50% refund
Withdrawal on or after the agreed start date	No refund
Enrolment cancelled due to misbehaviour of the student	No refund
RPL: Withdrawal prior to course commencement	Full refund
RPL: Withdrawal after course commencement date	No refund

(Note: Once a candidate completes the enrolment process and pays the deposit for RPL, they are considered to have commenced the course, and no refunds apply.)

If fees have been paid by a third party, refunds will be payable to that third party.

Any information provided by students to the College, including payment and refund details, may be disclosed to authorized State and Commonwealth Agencies, subject to privacy laws.



# STUDENT SUPPORT

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## ASSESSMENT PROCESS

At Camden College, assessment plays a crucial role in evaluating students' skills and knowledge throughout their training. The assessment methods for each course are outlined in the relevant Course Brochure. Classroom-based training involves two days per week of face-to-face sessions from 9 am to 5 pm, which includes training and assessment. Additionally, students are expected to complete up to a maximum of 5 hours per week of independent, unsupervised activities.



## REASONABLE ADJUSTMENT

We are committed to identifying and supporting student needs during their training. If you require an alternative form of assessment due to literacy or physical constraints, our trainers and assessors are available to discuss suitable alternatives with you.



# STUDENT SUPPORT

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## CLASSROOM-BASED COURSE

For all courses, students are allowed sixty (60) calendar days from the end of the course to submit all assessments. Your assessor will provide you with the assessment commencement and due dates, and you will receive feedback and results within ten (10) working days of assessment submission.

## RE-ASSESSMENT POLICY

Each student is allowed two (2) re-submissions for each assessment task. Following a resubmission request, students have 10 working days to present further work for appraisal at the trainer's discretion. If a student remains Not Competent after exhausting their assessment re-submissions, they will be required to re-enroll in the unit(s) and pay applicable fees.

We want our students to have confidence in our assessment process. Therefore, if a student disagrees with an assessment decision, they have the right to appeal. Our team is here to support and guide you throughout this process.

## CERTIFICATE ISSUANCE POLICY

All AQF certification documentation issued by Camden College will adhere to the requirements outlined in the AQF and Standards for Registered Training Organisations (RTOs) 2015 - Schedule 5.

Before providing a nationally recognised testamur or statement of attainment to a student, Camden College will verify the following:

- The student has successfully completed all assessment activities associated with the course and has been deemed competent in all relevant units of competency.
- The student has settled all associated course fees in full.
- The student has provided a valid Unique Student Identifier (USI), and Camden College has verified its authenticity with the Registrar.

Camden College aims to issue the appropriate certification to the student within 10 business days and a maximum of 30 calendar days after confirming that all the above criteria have been met.

# STUDENT RIGHTS AND RESPONSIBILITIES

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## CHANGE OF ADDRESS AND CONTACT DETAILS

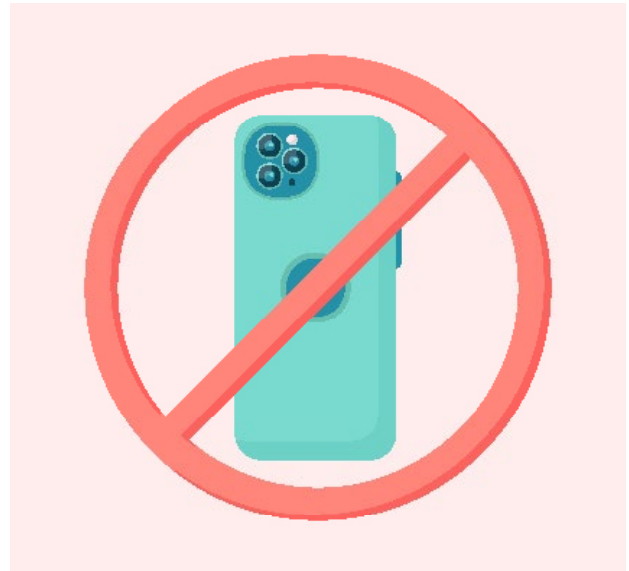
It is essential that you inform the College of your current residential address and telephone number, and any subsequent changes to this information while you are enrolled in a course. Keeping your address details updated with the College is important to ensure that you receive important information that we may send to you from time to time.

## COPYRIGHT

All materials issued by Camden College are protected by copyright. Before photocopying materials for purposes other than individual educational use within the College, written permission from Camden College is required. Please exercise caution when photocopying the work of others, as infringement of copyright can lead to legal action.

## DRUGS, ALCOHOL, DANGEROUS ARTICLES & SMOKING

The consumption of alcohol, being intoxicated, the use of illegal drugs, and the possession of prohibited or dangerous articles are strictly prohibited within Camden College premises. Smoking is not allowed within the College building.



## MOBILE PHONES

The use of mobile phones is not permitted during college hours.

## CHEATING OR PLAGIARISM

Cheating or plagiarizing in assessments is considered a serious offense and may result in a student being marked as 'Not Competent' for the assessment or even excluded from a unit or course. Plagiarism includes presenting someone else's work, ideas, or writings as one's own without proper acknowledgment.

## MISCONDUCT

Misconduct in a training context includes any behavior that disrupts the learning environment, interferes with trainers' duties, endangers the health and safety of others, or hinders the operations of Camden College. Examples of misconduct include verbal or physical abuse, stealing, defacing equipment or venues, non-payment of fees, and cheating or plagiarizing. Misconduct will be managed according to the Disciplinary Policy.

# STUDENT RIGHTS AND RESPONSIBILITIES

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## DISCIPLINARY POLICY

At Camden College, we expect all learners to take responsibility for their own learning and behavior in accordance with current workplace practices and legislation during training and assessment.

In the event of any misconduct or breach of discipline, the following steps will be taken:

- 1)** Verbal Warning and Support: The client will be given a verbal warning and offered support by the College to address and remedy the situation if necessary.
- 2)** Written Warning and 'Show Cause': If further breaches occur, the client will receive a written warning and will be required to provide a written explanation ('show cause') as to why they should not be excluded from further participation in the course.
- 3)** Resolution Meeting: The College will offer to arrange a face-to-face meeting with the student to discuss the matter and agree on any resolution strategies.
- 4)** Remediation Period: The student will be given a period of twenty (20) working days to remedy the situation, unless the misconduct poses a threat to other learners, College staff, or property, in which case immediate cancellation of enrolment may occur.
- 5)** Further Action: If the issue is not resolved after the remediation period, the College may choose to cancel or suspend the student's enrolment without further notice.

We believe in providing a supportive learning environment, and our disciplinary approach aims to guide learners towards positive behaviors and successful course completion.



# STUDENT RIGHTS AND RESPONSIBILITIES

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## FEEDBACK, COMPLAINTS AND APPEALS PROCESS

At Camden College, we value our students' feedback and recognize their right to express complaints, concerns, or dissatisfaction without facing any adverse consequences. We are committed to providing a fair and equitable process for dealing with student complaints and appeals. In cases where complaints or appeals cannot be resolved internally, we will provide guidance on seeking further assistance from appropriate authorities.



## LEGISLATION

All staff and students are required to comply with and accept the following State Laws and Commonwealth or State legislation. In general terms relevant legislation and regulation refers to:

- Work Health and Safety Act 2011
- Industrial Relations Act 1999
- Copyright Act 1968
- Privacy Act 1988
- Antidiscrimination Act 1991
- Human Rights and Equal Opportunity Commission Act 1986
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Act 2006
- Fair Work Act 2009 and supplementary Fair Work Regulations 2009
- Freedom of information Act 1982
- Education (Work Experience) Act 1996
- Racial Discrimination Act 1975
- National Vocational Education and Training Regulator Act 2011

To view these relevant Commonwealth and State legislative and regulatory requirements go to the following web page and follow the link [www.comlaw.gov.au](http://www.comlaw.gov.au)





# HEALTH AND SAFETY

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At Camden College, the safety and well-being of our international students are paramount. We are committed to providing a secure and conducive learning environment that adheres to all Queensland workplace health and safety regulations. This page outlines our comprehensive approach to WHS and the measures in place to ensure a safe learning experience for all our students.

## OUR COMMITMENT TO WHS

Camden College complies with all relevant Queensland and Australian WHS legislation and regulations, including the Work Health and Safety Act 2011. We constantly review and update our WHS policies and practices to maintain the highest standards of safety for our international students.



## SAFE LEARNING AND ASSESSMENT SPACES

Our training rooms, computer labs, and practical areas are designed and maintained to meet the highest safety standards. We ensure that all equipment, machinery, and facilities are regularly inspected and well-maintained.

## TRAINED STAFF AND FIRST AID FACILITIES

Our staff members undergo extensive training in WHS practices, including safe work procedures, infection control, and emergency response. First aid facilities are readily available on campus, and our staff are trained to handle any medical emergencies that may arise.

## FIRE SAFETY

We conduct regular fire drills to familiarize students with evacuation procedures. Emergency exits, fire extinguishers, and fire alarms are clearly marked and easily accessible throughout the campus.

## SAFE HANDLING AND STORAGE

Students are trained in safe handling techniques for materials and equipment to prevent accidents or injuries. We ensure that hazardous materials are stored safely and labeled appropriately.

## REPORTING INCIDENTS

Camden College has a streamlined incident reporting system. In case of any accidents, near misses, or safety concerns, students are encouraged to report them promptly to their trainers or other staff members.

# ACADEMIC POLICIES & PROCEDURES

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## DEFERRING, SUSPENDING, OR CANCELING OVERSEAS STUDENT'S ENROLMENT

At Camden College, we uphold a supportive and inclusive atmosphere for our overseas students. There could be occasions necessitating the deferral, suspension, or cancellation of a student's enrolment, aligned with the National Code of Practice for Providers of Education and Training to Overseas Students 2018. Below are our procedures and guidelines:

### DEFERRING ENROLMENT

- Refers to the temporary delay in course commencement due to unforeseen circumstances.
- Students wishing to defer must submit a formal request, outlining reasons with supporting documents, at least two weeks before the course start date.
- Upon approval, the College will notify the student of the new commencement date and update the CoE (Confirmation of Enrolment).

### SUSPENDING ENROLMENT

- Involves temporary study interruption due to compelling circumstances like serious illness or family emergencies.
- Students must submit a written application with supporting evidence to the College's designated support officer, detailing the situation and suspension duration.
- Post review, if warranted, the enrolment will be suspended, and the CoE will be updated.

## CANCELING ENROLMENT:

- Occurs in cases of visa non-compliance, serious policy breaches, or persistent academic failure.
- Prior to cancellation, the College will issue a written notice to the student explaining the reasons, allowing a response.
- Procedures from the National Code of Practice for Providers of Education and Training to Overseas Students 2018 will be followed, ensuring adequate notice and fee refunds as per the College's refund policy.

## ACADEMIC COURSE PROGRESS POLICY & PROCEDURE

At Camden College, we are committed to supporting the academic progress and success of our international students. To ensure that students make satisfactory progress in their chosen courses, we adhere to the Academic Course Progress Policy & Procedure in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018. The following section outlines the key elements of this policy:

### ACADEMIC COURSE PROGRESS POLICY:

- 1) Satisfactory Course Progress:** International students are expected to maintain satisfactory academic progress throughout their course of study. Satisfactory progress includes meeting the requirements for attendance, coursework, and assessments as outlined in the course curriculum.
- 2) Monitoring Academic Progress:** The College will monitor the academic progress of international students at regular intervals, typically at the end of each study period or term.

# ACADEMIC POLICIES & PROCEDURES

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- 3) Intervention and Support:** If a student is identified as not making satisfactory academic progress, the College will provide appropriate intervention and support to help the student improve their performance. This may include academic counseling, additional study support, or access to tutoring services.
- 4) Written Notice:** In the event that a student is not meeting the satisfactory academic progress requirements, the College will issue a written notice to the student, outlining the areas of concern and the required improvements.
- 5) Course Progress Plan:** For students who are not making satisfactory progress, the College may develop a Course Progress Plan in consultation with the student. The plan will outline the specific actions and milestones that the student needs to achieve to demonstrate satisfactory progress.

- 6) Review and Appeals:** Students have the right to review and appeal any decisions related to their academic progress. The College will provide information on the appeals process and ensure that students are treated fairly and have the opportunity to present their case.

At Camden College, our Academic Course Progress Policy & Procedure is designed to promote academic excellence and support the success of our international students. We believe in providing a nurturing learning environment where students can achieve their academic goals and excel in their chosen fields of study.



# REFUND POLICY

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It is important that you read and have the information explained to you within the Refund Policy.

Fees are levied on all courses, details of which are contained in the relevant course brochure. All fees and charges are quoted in Australian (AUD) dollars. The College reserves the right to increase fees and charges. Students will be advised in writing of any changes.

Applications for refunds must be submitted to the College Admin desk in writing on the Fees Refund Application form:

- Refunds will be made within ten (10) working days of receipt of a Fees Refund
- Application form, which will include a calculation of how the refund was determined.
- The student will sign to confirm acceptance and receipt of refund.

A student may approach the college and request withdrawal from the course and a full refund under the following circumstances:

- illness resulting in a permanent disability that will affect their ability to complete any part of the course OR
- the death of a close family member (e.g. parent, sibling, spouse or child)

**Proof must be provided in both cases.**

## PROVIDER DEFAULT (ESOS)

In the unlikely event that the College closes our business or your course is removed from CRICOS, your fees are protected under the Australian Government Tuition Protection Service.

## STUDENT DEFAULT

Deferring your studies:

- If deferral is applied within 10 working days of the start of the current study period and is approved, any amount of fees paid in advance will be transferred to the next study period you are enrolling in.
- If the deferral application is made after 10 working days no fees paid in advance will be transferred and will be forfeited by the student.

**No refunds will be given:**

- If the College cancels your enrolment because of misbehaviour or failing to pay course fees, as outlined in our Deferment, Suspension or Cancellation policy.
- If you are an international student and you breach a condition of your Student Visa.

## ADDITIONAL CHARGES NOT INCLUDED IN COURSE TUITION FEES

- A non-refundable enrolment application fee of AUD \$500
- Overseas Health Care Cover is a requirement of a Student Visa application and must cover the entire duration of the course. This is paid directly to the students' choice of OSHC provider.
- Material fees as advised at enrolment.
- Students are to provide their own pens, pencils and note paper.
- If a course length is extended by a student then the student may be required to pay a fee to cover the additional length of the course.

## NON-REFUNDABLE FEES AND CHARGES

Item	Charge
Reissue Student Card	\$20
Assessment Re-Sits	\$100 - \$300
Late payment of Fees	\$50
Re-enrolment Fee	\$500
Replacement Certificate	\$100 each
Printing charges apply	\$0.20 - \$1.00 per item

## NON-REFUNDABLE ASSESSMENT RE-SIT FEES

Summary of Re-Sit Charges	
<b>Business, Management, Building and Construction, Wall and Floor Tiling</b>	
Student did not attend original assessment or is found cheating or plagiarising	\$200 1st re-sit fee
Student was not competent at 1st attempt	2nd attempt - free
Student was not competent at 2nd attempt	3rd attempt - \$100
<b>Wall and Floor Tiling - Practical Assessments only</b>	
Student is not competent or did not attend any Practical Wall and Floor Tiling assessment or is found cheating, plagiarising.	\$300 per re-sit fee
<i>If any student is still not competent after their 3rd attempt they must re-enrol and repeat the unit.</i>	

## REFUNDS FOR COURSE TUITION FEES

Withdrawal Reason	Amount Refunded
Visa refused prior to course commencement	Full refund (less enrolment application fee)
Visa refused after course commencement	Full refund (less enrolment application fee and any pro rata tuition fees if the student has commenced training)
Withdrawal at least 1 month prior to agreed start date	Full refund (less enrolment application fee)
Withdrawal less than 1 month prior to start date	No refund
Withdrawal after the agreed start date	No refund
Enrolment cancelled due to actions of the student	No refund
CT or RPL awarded after course commencement	No refund
Course withdrawn by Spencer Technical College	Full refund
Camden College is unable to provide the course	Full refund
Student Visa extension is refused	Return unused tuition fees

# REFUND POLICY

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## COURSE ACCEPTANCE DECLARATION

The Course Acceptance form must be signed as confirmation of your acceptance of the Refund Policy and returned with your payment of fees in Australian currency (AUD\$). In addition, payment of fees is deemed as acceptance of these terms and conditions. Your enrolment cannot be confirmed until we have received the Course Acceptance form, signed by the student. Refer to Camden College's complaints and appeals procedure if you wish to appeal any refund calculations. The following table outlines reasons why a refund may be requested and the amount of tuition fees that will be refunded to the student by Camden College.

## FEE PROTECTION

The Standards for Registered Training Organisations (RTOs) 2015 require that RTOs demonstrate financial. Camden College management are responsible for ensuring that fees paid in advance are protected. Fees are accounted for in a separate financial control centre and are clearly identified within the student record management system. Student refunds are based on unexpended tuition fees (rather than on total course cost).

Overseas Student Visa holder fees are protected by the Australian Government Tuition Protection Service [www.tps.gov.au/Information/Students/How](http://www.tps.gov.au/Information/Students/How). At the time of enrolment, you will be required to pay 50% of the tuition fees and your Overseas Student Health Cover (if not already paid upon enrolment) in Australian Dollars. Student or student's sponsor are allowed to pay more than 50% (up to 100%) of the total course fees if they wish to do so. If your course is less than one 24 weeks in duration, then

100% of the total course fees will be due. When your payment is received Camden College will provide you with an electronic Confirmation of Enrolment (CoE) that you can then use for your visa application.

## TERMS AND CONDITIONS

Camden College operates a refund policy, which is fair and equitable. Please read the provided information carefully and choose your course options wisely. In making a contract to enrol in a course at Camden College the applicant acknowledges and agrees:

- That the information provided by the applicant in their application is complete and correct.
- To be bound by Camden College's rules and regulations and any amendments made to the rules and regulations.
- To comply with any entry requirements prior to any course entry, if deemed necessary by Camden College.
- To observe DHA Student Visa requirements.
- To pay all fees required on or before the due date as notified in writing by Camden College or as per the provided invoice.
- Camden College will not access your first payment of fees until we have received your signed declaration in the Course Acceptance in writing.
- Camden College reserves the right to accept or reject any application for enrolment at its discretion.
- Camden College reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund all payments received from the applicant

- Requests for refunds will be made in writing and addressed to the International Student Support Officer at Camden College, using the Fee Refund Application form.
- Refunds are made in accordance with this Refund Policy and full refunds of amounts owed to the student will be made within 10 working days of a written refund application being lodged with the college.
- That all applicable fees and charges will be paid in full before the commencement of the training.
- If the student is not granted a visa or if circumstances beyond their control prevent them from attending the course (proof must be provided) the Refund Policy shall apply.
- That tuition fees are not transferable to another person or institution.
- Camden College reserves the right to withhold granting the Award attained by the student if the student's fees remain outstanding.
- Any information that you give to Camden College or that Camden College collects about you can be given to authorised State and Commonwealth Agencies, Regulatory Authorities or for legal requirements.
- Camden College reserves the right to expel a student who is in breach of Australian Government VISA requirements or whose conduct disrupts the normal operation of classes in accordance with its Deferment, Suspension and Cancellation policy. In such cases no refund will be made.
- Camden College reserves the right to change, alter or amend curricula, course structure, cost, and any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments will be made with written notice.
- If Camden College has to change any of the above conditions for any reason, all students will be notified of the change in writing.
- All payments and refunds will be paid in Australian Dollars (AUD).
- Refunds will only be paid to the student that makes the Agreement however if a person (other than the student) is specified in the agreement by the student to receive any refund, then the specified person will be paid the refund.
- This Agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

# COMPLAINTS AND APPEALS

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*The formal complaint or appeals process is the process that takes place if a complaint or grievance cannot be resolved informally (for example, through affected parties discussing the matter).*

## INTERNAL COMPLAINTS OR ASSESSMENT APPEAL PROCESS

Should there be any occasion where there is a complaint or appeal with any of Camden College's services the following steps should be taken to resolve the issue:

- 1) Discuss or resolve the issue with the other student, trainer or staff member involved. These discussions will not be reported or documented unless the staff member involved considers the matter is relevant to the wider operations of the College, or the student requests the matter be documented and placed in their file.
- 2) Students may nominate a support person to accompany them to meetings or assist them with the complaints or appeals process at any stage of the complaint/appeal resolution process.
- 3) If a resolution cannot be reached the student must then complete and submit a Complaints and Appeals Form to the Student Counsellor of Camden College within 10 working days.
- 4) All complaints and assessment appeals must be in writing and in English.
- 5) If the matter is regarding an appeal against an assessment decision then the student must notify their trainer or the Student Counsellor of Camden College within 5 working days of receiving the result.
- 6) Once the complaint or assessment appeal has been lodged with the Student Counsellor it will be registered as a formal complaint or assessment appeal and appropriate action will commence within 10 working days.
- 7) Once the Student Counsellor is able to resolve the complaint or assessment appeal you will receive a written response from the Student Counsellor or their delegate.
- 8) If the Student Counsellor is unable to provide a satisfactory outcome and the complaint or assessment appeal remains ongoing, then the matter will be referred to the Principal of Camden College.
- 9) The Principal of Camden College may attempt to resolve the problem through further negotiation, mediation or a determination as to the outcome. Once the Principal is able to resolve the complaint or assessment appeal you will receive a written response from the Principal or their delegate.
- 10) All formal complaints are documented in the Complaints and Appeals Register by the Student Counsellor and kept in the student's file.
- 11) Any complaints lodged as a result of or related to criminal activities are outside this process and will be referred to the appropriate authorities or legal representatives.
- 12) Student enrolment will be maintained during the formal complaints process, however this does not exclude Camden College from reserving the right to suspend a student from attending class or visiting the College campus if that is considered necessary during this period class.



## INTERNAL APPEAL PROCESS

An appeal is a request by a student to reconsider a decision made by the College through the internal complaints or assessment appeal process.

- 1) Students have twenty (20) working days from the date they receive notification of the outcome of a formal complaint or assessment decision to lodge their appeal, if they are not satisfied with the outcome.
- 2) Students must complete and submit a Complaints and Appeals Form to the Student Counsellor of Camden College within 10 working days of notification.
- 3) All appeals must be in writing and in English.
- 4) Once the appeal has been lodged with the Student Counsellor it will be registered as a formal appeal and appropriate action will commence within 10 working days.
- 5) The Student Counsellor will refer the appeal to the Principal of Camden College who will attempt to resolve the problem through further negotiation, mediation or a determination as to the outcome. Once the Principal is able to resolve the appeal you will receive a written response from the Principal or their delegate.
- 6) All internal and external appeals are documented in the Complaints and Appeals Register by the Student Counsellor and kept in the student's file.
- 7) Student enrolment will be maintained during the internal appeals process; however, this does not exclude Camden College from reserving the right to suspend a student from attending class or visiting the college campus if that is considered necessary during this period class.
- 8) If the decision of the complaint or appeal supports the student, then Camden College will immediately implement the decision and advise the student of the outcome.
- 9) **Delayed Processes**  
Delayed processes in the unusual circumstance where Camden College considers more than 60 calendar days are required to process and finalise the complaint or appeal, Camden College will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required. In line with the importance that Camden College places on open and transparent processes and communication, the complainants or appellant will be regularly updated on the progress of the matter.
- 10) All complaints and appeals will be reviewed at Camden College monthly management meetings. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Camden College policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

# EXTERNAL APPEAL PROCESS

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If it is not possible to resolve the matter internally using the internal appeal process, Camden College has an external appeals process available to students if they have exhausted the above procedures and still feel unsatisfied.

- 1) The student can request the Student Counsellor and/or Principal of Camden College to assist them to access an external arbitrating body where they can formally present their case at minimal or no cost to them.
- 2) This request must be submitted in writing through the Complaints and Appeals form and the College will begin the process within three (3) working days of the student's written request.
- 3) Students may nominate a support person to accompany them to meetings or assist them with the complaints or appeals process at any stage of the appeal resolution process.
- 4) All internal and external appeals are documented in the Complaints and Appeals Register by the Student Counsellor and kept in the student's file.
- 5) Student enrolment will be maintained during the external appeals process, however this does not exclude Camden College from reserving the right to suspend a student from attending class or visiting the college campus if that is considered necessary during this period class.
- 6) If the decision of the complaint or appeal supports the student, then Camden College will immediately implement the decision and advise the student of the outcome.
- 7) Unless the external appeal is in relation to Unsatisfactory Course Progress, students are allowed one (1) external appeals process to determine the final outcome. This does not stop students from accessing multiple external appeals processes, however the College does not have to await the outcomes of these extra appeals before implementing the appeals decision or reporting the student to DHA. If a student wishes to access another appeals process after being reported, the student will need to discuss this with DHA.

## INDEPENDENT ARBITRATORS

Independent Arbitrators are available upon request, depending on the case, by ringing:

The Dispute Resolution Branch Brisbane

Telephone: +61 7 3239 6007

Fax: +61 7 3239 0200

Toll free number: 1800 017 288

Address: 1st Floor, Brisbane Magistrates Courts, 363 George Street, Brisbane.

(Students outside Brisbane may use the toll free number. Most services are provided free of charge)

## OVERSEAS STUDENTS OMBUDSMAN

If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website

<https://www.ombudsman.gov.au/> or phone 1300 362 072 for more information.

If an overseas student is concerned about Camden College as a provider, then they may approach the Australian Skills Quality Authority (ASQA) who the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. This authority has the power to suspend or cancel Spencer Technical College's institutional registration or any course registration if a breach of the requirements of registration provision is proved.

#### **DHA**

The student can contact the ESOS helpline 02 6240 5069 or make enquiries to Australian Education International at [aei@innovation.gov.au](mailto:aei@innovation.gov.au) or 1300 615 262. The student may send through a complaint at any point, including after he or she has exhausted the provider's internal appeals process and the external appeals process. DHA will only intervene where the provider's appeals process was not conducted correctly or if the provider did not make the appeals process available to the student.

Please note: The dispute resolution policy outlined in this handbook does not prevent an overseas student from exercising the student's right to other legal remedies including taking action under Australia's consumer protection laws in the case of financial disputes. Any disputes will be settled under Australian Law.

#### **ASSESSMENT APPEALS PROCEDURE**

If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer. If the

student wishes to proceed with the appeal then the student should complete an appeals application on the Appeal against Assessment Decision Form. Please note if students want to appeal against assessment results they must apply within (5) working days of their assessment results.

All appeals are recorded in writing, and the results of the appeal process will also be communicated to the student in writing including reasons for the decision made.

The appeals process will allow for the student to formally present their case, and will also allow for the appeal to be heard by an independent person or panel if requested. A copy of this communication will also be kept on file, both on the Complaints and Appeals Register and in the student's individual file.

#### **Grounds for Appeal against Assessment Decision**

An application for appeal will be considered where a student claims disadvantage because:

- The Trainer did not provide a subject outline.
- The Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline.
- Assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her.
- It is believed that a clerical error has occurred in the documenting of the assessment outcome.
- There appears to be a discrepancy between the practical observation and the formal assessment.
- Work handed in on time was not marked.

If the appeal for re-assessment is upheld Camden College will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.

All appeals are recorded and reviewed at Management meetings. Refer to the Complaints and Appeals Policy and Procedure for further details.

### CONCLUSION

As we draw this handbook to a close, we wish to reaffirm our unwavering support and commitment to your educational journey at Camden College. Our mission is to provide a conducive and enriching learning environment that not only enhances your

academic achievements but also fosters personal growth and global understanding. You are now part of a diverse and vibrant community that values inclusivity, innovation, and excellence. We encourage you to make the most of the resources, opportunities, and support available to you. Your success, well-being, and enriching experience are our prime concerns. As you embark on this exciting chapter of your life, remember, the college's dedicated team is here to assist you every step of the way.

We are open to feedback and would love to hear from you; feel free to reach us at [admin@camdencollege.edu.au](mailto:admin@camdencollege.edu.au) or call us at **+61 7 3172 2811**.

Welcome to Camden College, where your aspirations take flight towards a promising and impactful future!

# START YOUR CAREER WITH CAMDEN