

Version 7.0



# Student Handbook

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The information contained in this manual is current at the time of release. Kenvale College reserves the right to make changes to the content of this manual without prior notice.

## INTRODUCTION AND WELCOME

Welcome to Kenvale College! You are now part of one of Australia's leading Hospitality and Event Management education providers.

As you know at Kenvale, we want students to grow as individuals in their chosen careers, their attitude of service and their lives. With this in mind, we have prepared this handbook to help you settle into your new environment.

This Student Handbook includes information for all students participating in nationally recognised training at Kenvale College. This includes:

- Full Qualification students (domestic and international)
- Short Courses (single unit) or Partial Qualifications

Throughout the Handbook, reference is made to which students the information applies.

In this handbook you will also find information about College life, policies and procedures however if you have any questions regarding any of these do not hesitate to contact the College's permanent staff.

We look forward to having you at the College and encourage you to immerse yourself in the fascinating industry you are about to enter. The industry needs students who are committed and passionate!

During your time at Kenvale, we hope to be able to help you grow as a person and as a professional and to combine these with a great sense of optimism and fun.

The purpose of this handbook is to provide guidelines and information to all students enrolled at Kenvale College in order to maintain a study and work environment that is safe, productive and fair, for students, staff and other members of the College community.

Enjoy your time at the College!

## 1. ABOUT KENVALE COLLEGE

### 1.1 Vision

Through the work of hospitality and service professions to spread a culture that: recognises and respects the dignity of the person; strengthens the unity of the family; affirms the value of the work of the home; and strives for excellence in the paid workforce.

### 1.2 Mission

To give the world of hospitality and service professions graduates who excel in skill, integrity and genuine care for the person.

It does this by:

- *Knowledge*: Working closely with the industry, we ensure our courses lead the education market, giving our students the best start to their careers.
- *Experience*: Working in the field from week one, our students are given the practical and managerial skills as well as the qualities necessary to succeed in the industry.
- *Humanity*: We foster genuine and gold class services through education, personal and professional development and commitment to community involvement.

### 1.3 Objectives

Kenvale is a centre of excellence, which seeks to enrich the hospitality profession in the areas of knowledge, skills and humanity. It does this by:

#### - *Providing tailored education*

Kenvale combines theoretical and practical knowledge of both the public and private sectors of society and uses this knowledge to equip graduates with the skills, know-how and transformational power to serve society through their work.

Kenvale seeks to understand the needs of persons and the industry/economy and provide responsive programs to meet these needs.

#### - *Promoting high-quality research*

Kenvale seeks to promote scientific research and policy dialogue to advance society and to provide a greater understanding of the meaning of “to be of service”.

#### - *Undertaking liaison and advocacy*

Kenvale works to strengthen cooperation with other academic institutions, training facilities, industry bodies and civil society so as to foster core values and human development.

#### - *Managing our resources efficiently and effectively*

Kenvale places high priority on good governance, managing its financial and other resources efficiently and effectively to ensure the optimal delivery of education, research and liaison services both now and in the future.

## 1.4 Values

### *- The uniqueness of the individual*

Kenvale's education of the whole person, workplace experience, and the combination of work and study are central to its programmes and success. The treatment of students as unique individuals whose needs are met is a distinctive characteristic of all the College's initiatives.

### *- The dignity of the person*

Kenvale prepares graduates, through the acquisition of knowledge, skills, and insights, to serve as effective professionals. With their integrity and passion for service, they make a positive and lasting contribution to the workplace and society. The attributes they acquire are a consequence of their deep understanding of the dignity of the person.

### *- The importance of community*

Kenvale promotes understanding, cooperation and respectful discourse among persons of all races, beliefs and social conditions.

### *- A commitment to excellence in work and character*

Kenvale staff strives to ensure that there is attention to detail and that their own work meets standards of excellence. They lead by example with integrity of conduct and spirit of cooperation.

### *- Building on tradition*

Kenvale College is Australia's oldest not for profit private hospitality educational institution. It is recognised for the 100% graduate employment success rate, its strong links to the hospitality industry and its uncompromising and stable values.

### *- Responding to the needs of contemporary society*

Kenvale's vocational and academic preparation, which includes scientific, technical and professional training, equips the graduates to confidently engage in the cultural, social and ethical issues of contemporary society.

### *- Christian ethos*

A Christian ethos, informed by the teachings of Saint Josemaria Escriva, founder of Opus Dei, underpins Kenvale's programmes and reflects: a commitment to truth; respect for personal freedom; and the pursuit of virtue in professional and social life.

## 1.5 Motto

'Learn it and live it'.

## 1.6 Accreditation

Kenvale College is a Registered Training Organisation (RTO) with the Australian Skills Quality Agency (ASQA). The College is approved to deliver and assess selected courses, and to issue qualifications. The College is also a founding member of the Australian Association of Hotel Schools (AAHS).

## 1.7 History of the College

Kenvale College has been committed to increasing the educational level of those working in the hospitality industries since its foundation. The full College history can be found in the College's Webpage. Below is just a list of the main milestones:

**1971:** Kenvale College was established as Australia's first private Hospitality College and was one of the first Colleges to introduce courses that met the tourism and hospitality industry's demands for professional education and training. From day one, Kenvale's courses have incorporated both work and study at the same time so that students gain industry experience while they study.

**1989:** Kenvale's course was among the first to gain recognition by the Australian Hospitality Review Panel (AHRP) and by the industry.

**1992:** The three-year Diploma course is accredited by the AHRP at management level. Kenvale expanded to new premises, enlarged its Scholarship Fund base and achieved significant articulations with various universities. Kenvale was a finalist for the NSW Tourism Award for Industry Education.

**1994:** The College won the NSW Tourism Award for Industry Education. Kenvale College started providing a Diploma in Tourism and Hospitality Management to UNSW 1st year students of Bachelor of Commerce (Hospitality and Marketing).

**1996:** Kenvale College celebrated its 25th anniversary with Mr Juan Antonio Samaranch, then President of the International Olympic Committee as guest of honour.

**2001:** The Honourable Tony Abbott, then the Minister for Employment, Workplace Relations and Small Business officially opened the Academic Building of the College in March. Kenvale College, along with private benefactors and the United Nations, sponsors East Timorese students.

**2005:** Commencement of the High Flyer Program (HFP) (Partial Scholarship Program) for Year 12 students in conjunction with the Radisson Blu Plaza Hotel Sydney.

**2009:** Kenvale College was a Finalist for Best Event Education Program at the Australian Event Awards. Commencement of the Get Real Events Experience program for year 11 students in High School.

**2011:** Two lecturing staff, Sandra Clark and Stephen Nelson were recognised for excellence in teaching and training receiving the National Tourism & Hospitality Teachers Awards.

**2012:** Commenced offering a non-accredited course in Home Management, first ever both in this country and overseas. Academic Director presented separate papers at both the Australian Council for Private Education and Training (ACPET) Conference in Sydney and the International Federation for Home Economics (IFHE) World Congress in Melbourne.

**2013:** Coordinated the academic program for the EUHOFA 2013 International Congress organised in conjunction with the Association of Australian Hotel Schools (AAHS).

**2014:** Became an Australian Skills Quality Authority (ASQA) Delegate within the top 2% of quality Registered Training Organisations (RTOs) that can self-accredit.

**2015:** Began teacher exchanges with UNSW Food Science Department.

**2016:** Trainer (Chef), Andrew Christie was awarded The Tourism Hospitality & Catering Institute of Australia (THCIA) trainer of the year. THCIA Trainer Excellence Awards were also awarded to trainers: Jennifer Gleeson, Bernie McFarlane and Brigid Treloar. Two of Kenvale's Professional Development programs for High School Teachers gained accreditation with the New South Wales Education Standards Authority (NESA). Accredited Teacher Programmes include 'Face to Face with the Hospitality Industry'

and 'Introduction to Indigenous Australian's Food and Culture'.

**2017:** THCIA Trainer Excellence Awards received by trainers Sandra Clark, Dominique Roux- Salembien (Chef) and Brigid Treloar. Planting of garden for commercial cookery students donated by Zest Waterfront Venues.

**2018:** THCIA Trainer Excellence Awards received by Stephen Hand (Chef) who also was awarded The Tourism Hospitality & Catering Institute of Australia trainer of the year. Kenvale College was a national finalist at the Australian Events Awards: Education category.

**2019:** Kenvale trainers were awarded in the Tourism Training Australia: 2019 Trainer of the Year Award Ceremony at the Four Seasons Hotel in the following categories:

- ✓ Classroom Support
- ✓ Event Management
- ✓ Asian Cookery
- ✓ Best Training Initiative (Winefest)
- ✓ Food & Beverage

**2021:** Tourism Training Awards: Kenvale was awarded Best Food Service Outlet for our pop-up restaurant and our Head Trainer Farzan Contractor won Asian Cookery Trainer of the Year.

## **2. STUDYING AT KENVALE COLLEGE**

Kenvale College is committed to making students' studies and future professional life pleasant and straightforward. The content of this handbook aims to give students clear information about the College's expectations from them; and what students can expect from the College.

There are many elements to education; it is not just about attending classes but also about fitting and thriving in the College and industry structures and becoming a better person.

Life at College is a journey, which leads to belonging to the Kenvale alumni community for life.

### **2.1 USI (Unique Student Identifier)**

The USI gives you access to a national register, which allows you to see all your nationally accredited training records and results, from all training providers, completed after 1 January 2015.

By accepting the Letter of Offer (full qualification students) or completing enrolment documentation (partial qualification students), you give Kenvale College permission to verify or create your Unique Student Identifier (USI), in the instance that you do not already have one.

Kenvale College is required to record and verify your USI before we can issue you student documentation, including your qualification testamur or statement of attainment.

## 2.2 College Life (Full Qualification)

Studying at Kenvale is much more than attending classes. It has three dimensions, which, as a student, of which you need to be aware:

- *Academic Life*: your course, classes, timetables, assessments and everything related to your completion of your qualification.
- *Environment and Policy Dimension*: these are the systems, structures and procedures, which the College uses to create a fair, conducive and productive education environment.
- *Overall College Life*: this includes your industry placement component and student community life. In a not very distant future, as a professional worker you will be able not only to earn money and be successful but above all you will be able to shape the world into a better place by the way you act and behave.

*Other aspects that make up College life include:*

### **Mentoring**

One manifestation of the personalised education at Kenvale is the mentoring system. Each full qualification student is assigned a mentor who meets with a small group of students once a month. Individual students are encouraged to meet with the mentor privately if they wish. This is a great way to ensure students are treated as an individual, with attention to their personal needs.

The mentoring system forms an integral part of the overall personal and professional development of each Kenvale College graduate. At the beginning of your course at Kenvale College you will be assigned a mentor for the first year. Although Kenvale assigns a mentor to you originally you may also indicate your preference after your first year at College. You are not obliged to participate in the mentoring system; however, the College highly encourages you to do so.

### **Small Class Sizes**

Another means of providing a personalised education is through small class sizes. There is a low trainer-to-student ratio whereby students have close interaction with trainers and the trainers diligently pass on any concerns to the Head of Academic.

## 2.3 Communication Channels

The official mode of communication from the College for full qualification students is your College email address, which has the following format: [surnamen@student.kenvale.edu.au](mailto:surnamen@student.kenvale.edu.au). ('n' being the first initial of your first name).

Student Services create this individual Gmail account. You will be explained how to access it and set up your own password at the Orientation day. Please make sure you check your email address.

The College will also post information on Canvas (the Learning Management System) for full qualification students. It is the student's responsibility to be aware of notices and news regarding academic and social aspects of College life.

Personal email addresses are used to communicate with partial qualification students.

## **2.4 Student Management System – RTO Manager**

Full qualification students have access to RTO Manager, which contains information such as timetables, enrolment details and results. Login details are the same as the student's Kenvale email.

## **2.5 Learning Management System - Canvas**

Canvas, is our learning management system for full qualification students and it is where all learning resources are stored and from which trainers are able to run their classes. Through Canvas, students will have access to their learning materials, trainer details and their assessments. Completed assessments are submitted on Canvas. Announcements to all full qualification students are also posted on Canvas. Login details are the same as the student's Kenvale email.

## **2.6 Business Suit**

The College has a business suit dress code for full qualification students, which aims to help students become familiar with, and develop, a professional attitude to the industry.

## **2.7 Chef Uniform**

Full qualification cookery students may acquire their uniform elsewhere but are required to order any additional items to complete their Chef Uniform and the Tool Kit on the Industry Training Day directly from the supplier.

A complete Chef Uniform and Tool Kit fee is approximately AUD \$415.

## **2.8 Responsible Serving of Alcohol (RSA)**

Responsible Service of Alcohol helps control the negative impacts alcohol has on our community. RSA has been part of NSW's liquor laws for more than 100 years. Presently, it deals with:

- intoxicated minors (anyone under 18)
- alcohol-related violence and crime
- drunk and disorderly patrons
- noise disturbances.

Undertaking an approved Responsible Service of Alcohol (RSA) course gives participants the skills and knowledge necessary to contribute to a safe, enjoyable environment in licensed premises.

Responsible Service of Alcohol (SITHFAB002 Provide responsible service of Alcohol) is a pre-requisite for some units in Kenvale's full qualifications and this has been included in the training plan where appropriate. Kenvale also offer RSA courses (single unit) on Saturdays throughout the year. Please refer to the Kenvale website for the dates. Kenvale is an approved provider of RSA by Liquor and Gaming.

## **2.9 Food Safety Supervisor**

Certain food businesses in the NSW hospitality and retail food service sector are required by the NSW Food Authority to have at least one trained Food Safety Supervisor (FSS). This course was

established to improve food handler skills and knowledge and thus help reduce foodborne illness in the industry.

This unit (SITXFSA001- Use hygienic practices for food safety) is a pre-requisite for some units in Kenvale's full qualifications and has been included in the training plan where appropriate.

## **2.10 Kenvale College Student Committee**

The Student Committee (SC) represents full qualification Kenvale College students. It is a democratically group elected by the student body. Its primary aim is to promote the interests and represent the views of Kenvale College students both inside and outside College, by providing services and representation for students. It also aims to foster a College community through social events and functions.

Meetings are organised fortnightly during the academic year. The Committee is also a communication channel between the Student Body and College Management. If you wish to be in the SC, please inform Student Services at the beginning of the year.

## **2.11 Extra-curricular Activities**

Full qualification students are encouraged to participate in extra-curricular activities organised by the College and the Student Committee. Some of these activities include:

- Community service projects (local and overseas)
- Public relations (College functions, marketing activities)
- Study workshops
- Trips away
- Lectures / forums
- Retreats
- National and international conferences
- Organisation of events

## **2.12 Student ID Cards/Travel concessions**

All full qualification students will be issued with a student ID card at the beginning of their course. Should a student require a replacement student card, an additional fee will be applied for the new card. Please refer to Kenvale's website for additional fees details.

Travel concessions are only available to full qualification domestic students. The concession is obtained by completing an Opal Card Concession Form, which is provided by Student Services.

## **2.13 Computer Facilities**

Computers are available for use at the College between 8.00am – 5.00pm, Monday to Friday, except when a class is being held in the Computer Room.

Please respect the equipment of the College by neither eating or drinking in the Computer Room.

### **2.14 Printing/Photocopying Services**

Photocopying and printing is available to full qualification students on request. See Student Services Department for assistance, fees may apply and are subject to change.

### **2.15 Parking**

Onsite parking is only available for staff members. Students will need to find parking elsewhere in the street, or at the UNSW (University of New South Wales) parking station, via Botany Street, for a fee.

### **2.16 Updating address and contact information**

It is the student's responsibility to keep the College up-to-date with their personal details. Full qualification students can edit and update their details on RTOM/Profile/Edit Profile. This information is important for official College communication such as the Notification of Results.

Full qualification international students have an obligation to inform Kenvale College of any change of (Australian) address / phone within 7 days. Failure to keep the College up to date may result in an automatic student visa cancellation. Contact Student Services for help in updating your details. [studentservices@kenvale.edu.au](mailto:studentservices@kenvale.edu.au).

### **2.17 Lost Property**

Students are advised never to leave their bags and other valuables unattended within the Kenvale College premises (indoors and outdoors). The College is not responsible for items left in bathrooms, shelves outside classrooms, or the loss of valuable items due to students' negligence. Items found within Kenvale College premises should be handed in to Reception. Any inquiries with regard to lost property should be directed to Reception. After a six week period, unclaimed items will be given to charity. All items left within the College premises during session breaks will be treated as lost property.

### **2.18 Food and Drink**

Eating and drinking are not permitted in classrooms. Only water may be consumed in all classrooms (except the computer room). It is everyone's responsibility to ensure the cleanliness and order in all the common areas, indoors and outdoors.

### **2.19 Personal Phone Calls and Messages**

Students are to have mobile phones switched off during classes. Mobile phones are not to be used as calculators, nor be placed on the desk.

### **2.20 Smoke-free Campus**

Kenvale College is a SMOKE - FREE Campus. Smoking or vaping is not permitted anywhere within the grounds of Kenvale College.

## 2.21 Issuance of Certificates and Graduation

Kenvale College is required to issue qualifications or statements of attainment to students who have achieved the required outcomes within 30 calendar days of the student being assessed as meeting the requirements of the training product.

In addition to achieving the required outcomes, students must also have: paid all fees owed to Kenvale College; completed and provided evidence for the required work placement hours and hold and have provided to Kenvale College a valid Unique Student Identifier (USI) unless an exemption applies under the Student Identifiers Act 2014.

A certificate (a testamur and a record of results) confirms that a qualification has been awarded to an individual. A statement of attainment recognises that one or more accredited units has been achieved.

The official certificate (hard copy) can be collected at Reception. These will be posted at the request of the student at an extra cost (Refer to Additional Fees on website). Only unofficial copies can be emailed.

Kenvale College acknowledges the requirement to provide past and present students with re-issued qualifications and statements of attainment when required. (Refer to *Additional Fees and Charges* on website).

## 2.22 Pathways & Articulation

Pathway articulations are available to full qualification students who complete either the Diploma/Advanced Diploma of Hospitality and/or Diploma/Advanced Diploma of Events. Students are eligible to receive recognised credits on certain units undertaken at Kenvale. This fast-tracks finishing your undergraduate degree. Please send your enquiry to the Head of Academic.

## 2.23 Special Consideration

Special consideration is the process for assessing the impact of short-term events beyond a student's control (exceptional circumstances), on attendance obligations or performance in a specific assessment task. A *Special Consideration Form* is available on the College website and should be used by full qualification students, and the circumstances explained in detail. (Refer to *Additional Fees and Charges* on the College website as fees may apply).

## 2.24 Permission of Leave

The College can only approve leave for full qualification international students where compassionate and compelling circumstances exist. Students should complete and submit a *Permission of Leave Request form* is available on the Kenvale website. Students MUST provide documentary evidence to support a claim for a leave of absence.

All applications based on medical grounds must be submitted with an official medical certificate/documentation. You must provide original or certified copies of medical certificates, death certificate or supporting documentation from a registered psychologist or other relevant support staff. If you are leaving the country you must submit your flight details which include dates of arrival and departure. Fees must be paid prior to any action being taken or applications will not be considered. (Refer to *Additional Fees and Charges* on the College website).

## 2.25 Deferrals

Full qualification students are permitted to defer the commencement date of their course or take a temporary break during their course only on grounds of medical reasons (illness) or other exceptional circumstances beyond the student's control. Supporting documentation must be provided with the *Deferral Form*. Any medical certificates must state the reason of illness and the date range of absence (backdated certificates cannot be accepted).

### Deferment Application Conditions

- A non-refundable application fee applies irrespective of outcome.
- Students must pay all outstanding fees prior to approval of this application.
- Kenvale College may transfer the student to a different classroom or a different intake group.
- Students may be required to pay for one additional term and restudy the term they have missed.
- If the reason for deferral includes any overseas travel, or medical reasons, proof of travel and medical certificates is required.

For more information about deferrals, contact Student Services on +61 02 9314 6213 or [studentservices@kenvale.edu.au](mailto:studentservices@kenvale.edu.au).

## 2.26 Withdrawals

Full qualification students that decide to withdraw from a course prior to the commencement of studies or part way through their qualification will need to formally communicate with Kenvale College by submitting the *Withdrawal Form* available on the website. Kenvale College will assess the withdrawal request in light of College policies.

International students must provide a letter of offer and evidenced reasons to transfer with another provider or to upgrade to a higher qualification to be eligible to withdraw. However, they must have completed at least 6 months of their principal course in order to withdraw. It is a discretionary decision on the part of the College to waive this condition. If the withdrawal is granted, the student will receive a release letter. If the application is rejected, the student has the right to appeal by completing a *Complaints and Appeals Form* (Please refer to the College website).

The Withdrawal Form for both domestic and international students is available on the College website.

For more information about withdrawals, contact Student Services on +61 02 9314 6213 or [studentservices@kenvale.edu.au](mailto:studentservices@kenvale.edu.au).

## 2.27 Academic Progress

Kenvale College has established arrangements to monitor the progress of each full qualification student. Monitoring course progress occurs on two levels. These are:

- *Assessing satisfactory course progress*. This is the process of formally assessing each student's progress at the end of each compulsory study period (Term/Trimester).
- *Identifying students at risk of not meeting course progress requirements*. This is the process

of continually monitoring each student's completion of assigned assessment tasks within a compulsory study period.

### **Identifying students “at risk” of not meeting course progress requirements.**

In addition to the process of assessing satisfactory course progress, Kenvale College will also monitor a student's completion of assessment events during a study period. This enables the identification of students “at risk” of not meeting course progress requirements.

A student is to be identified as “at risk” of not meeting the course progress requirements if the student has failed one or more units at the end of week 5.

A Letter of Course Progress will be sent by the Academic department to the student, encouraging them to contact their trainer for support.

### **Assessing satisfactory course progress**

The following definitions apply:

- **Satisfactory course progress:** a student successfully achieving a minimum of 50% competency or more in all required units in a study period (Term/Trimester)
- **Unsatisfactory course progress:** a student failing to successfully complete 50% of all required units in a study period.

At the end of a term/trimester where it is established that a student has failed to successfully complete 50% of all required units in that study period the Academic department will send the first warning letter and direct the student to book an appointment with Student Services for an intervention meeting within 10 working days. If the student fails to contact the College, the Academic department will send a second warning letter which includes a statement of intention to report (international) or withdraw (domestic) and direct the student to book an appointment with Student Services for an intervention meeting within 10 working days. This letter will also inform the student that they have a further 20 working days to access Kenvale College appeals process prior to being reported/withdrawn. If after this 20 day period there is still no response, the student will be reported /withdrawn.

If a full qualification international/domestic student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the provider must notify the student in writing of the intention to report/withdraw (respectively) them to the Department of Home Affairs / Education respectively for unsatisfactory progress. The student has 20 working days to access Kenvale College's appeals process prior to being reported

## **2.28 Attendance**

Kenvale College expects the students to attend all classroom, practical and workplace sessions according to their training plan. Kenvale College monitors the attendance of all full qualification students. The attendance will be recorded for short courses as well. Attendance is calculated as the percentage of the course scheduled contact hours for which a student is present and recorded as present in the attendance roll, through validated workplace logbooks, or by records of student interaction with online portals. The scheduled contact hours for attendance for each week at Kenvale

College is 20 hours. In Week 4 & 8 students who have been marked absent for 20% or more of the scheduled face-to-face/classes/ work placement hours for the course will be sent an email reminding them of the College's attendance requirements and advising them that they are at risk of not progressing. Attendance records are used by the Academic department to inform the assessment of poor course progress in week 5 and at the end of the Term/Trimester.

### 3 ACADEMIC LIFE AT KENVALE

The content of this Section is here to help you become familiar with some of the principles that guide academic thinking at Kenvale. Each one of the headings below will affect you at some stage during your academic/study life at the College. Make sure you understand all these concepts and contact the Academic Department if you are unsure about anything.

#### 3.1 My Course at Kenvale

Kenvale delivers VET (Vocational Education and Training) courses. The College offers a variety of full qualification courses with different Units of Competency (UoC). Some of the units are elective while others are core or compulsory. Kenvale also offers partial qualifications and individual units such as RSA. The College offers the following full qualifications\*:

<b>Combined Courses</b>
SIT60316 Advanced Diploma of Hospitality Management* & SIT60216 Advanced Diploma of Event Management *
SIT50416 Diploma of Hospitality Management* SIT40516 Certificate IV in Commercial Cookery ( <b>Term 4 2022 SIT40521 Certificate IV Kitchen Management</b> )
SIT60316 Advanced Diploma of Hospitality Management* SIT40516 Certificate IV in Commercial Cookery ( <b>Term 4 2022 SIT40521 Certificate IV Kitchen Management</b> )
SIT50316 Diploma of Event Management* Certificate IV in Commercial Cookery ( <b>Term 4 2022 SIT40521 Certificate IV Kitchen Management</b> )
<b>Hospitality</b>
SIT60316 Advanced Diploma of Hospitality Management*
SIT50416 Diploma of Hospitality Management*
<b>Events</b>
SIT60216 Advanced Diploma of Event Management*
<b>Cookery</b>
SIT40516 Certificate IV in Commercial Cookery ( <b>Term 4 2022 SIT40521 Certificate IV Kitchen Management</b> )

\*Due to revision of qualifications course codes/names may change in 2023

### 3.2 Academic Integrity

While at College, all students will need to become familiar with the term Academic Integrity. This means that students are expected to behave with honesty, trust, fairness, respect and responsibility in regards to academic work: assessments, presentations, reports, etc.

Below are some guidelines about the concepts that students need to understand:

- Referencing. Academic writing demands a high standard of presentation and integrity, therefore certain requirements and conventions are needed to ensure this. Students need to make sure that all of their academic work has a high level of presentation as well as properly acknowledging ideas, designs, words or works of others, which is otherwise their own original work.
- Plagiarism. Plagiarism is the use of someone else's ideas, words, text, pictures, graphs, etc. as if they were one's own. It is a grave offence. Any suspected case of plagiarism is taken very seriously. This does not mean that students cannot use other sources of information. To avoid plagiarism, students need to ensure they reference their assignment appropriately.
- Group work. Group work is valuable because of the opportunities it provides to students to develop skills in teamwork and communication. As an assessment task it can pose difficulties in relation to appropriate acknowledgement practice and identification of authorship of individual members of the group. These difficulties can be minimised by making the roles of individual students clear, and by effectively identifying their contributions.

Kenvale College uses APA (American Psychological Association) style for all of its courses.

The College will take action in response to all allegations of academic misconduct to ensure that the values of Academic Integrity are upheld.

Kenvale College will take steps to detect plagiarism and other forms of academic misconduct by using the online software *Turnitin*.

### 3.3 Assessments at College

An assessment is the process of making a judgment about the extent of your achievement or performance. Assessment tasks shape your learning and they have been defined to empower you in a particular skill.

### 3.4 What are the Types of Assessments?

Assessment methods within the College may take a variety of forms which include, but are not limited to, the following:

- Observation of real work activities (practical assessments),
- Questioning such as self-evaluation, interview, and written questionnaire,
- Review of products such as work samples or products,
- Portfolios such as testimonials, work samples or products, training records, class assessment record, reflective journal, or logbook,
- Third-party feedback in the shape of interviews or documentation from employer, supervisor, or peers, and

- Structured activities such as reports, projects, presentations, demonstrations, progressive tasks, essays, exams, tests, assignments and simulation exercises such as role-plays.

For each assessment, students will be given important information including the objectives of the assessment, performance criteria, and due date.

### **3.5 Assessment Outcomes**

All assessment is undertaken based on the principles of competency-based assessment. *Assessment* outcomes are either satisfactory or unsatisfactory on CANVAS (LMS). Individual *units* are recorded as Competent (C) in RTOM (SMS) Other outcomes commonly used in student records: NYC-not yet competent; CT-credit transfer; NYS-not yet started; CE-continuing enrolment.

### **3.6 Assessment Strategies**

Assessment is a key component of the learning process. Punctual completion of assessment tasks is an important part of the course/qualification and/or training program as this provides an opportunity for students to apply, utilise, and demonstrate their learning and also provides the trainer with the opportunity to collect evidence on which to make a decision on a student's achievement of competence.

All assessors have the required qualifications and experience in their field of study. Assessors ensure that training and assessment complies with the requirements of the relevant training package or VET accredited course. They also ensure it is conducted in accordance with the Principles of Assessment and the Rules of Evidence; Fairness; Flexibility; Validity; Reliability; Sufficiency; Authenticity and Currency.

The assessment method will depend on which unit of competency a student is enrolled in. Each unit of competency includes a course outline, assessments with due dates, assessment completion guides, a marking rubric and course resources.

### **3.7 Retention of Assessments**

ASQA or the relevant State or Territory Training Authority require the College to retain assessments for auditing purposes. In accordance with the Privacy Policy, State and National Regulations, these are kept in a secure file.

### **3.8 Other Additional fees**

There may be instances where full qualification students wish to apply for an academic assessment, outside of normal term timetabled events, including reassessment of work and/or repeating practical sessions (e.g. Repeating practical sessions in the commercial kitchen, repeating a workplace assessment etc.). By applying for reassessment, students may have to pay an additional fee prior to any assessment being granted / action being taken or applications will not be considered and no refund will be provided (regardless of the outcome). Please refer to *Additional Fees and Charges* (international and domestic) on the College website.

### 3.9 Unit of Competency and-Assessment requirements

– *Assessment outcomes*

A unit of competency consists of multiple assessment tasks and requires for all assessments a satisfactory outcome in order for a unit of competency to be marked competent.

– *Resubmission, Late Submission and Reassessment Options (full qualification students)*

Resubmission means when an assessment task is submitted again (after the original submission) by the student for assessment after minor corrections/modifications allowed by the trainer / assessor within an agreed timeframe. The student is permitted three resubmissions only. The student must complete and send an *Application for Resubmission/Late Submission/Reassessment form* to Student Services and pay \$50 to make a third resubmission.

Late submission means the student failed to submit an assessment within a required timeframe without a valid reason. To be able to submit an assessment after the due date, the student must complete and send an *Application for Resubmission/Late Submission/Reassessment form* to Student Services and pay \$50.

Reassessment means the student must repeat or redo the assessment because they have received an unsatisfactory outcome for the assessment. After the completion of a unit or term, a student may apply for reassessment by completing an *Application for Resubmission/Late Submission/Reassessment form* and paying \$150 for practical/\$50 non-practical reassessment. The student is permitted to have one resubmission opportunity. If the final outcome is not yet satisfactory, the student will need to repeat the unit.

– *End of Term results*

Assessment results of full qualification students are collected from the LMS - Canvas and processed in the RTO Manager system. Students can review assessment results during and at the end of term/trimester using their access to RTO Manager.

### 3.10 College Experiences

The following are strategies used by the College to enrich full qualification students' course experiences:

– *Industry Visits*

Industry visits are scheduled for a number of subjects thus providing further opportunities for experiential learning. This is done through organised and scheduled visits to hospitality or event establishments and industry expos.

– *Guest Speakers*

Guest speakers are regularly invited to speak as part of a subject, or during student breaks. These are of particular benefit to students because it can give students future projections for their current learning.

### 3.11 Student Support

Kenvale College students are provided with academic and non-academic support including help in adjusting to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

International students when living and studying overseas – may need a little bit more support.

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.

Kenvale College does not charge for internal services but students may be responsible for any external provider costs at the time they access the services. Kenvale College can assist students to find local groups of like-minded people in the area, connect them with other students with similar interest groups or simply be a friendly listening ear when needed. Depending on student needs, Kenvale College will provide them with a referral to the relevant local organisation and assist them to access services.

We provide the following specific internal services:

– *Chaplaincy*

Chaplaincy services provide a support mechanism which can enhance and maintain the student's learning experience. All activities of a spiritual nature are elective. Participation in these activities does not lead to any form of merit or lead to academic outcomes. The activities of a spiritual nature have been entrusted to Opus Dei, a personal Prelature of the Catholic Church. Opus Dei aims to help people lead a full Christian life in their daily work, study, family and social commitments. The College Chaplain is an Opus Dei priest. The College respects all faiths and upholds values, which are universally accepted. Our Chaplain is Fr. John Watson and his email is [chaplain@kenvale.edu.au](mailto:chaplain@kenvale.edu.au)

– *Kenvale Counselling Services*

It is important that students have access to a range of support mechanisms during their study. If

students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer or to the Student Services Officer. All discussions regarding this are in the strictest of confidence. Each student can have four free online sessions with our counsellor, Anna and each subsequent session costs \$20. Please click on this link to book a time to chat to the counsellor: <https://forms.gle/gZnQ1qfnm2oJLV5M9> or e-mail: [counselling@kenvale.edu.au](mailto:counselling@kenvale.edu.au)

– *Language, Literacy & Numeracy Support Services at Kenvale:*

Murray is available to support students in both online and face-to-face forums. Please email him to make an appointment [gardnerm@lecturer.kenvale.edu.au](mailto:gardnerm@lecturer.kenvale.edu.au)

– *Important Contact Details:*

- Emergency: Triple Zero (000)
- Free International Student Legal Advice: 02- 9698 7645
- Free Telephone Interpreter Service: 131 450
- Mental Health Line: 1800 011 511
- Police Assistance (non-emergency): 131 444
- Domestic Violence Line: 1800 656 463
- Fair Trading : 13 32 20
- Fair Work Ombudsman: 13 13 94
- International student support contact: Patricia Grant 0479039152

## **4 INDUSTRY LIAISON**

Industry relevance is at the core of everything at Kenvale College. Industry experience is so vital that it is incorporated into every trimester/term of the course. Using our industry contacts, the College introduces full qualification students to future employers. We work with each student to ensure they are in employment (usually paid) in the industry from the start of their course.

### **4.1 How Industry is Integrated into our Program?**

Our Industry Liaison Officer meets with each student to ascertain their interests, experience and career aspirations and work with them to help them secure employment in the industry. Our aim is to gradually improve student employability skills while increasing their exposure to industry.

### **4.2 Concurrent Work and Study**

In 2017, Kenvale surveyed its key stakeholders and the overwhelming response from industry, students and alumni was in favour of concurrent work and study. The benefits cited by them included:

- students can assimilate the theory and skills in a real workplace
- students progress in their career, with some gaining promotions while still studying
- students are supported by industry and College at the same time
- students acquire multi-tasking and team management skills that prepare them for the real world

### **4.3 How does the Industry Placement work?**

Our full qualification students can work on a part time or casual role with one of our industry partners. The College works with a broad range of companies from restaurants and hotels to event venues and catering companies. It endeavours to ensure students obtain positions, which align with the units being studied. As they are real jobs, the opportunities presented will depend on what jobs the employers have to offer. The types of positions offered will depend on each student's previous experience in the industry. Structured/monitored work placement is a requirement for some qualifications.

## **5 ENVIRONMENT AND POLICIES AT KENVALE**

Kenvale College is committed to delivering quality training. In order to do so the College has a number of umbrella policies which assist in creating a quality framework. All students are expected to know and understand these in order to contribute to the overall environment of the College.

### **5.1 Student Code of Conduct**

The student code of conduct outlines standards of behaviour expected from students while being members of the College community. Students are expected to:

- uphold the College Mission, Vision and Values Statement
- observe any College policy, process or guideline to which all staff or students are subject
- avoid any behaviour which may lead to harassment, discrimination, bullying, intimidation or threatening of any College employee or student including cyber and social media
- abide by any Act of the Commonwealth or of the State of New South Wales to which the College is subject, while in or on College premises or using College services or facilities or while engaging in a College related activity
- comply with a direction given pursuant to a power conferred under any College policy, procedure or guideline
- comply with a lawful order of a College staff member
- avoid any behaviour which may lead to endangering, or has the potential to endanger, the safety or health of any person
- avoid any behaviour which may lead to disruption or cause unreasonable interruption to any teaching, study, assessment or research activities or the administration of the College
- avoid any behaviour which may lead to obstruction or interference with, cause damage to, theft or loss of, property, equipment, resources or facilities owned or controlled by the College or by a staff member or a student, whilst the property, equipment, resources or facilities are on College premises
- avoid any behaviour which may constitute an assault or an attempt to assault any person or cause any person to hold reasonable fear for his or her safety or physical or psychological well-being
- avoid any behaviour which may unreasonably impair the ability of any person to participate in any legitimate College activity

- avoid any behaviour which disrupts or tends to disrupt the peace or good working order of the College
- avoid any behaviour which may bring the College into disrepute
- avoid any behaviour which may constitute a disclosure of confidential information concerning any matter relating to the College
- avoid any behaviour which may be disorderly, indecent, rude or coarse
- avoid any behaviour which involves the impersonation or taking part in impersonation of another person or the use of forged, false, falsified or incomplete evidence of academic standing (plagiarism) or immigration status or any other relevant matter in order to gain or maintain enrolment at the College
- avoid any behaviour which constitutes an unauthorised use of the College name or its intellectual property
- avoid any behaviour which involves the forgery, alteration or misuse of a College document or record
- avoid any behaviour which fails to comply with any penalty imposed under this policy, and
- avoid any behaviour which encourages, persuades or incites any other person to engage in conduct or behaviour constituting general misconduct.

*Further to the code indicated above the following expectations apply to students. All students are expected to:*

- inform themselves about all the College's procedures and policies that affect them
- act honestly and with integrity
- treat other students, staff and members of the College community with respect, courtesy and without discrimination
- use and care for the College's resources in a lawful and appropriate manner
- abide by the College's appearance, dress and grooming standards, and
- act responsibly and refrain from conduct that may be detrimental to the reputation of the College or the orderly and safe functioning of the College and its activities.

## **5.2 Privacy**

The College is committed to ensuring high standards in the handling of personal information and respects the privacy of its applicants, customers, students and web visitors in accordance with the Privacy Act 1988. We collect the personal information (including pictures/videos) that is necessary for the College to process applications, promote & deliver our services effectively and to meet regulatory requirements. Kenvale College may disclose students' personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- National Centre for Vocational Education Research Ltd (NCVER);
- Organisations conducting student surveys;
- Researchers and
- Other stakeholders for promotional purposes (photos/videos)

### 5.3 Diversity, Equity, Discrimination and Disability

#### - *Equity*

Equity is concerned with enacting the principle of fairness. It takes account of the fact that people and their life circumstances are not the same and that these should not limit or determine their opportunities to achieve similar outcomes. Life circumstances include the social, cultural, financial, physical, health, gender and language differences that individually and collectively distinguish different groups of people.

All students have a right to study and work in a safe and fair environment. The College encourages any student one affected by unfair treatment to talk directly to the person they see as treating them unfairly to let them know the impact it is having on them and to ask them to stop doing such behaviour. If this step is not possible the affected person is encouraged to use the normal Complaints and Appeals Policy to make the College aware of the unfair treatment.

Kenvale is committed to ensuring that students have access to information regarding support services. Details regarding support services for students are located in the Student Handbook. Special consideration is available for students experiencing difficulties such as an illness, critical incidents or accident. Various program exit points allow for students who may require a break from study due to illness or carer responsibilities.

#### - *Disability*

Kenvale understands that students may have some form of disability. The College and its members of staff are committed to consider, and when able, to implement reasonable adjustments for students with disability. The College follows the principles of privacy when dealing with personal information. Kenvale is committed to accommodate special and disability needs of students as reasonably practicable.

Any student with a disability should complete the required section on their application form and advise the College of any limitations related to their disability. For full qualification enrolments, during the interview process, the nature and extent of their disability will be discussed in detail including the functional limitations that the condition may pose, and to determine what, if any, support or reasonable adjustments are required. It is the responsibility of the student to make the College aware of their disability in a timely manner. Students with disabilities or special needs are consulted about the nature of their circumstances, what special requirements that entails, and their preference of how they prefer to be accommodated.

#### - *Discrimination*

The following are specifically unacceptable behaviours and are prohibited from being undertaken by students whilst at college or whilst undertaking College activities:

- Harassment, bullying or cyber vilification/stalking/trolling
- Racist behaviour
- Sexual harassment

Discrimination on the grounds of age, sex, marital status, sexuality presumed or otherwise, gender, disability, medical conditions, religious beliefs or race. Undertaking any of the above-mentioned behaviours can lead to disciplinary action and may lead to termination of enrolment. NSW Legislation applied to anti-discrimination as follows: Anti-Discrimination Act 1977 (NSW).

#### 5.4 Complaints and Appeals

The College is committed to create an environment where the views of students are valued, listened to and acted upon within the context of continuous improvement.

Complaints arise when a student is dissatisfied with an aspect of the College services, and requires action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that the College has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

Steps in resolving a complaint:

- a. *Informal complaint:* Try to self-manage your concern first. Self-managing a concern means directly discussing the issue with the staff member, the administrative unit, or the student concerned.
- b. *Formal Complaint:* If you are dissatisfied with the outcome of your complaint at the self-managed stage, or the matter can't be resolved locally, lodge a complaint by completing the *Complaints and Appeals form* (on the College website) sending it to [studentcomplaints@kenvale.edu.au](mailto:studentcomplaints@kenvale.edu.au) or speak with the Student Services and Admissions Manager.
- c. *Appeal:* If you are dissatisfied with the outcome of your complaint, you may lodge an appeal by completing the Complaints and Appeals form sending it to [studentcomplaints@kenvale.edu.au](mailto:studentcomplaints@kenvale.edu.au) or speak with the Student Services and Admissions Manager.

#### 5.5 Academic Misconduct

The College will take action in response to all allegations of academic misconduct to ensure that the values of Academic Integrity are upheld. This may lead to disciplinary action including termination of enrolment and/or student visa. All students are treated equitably and so that the College's reputation and standards are protected. Kenvale College will take steps to detect plagiarism and other forms of academic misconduct.

Academic misconduct also includes, but is not limited to:

- Cheating: behaving deceitfully or dishonestly in examinations, in the preparation of assessable items and during in-class test
- Fabrication: intentional and unauthorised falsification or invention of any information or citation in an academic exercise
- Intentionally or recklessly facilitating academic dishonesty by other students
- Providing an assessment item, or providing access to an assessment item to others, either directly or indirectly, in circumstances where it is reasonably foreseeable that it will be used dishonestly

- Fraud: deceitful behaviour by which it is sought to gain some unfair or dishonest advantage either for oneself or for another person
- Misleading adscription of authorship (including claiming authorship of parts of a group assignment prepared by (an)other student(s))
- Misrepresentation: misrepresenting data or presenting information incorrectly, improperly or falsely; and
- Using another person to undertake an examination or assessment item in your name.

## 5.6 Workplace Health and Safety (WHS)

Kenvale is committed to ensure the health and safety of all staff, students and others who are involved in the activities of the College.

Kenvale is a SMOKE - FREE Campus. In maintaining a healthy and safe workplace the College does not permit workplace participants to do work while under the influence of illicit drugs nor alcohol. Alcohol may be consumed at College functions to a reasonable degree but only when students are guests and permission is given (i.e. to maintain alcohol limits in blood level of 0-0.05). Contravening either of these latter points may lead to instant dismissal.

Other safety rules include:

- Report every accident or injury as soon as possible, regardless of how slight the injury is. Ask for instructions before using unfamiliar equipment and do not use equipment that you suspect may be faulty (report it to Reception immediately).
- When lifting heavy objects, follow safe lifting techniques.
- Keep exits clear at all times.
- Report all hazards, accidents, injuries and near misses to the WHS Facilitator as soon as possible after the event.

**Note:** It is the responsibility of each student to inform the College of any medical conditions, which require vigilance or action on the part of the College. This is to ensure the College is well-informed in order to exercise their duty of care.

## 6 FEES AND REFUNDS

### 6.1 International Students

#### - *Payment of fees*

Prior to enrolment and or payment of any fee, students are advised to read and understand the International Enrolment Policy, as well as the Terms and Conditions in the Letter of Offer. Kenvale College's disputes resolution process does not circumscribe the student's rights to pursue other legal remedies, and students have the right to take further action under Australia's consumer protection laws.

Please note the following:

- Extra fees might be applicable if the student fails to submit the assessments on time, exhausts the number of attempts allowed, or requires reassessment;
- If the student needs to repeat an entire unit they must pay the unit price;

- International full qualification students that fail to pay their fees will be issued with a series of warning letters which ultimately may result in cancellation of their enrolment and notification to the Department of Home Affairs;
- Students with outstanding fees won't be allowed to graduate;
- Students with outstanding fees may be refused re-enrolment;
- Qualifications will not be issued until all fees due are paid;
- Students who pay their instalments late will be charged a late penalty.

Please refer to the *Additional Fees and Charges* on the College website.

- *Refund of fees*

Visa Rejection

It is the responsibility of the international students to apply for the visa prior to course commencement and ensure that their visa covers the full duration of the course.

All requests for refunds must be submitted in writing (*Refund Application Form*) and include documentary evidence of visa rejection from the Department of Home Affairs (DHA).

A student who is refused a student visa to study in Australia and as a consequence fails to start on the agreed starting date or withdraws from a course on or before the agreed start date, Kenvale College will, within 28 days, refund the tuition fees less 5% of the tuition fees received (up to a maximum amount of \$500). Evidence from the relevant Australian Government Department that the Visa was refused will need to be provided to Kenvale College.

Kenvale College will not refund tuition fees if the visa is refused for the following reasons:

- Applicant no longer wishes to study or obtain a student visa and tries to use the visa refusal to receive full refund;
- Applicant refuses to provide evidence to the college or immigration in a timely and accurate manner; and/or
- Applicant has provided false or misleading evidence to the College or Immigration.

Withdrawal

Withdrawal prior to commencement.

- A student who gives notice in writing of withdrawal or cancellation 28 days or more prior to the scheduled commencement date of the course will be entitled to a refund of 70% of tuition fees received prior to the day they withdrew less non-refundable amounts.
- A student who gives notice in writing of withdrawal or cancellation less than 28 days prior to the scheduled commencement date of the course will be entitled to a refund of 50% of tuition fees less non-refundable amounts.

Withdrawal after commencement.

- A student who does not start the course on the agreed course start date (and has not previously withdrawn) will not be entitled to a refund.
- A student who gives notice in writing of withdrawal or cancellation after the commencement of the course will not be entitled to a refund of fees paid; the balance of any fees still owing will be invoiced.

No refund will be given in the following circumstances:

- The student decides to change provider after commencing the course
- The student abandons his/her course after starting for whatever reason
- Where changes occur in student work hours, student changes or leaves work
- It becomes inconvenient for a student to travel to class
- The student moves to a different geographic location

A student who wishes to cancel their enrolment before/after the course has commenced, must complete a *Withdrawal Form* along with supporting documentation and send this to [admissions@kenvale.edu.au](mailto:admissions@kenvale.edu.au)/[studentservices@kenvale.edu.au](mailto:studentservices@kenvale.edu.au) Kenvale College staff who are approached with an initial notice of cancellation after commencement are to ensure the student understands there will be no refund in this situation. The student is also to be advised of other options such as deferral or suspension of the enrolment.

Students who give written notice to cancel their enrolment and who are eligible for a refund must complete a *Refund Request Form* and send to [studentservices@kenvale.edu.au](mailto:studentservices@kenvale.edu.au)

#### Other Circumstances

No refund will be made by Kenvale College in the following other circumstances:

- False or misleading information provided: No refunds will be given to the applicants or students who provide false or misleading information in their enrolment, withdrawal or refund application to the college.
- Cancellation: Where a student has had their enrolment cancelled by Kenvale College and where the appeal process has not been sought by the student or the appeals process has been unsuccessful, no refund will apply and the remainder of the fees will be invoiced.
- Early completion: If a student completes the course early, the full tuition fees and additional fees must be paid before a qualification can be issued. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
- The student defers his/her course to a later date

#### - *Protection of Tuition Fees paid*

Kenvale College is a CRICOS approved provider delivering courses to overseas students. Our conditions of enrolment; collecting fees in advance; refunding fees and financial management comply with the conditions outlined in the Education Services for Overseas Students Act (ESOS). Kenvale College requests payment of no more than 50% of the total tuition fees for the course before the student commences the course.

If Kenvale College defaults and is unable to provide a refund or place the student in an alternative course, the Australian Government's Tuition Protection Service (TPS) will ensure that international students receive assistance. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider; or
- receive a refund of their unspent tuition fees.

For more information please visit the TPS website: [www.tps.gov.au](http://www.tps.gov.au)

## **6.2 Domestic Students (Smart and Skilled Program)**

### - *Payment of fees*

Prior to enrolment and or payment of any contribution fee, students are advised to read and understand the Domestic Enrolment Policy for Students, as well as the Terms and Conditions of Enrolment under the NSW Smart and Skilled Program.

Prior to issuing the Notification of Enrolment (NOE), the Admissions Officer will send to the student a quote for the cost of training (Eligibility Enquiry Report). The student must sign this document thereby agreeing to the terms noted on the quote. Then the College will proceed with issuing the NOE. The NOE (Student Copy) contains the cost to train a student in the qualification in NSW showing both the subsidised and student contribution amounts.

The student's eligibility and fees are determined by details provided by the student and may be invalid if any of the information provided to Kenvale College is found to be inaccurate or misleading upon checking. The student's eligibility and fee amount cannot be confirmed until all validations are undertaken by the Department of Education. This may not be until after the commencement of the training and the student's data is submitted to the Department by Kenvale College.

If the student's eligibility status and/or student fee changes as a result of these validations, you will be advised by Kenvale College immediately of any necessary next steps.

Kenvale College's disputes resolution process does not circumscribe the student's rights to pursue other legal remedies, and students have the right to take further action under Australia's consumer protection laws.

### - *Refund of fees*

A refund of the contribution fee may be given in the following circumstances:

- Where a course has been cancelled by Kenvale College
- Where the fee is overpaid fee
- Where student fee has been paid and then a student is granted credit transfer or recognition of prior learning after the commencement of study

## Withdrawal

Withdrawal prior to commencement:

- A student who gives notice in writing of withdrawal or cancellation 28 days or more prior to the scheduled commencement date of the course will be entitled to a refund of

70% of the contribution fee received prior to the day they withdrew less non-refundable amounts.

- A student who gives notice in writing of withdrawal or cancellation less than 28 days prior to the scheduled commencement date of the course will be entitled to a refund of 50% of the contribution fee less non-refundable amounts.

Withdrawal after commencement:

- A student who does not start the course on the agreed course start date (and has not previously withdrawn) will not be entitled to a refund.
- A student who gives notice in writing of withdrawal or cancellation after the commencement of the course will not be entitled to a refund of the contribution fee paid; the balance of any fees still owing will be invoiced.

No refund will be given in the following circumstances:

- The student decides to change provider after commencing the course
- The student abandons his/her course after starting for whatever reason
- Where changes occur in student work hours, student changes or leaves work
- It becomes inconvenient for a student to travel to class
- The student moves to a different geographic location

A student who wishes to cancel their enrolment after the course has commenced, must complete a *Withdrawal Form* along with supporting documentation and send this to [studentservices@kenvale.edu.au](mailto:studentservices@kenvale.edu.au) Kenvale College staff who are approached with an initial notice of cancellation after commencement are to ensure the student understands there will be no refund in this situation. The student is also to be advised of other options such as deferral or suspension of the enrolment.

Students who give written notice to cancel their enrolment and who are *eligible* for a refund must complete a *Refund Request Form* and send to [studentservices@kenvale.edu.au](mailto:studentservices@kenvale.edu.au)

#### Other Circumstances

No refund will be made by Kenvale College in the following other circumstances:

- False or misleading information provided: No refunds will be given to the applicants or students who provide false or misleading information in their enrolment, withdrawal or refund application to the college.
- Cancellation: Where a student has had their enrolment cancelled by Kenvale College and where the appeal process has not been sought by the student or the appeals process has been unsuccessful, no refund will apply and the remainder of the fees will be invoiced.
- Early completion: If a student completes the course early, the full tuition fees and additional fees must be paid before a qualification can be issued. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
- The student defers his/her course to a later date

### 6.3 Domestic Students (Fee for Service)

- *Payment of fees*

Prepaid fees cannot exceed \$1500.

- *Refunds of fees*

A refund of the contribution fee may be given in the following circumstances:

- Where a course has been cancelled by Kenvale College
- Where the fee is overpaid fee
- Where student fee has been paid and then a student is granted credit transfer or recognition of prior learning after the commencement of study

#### Withdrawal

Withdrawal prior to commencement:

- A student who gives notice in writing of withdrawal or cancellation 28 days or more prior to the scheduled commencement date of the course will be entitled to a refund of 70% of tuition fees received prior to the day they withdrew less non-refundable amounts.
- A student who gives notice in writing of withdrawal or cancellation less than 28 days prior to the scheduled commencement date of the course will be entitled to a refund of 50% of tuition fees less non-refundable amounts.

Withdrawal after commencement:

- A student who does not start the course on the agreed course start date (and has not previously withdrawn) will not be entitled to a refund.
- A student who gives notice in writing of withdrawal or cancellation after the commencement of the course will not be entitled to a refund of fees paid; the balance of any fees still owing will be invoiced.

No refund will be given in the following circumstances:

- The student decides to change provider after commencing the course
- The student abandons his/her course after starting for whatever reason
- Where changes occur in student work hours, student changes or leaves work
- It becomes inconvenient for a student to travel to class
- The student moves to a different geographic location

A student who wishes to cancel their enrolment after the course has commenced, must complete a *Withdrawal Form* along with supporting documentation and send this to [studentservices@kenvale.edu.au](mailto:studentservices@kenvale.edu.au) Kenvale College staff who are approached with an initial notice of cancellation after commencement are to ensure the student understands there will be no refund in this situation. The student is also to be advised of other options such as deferral or suspension of the enrolment.

Students who give written notice to cancel their enrolment and who are eligible for a refund must complete a *Refund Request Form* and send to [studentservices@kenvale.edu.au](mailto:studentservices@kenvale.edu.au)

### Other Circumstances

No refund will be made by Kenvale College in the following other circumstances:

- False or misleading information provided: No refunds will be given to the applicants or students who provide false or misleading information in their enrolment, withdrawal or refund application to the college.
- Cancellation: Where a student has had their enrolment cancelled by Kenvale College and where the appeal process has not been sought by the student or the appeals process has been unsuccessful, no refund will apply and the remainder of the fees will be invoiced.
- Early completion: If a student completes the course early, the full tuition fees and additional fees must be paid before a qualification can be issued. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
- The student defers his/her course to a later date

## **6.4 Short Courses/partial qualifications**

Refunds are provided without a valid reason if the notification of deferment or withdrawal is received at least 48 hours before the course commencement date.

## **7. LIVING & STUDYING IN AUSTRALIA**

### **7.1 Accommodation & Health Cover**

#### *Overseas Student Health Cover*

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

Here are examples of some health care providers:

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private [www.medibank.com.au/client/staticpages/OSHCHome.aspx](http://www.medibank.com.au/client/staticpages/OSHCHome.aspx)
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia and it will contribute towards the cost of most prescription medicines, and an ambulance in

an emergency.

Proof of insurance: Students are to choose their own medical health cover prior to arrival in Australia. When you lodge your application, you must provide a receipt or other proof of your OSHC payment. The OSHC should commence when you arrive in Australia.

For further information on the following topics, please visit the link below:

<http://www.studyinaustralia.gov.au/en/Study-Costs/Accommodation>

#### - Accommodation

Finding the right accommodation is one of the biggest challenges facing a new international student, and finding a place in your price range can be even harder. It is a good idea to arrange some form of temporary accommodation before you come to Australia. This will allow you time to get to know the place where you will be living and look for a more permanent place to stay.

At the very least, you will need to arrange temporary accommodation for your first few days while you look for something more permanent. Kenvale College might be able to help you, or you can look up hostels and book online at [www.yha.com.au](http://www.yha.com.au) or [www.hostels.com](http://www.hostels.com).

There are different kinds of accommodations, advertised by landlords, real estate agents, unis, or existing households looking for flatmates. Before moving in: confirm the weekly rate, and what it does or it doesn't cover; establish whether there is a bond, make sure you get a lease contract.

Keep any receipts for payments you make: electricity, water, electronic transfers, they will help as evidence of your rent, in case of any disagreement.

## **7.2 Money Matters**

#### - *Banks*

More than 20 local and numerous international banks are represented in Australia and all major banks have many branches in each city and regional centre.

Major Banks in Australia include the Commonwealth Bank, ANZ, Westpac, National Australia Bank (NAB) and St George. Normal trading hours are 9:30am to 4:00pm Monday to Thursday and 9:00am to 5:00pm on Fridays. Most banks are closed on Saturdays and Sundays, however some institutions are opening for short periods on Saturday mornings.

#### - *Establishing Bank Accounts*

It is recommended you open a bank account within six weeks of arrival. Simply present your passport and provide the bank with a postal address. The bank will then open an account for you and send you an ATM card allowing you to access your money. After six weeks most banks require you to provide more identification, such as a passport, a birth certificate or an international driving license with photo. Some banks will waiver monthly account fees if you provide proof of enrolment as a full time tertiary student.

#### Automatic teller Machines, (ATMs), EFTPOS & Credit Cards

Most ATMs accept cards issued by other banks and are linked to international networks. Most shopping centres have ATMs. These can be used for deposits and withdrawals 24 hours a day. EFTPOS is a convenient service that many Australian businesses have embraced. It means you can use your bank card to pay directly for services or purchases and often withdraw cash as well. Credit cards are widely accepted for everything, including getting cash advances over the counter at banks.

### - *Currency & Exchanging Money*

Australia uses a dollar and cents system of currency. The bank notes in use are \$5 (purple), \$10 (blue), \$20 (orange), \$50 (yellow) and \$100 (green). Coins used are silver 5 cents, 10 cents, 20 cents, 50 cents and gold \$1 and \$2 coins. Australian currency is the only legal tender in Australia. Changing foreign currency or travellers cheques (see following) is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns.

### - *Taxes & Refunds*

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. There are exceptions, however, such as basic foods (milk, bread, fruits and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

## **7.3 Safety**

### - *Personal Safety*

One of the scariest things about moving to a new country can also be one of the most exciting. While Australia is a comparatively safe place to live and has relatively low crime rates, you must still take the necessary precautions to protect yourself. Looking after your safety, your health and your overall wellbeing is important, especially while you are dealing with the added stresses of being in a new country and adjusting to a new way of life.

Safety and security issues are covered by Kenvale College as part of your orientation program. Remember to always be alert, be aware, and be careful wherever you are.

### - *Safety in Public Places*

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night. Being in a place when it is busy is very different from when the place is isolated. There is often no reason to be afraid, but – be alert, be aware, and be careful.

While public transport in Australia is comparatively safe, you should still exercise the same caution as you would at home. Here are few general tips to help keep you safe on public transport: Keep your belongings close to you and know where they are at all times. If travelling at night, travel with friends if possible and sit close to the guard's carriage on a train. The blue light - usually in the middle of the train – indicates exactly where the guard's carriage is located. Always be aware of your surroundings. If someone makes you uncomfortable or threatens you, alert the driver or guard or call the Police on 000.

### - *Home Safety & Security*

Home safety and security are issues for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks, doors should have dead-bolts, a security chain and a peep hole, and if the property has an alarm system – that would also make it an excellent choice.

Try to get to know your neighbours. People are more than likely to assist you if they know you. Lock your doors and windows when you go out. Keep emergency numbers on hand. Be careful about the information you give to strangers.

### - *Internet Safety*

The internet is a useful tool for a range of information purposes, such as communicating with friends

and family; personal and academic research; and financial transactions. But you should be aware of dangers such as theft of identity or personal details, which can lead to possible embarrassment or serious financial loss.

Ensure your computer is physically protected. Download security programs. These can be purchased for an annual licence fee or there are free programs to download from the internet. Use unique passwords and update them regularly. Never click on suspicious links. Be wary of online scams and threats. Don't download files or applications from suspect websites. Go to [scamwatch.gov.au](http://scamwatch.gov.au) if you want to check on the bona fide of an email offer.