



LATITUDE
COLLEGE



STUDENT HANDBOOK



Latitude College Student Handbook

Throughout this document and associated forms, documents and templates, the term College refers to the Registered Training Organisation Educate Australia Pty Ltd and any trading name associated with this legal entity.

Position titles used refer to the titles used in the College Organisational Chart with duties described in the College Position Descriptions and further elaborated in the Procedures & Policies Manual

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Document Version Control



This section is to update version control information in accordance with the Level 1 Document Version Control Procedure located in the College Procedures & Policy Manual.

Changes to this section are only to be made by personnel approved to do so by the College and in accordance with the Version Control procedure in the Procedures and Policies Manual

Instructions

- 1 All changes are made in the **Status** column by selecting the appropriate item and then entering data directly. Be careful not to delete document property fields. Select the text in each cell **not** the whole cell.
- 2 **Document title** is the file name of the document
- 3 **Version number** is a sequential number designating the version of the document.
- 4 **Document status** has 4 options. The current option is to be selected from the drop-down list by the person checking, approving or publishing. The four options are:
 - Draft – selected whilst the document is being reviewed and modified
 - Awaiting approval – selected when all reviews and modifications have been completed
 - Approved for publishing – selected once the document has been approved
 - Published – selected when the document has been published and loaded onto the College Version Control folder
- 5 **Checked by** records the name(s) of the people in the RTO who have checked the document contents. Enter each name directly, separate names with commas. When all people have completed their checks the **Document status** is changed to *“Awaiting approval”*
- 6 **Approved by** records the name of the person in the RTO who approves the document for publishing. The name is entered directly. Change the **Document status** to *“Approved for publishing”* once approval has been granted.
- 7 **Published by** records the name of the person in the RTO who publishes the document. The name is entered directly. Change the **Document status** to *“Published”* once the document is published.
- 8 **Published Date** is the date the document is published.

Version control record

Item	Status	Approvals
Document Title	Student Handbook	
Jurisdiction	Australian Skills Quality Authority	
Version Number	V1.0	
Document Status	Completed	
Checked by	Adam Cobb Compliance Officer	
Approved by	Anthony Perich Principal Executive Officer	 Signed.....
Published by	Anthony Perich Principal Executive Officer	 Signed.....
Published Date	01 June 2022	

Welcome to Latitude College

Welcome to the Northern Territory. Welcome to Latitude!

Our mission is to build confidence through knowledge. We do this by equipping you with real world knowledge. We deliver quality education in a supportive and engaging environment which creates opportunities for continued growth, in both your professional and personal life.

As a student at Latitude College, you will have access to experienced student services, learning advisors, employment consultants, migration consultants, computer services, and our student lounge. Our campus amenities include three large training rooms, a conference room, and unparalleled complex facilities.

You will be studying in one of Australia's most naturally beautiful regions, with warm landscapes and tropical nights. With over 100 different multicultural and community groups, Darwin is home to many exciting festivals, cultural and social activities, and food extravaganzas.

Here, you won't be 'another international student in a big city', but part of the Northern Territory community. Where diversity is our history, and the possibilities are boundless for those who dare to dream...

The pathway to your future begins at Latitude!

Sincerely



Anthony Perich
Principal Executive Officer
Latitude College

Student Orientation

Students will receive an orientation session in their first class at the College. The orientation session covers the information listed below. It is important that you attend the orientation program otherwise you may miss out on information that affects your study.

The purpose of the orientation session is to fully inform new students about most aspects of life at Latitude College and to provide an introduction to studying at the Latitude College.

Prior to commencement of class

Please locate and read the following information in this handbook and / or on our website;

- Student support services
- Assessment
- Recognition of prior learning / National Recognition
- College contact people
- Complaints and appeals
- Plagiarism and cheating
- Student code of behaviour
- Attendance expectations
- Keeping address and contact details up-to-date
- College facilities and resources
- Student Mutual Recognition application form
- Student deferral, suspension or cancellation application form
- Student refund application form
- Student RPL application form
- Student complaints and appeals

Your first class

At the commencement of your first session, your trainer will detail and explain the following;

- Learning and assessment program
- Workplace Health & Safety
- Facilities and equipment
- Assessment requirements
- Respond to Questions

College contact details

The Principal Executive Officer, Training Manager and Student Services & Contract Administrator can be contacted as indicated below;

Head Office	117/ 12 Salonika Street, Parap NT 0820
Course Delivery Location	117/ 12 Salonika Street, Parap NT 0820
Phone	08 6166 0698
Email	info@latitudecollege.com.au
Web	www.latitudecollege.com.au
Postal Address	PO BOX 330, Parap NT 0820

Fees and refund arrangements

Payment schedule

The fees applicable to each course and category of student and fee payment schedules are detailed in the applicable Student Letter of Offer. Contact the College to obtain details.

Visa refusal

Visa refusal prior to course commencement will result in 100% refund of Tuition Fees paid in advance paid within 14 days.

Student default

An overseas student or intending overseas student “*defaults*”, in relation to a course at a location, if:

- a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- b) the student withdraws from the course at the location (either before or after the agreed starting day); or
- c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - the student failed to pay an amount he or she was liable to pay the College, directly or indirectly, in order to undertake the course;
 - the student breached a condition of his or her student visa;
 - misbehaviour by the student as defined in the Student Code of Behaviour.

Student requested refunds

Refund requests must be in writing, signed and dated by the student, and delivered to the College in person, by email or letter.

Refund requirements when a student requests a refund are detailed in the applicable Written Agreement. Contact the College to obtain details.

Provider Default (College delayed commencement, non-commencement, non-completion of delivery)

In the event that the College is unable to commence the course on time or deliver your course in full, the College will offer you a refund in respect of your enrolment.

Refund requirements when the provider defaults on course delivery are detailed in the applicable Written Agreement. Contact the College to obtain details.

Missed payments

Students who do not make instalment payments by the due date will be excluded from attendance and have their enrolment suspended for the lesser of one week or until the missed instalment payment is made. If the missed instalment payment has not been made at the end of the one-week suspension, the student will have their enrolment cancelled.

Fee changes

Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

Tuition protection service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. 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

The Tuition Protection Service website is <https://tps.gov.au/>

Other information & conditions

Students must notify the College of changes of address, telephone number or email address within 7 days of the change. This is required so that students can be contacted and receive important information which may affect their course or their enrolment.

On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

This written agreement, and the rights to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Students are entitled, at no additional cost, to a formal Statement of Attainment on course withdrawal or

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cancellation, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment. Course testamurs (awards, statements of attainment, transcripts) will not be issued to students who are in breach of any part of the Student Agreement. Students are entitled to two (2) assessment attempts for each unit. If the student is unsuccessful after two (2) assessment attempts, they will be required to repeat the unit and pay a repeat unit fee.

Information for Students

RTO obligations

Latitude College is responsible for:

- a) The quality of the training and assessment in compliance with the VET Quality Framework. More details about the VET Quality Framework can be found on the ASQA website <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/understand-the-requirements-for-registration.html>
- b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- c) Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the College website.
- d) Advising students about their rights via the Code of Practice published on the College website.
- e) Advising students about the complaints and appeals procedure published on the College website.
- f) Advising students if the College, or a third-party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College website.
- g) Advising students about any changes to services. This will be done by an announcement on the College website.

Course assessment

A number of approaches to course assessment are used by college staff. Assessment approaches may include: observation of performance in class, workshops; case studies; projects; assignments; presentations; role plays; written tests and exams.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students are entitled to a maximum of two assessment attempts for each unit.

If after two assessment attempts student's competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for a scheduled assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment. See Form *Compassionate and Compelling Circumstances* available direct from the College.

Course delivery

A number of approaches to course delivery are used by college staff. Course delivery approaches may include teacher led classroom delivery; workshops; seminars; tutorials; supervised study and directed self-study. During class time, students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

Credit transfer

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled in, at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There may be a reduction in tuition fees if Credit Transfer is applied for and granted. Contact the College to obtain details.

Pathways

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College currently has no special arrangements with any Australian University and there is no guaranteed entry into university programs.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment. Latitude College issues the Qualification or Statement of Attainment to those students who have achieved the required outcomes within 30 days of course completion.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal, non-formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for.

An RPL application may only be made after enrolment and payment of fees and must be made using the College *RPL Application Form* which will be available during orientation. RPL in a unit will only be granted if students complete the College RPL assessment requirements for that unit.

Living and studying in Australia

Up-to-date and authoritative information on living and studying in Australia is available at the following web sites

www.studyinaustralia.gov.au/ - living and studying in Australia

www.theterritory.com.au/study - Student life, study tours, housing, health and more useful information

www.nt.gov.au/driving/public-transport-cycling - Public transport

www.thisisaustralia.com – Free Migration assistance

www.legalaid.nt.gov.au – Free Legal assistance

Student support, welfare and behaviour

Access and equity policy

Latitude College recognizes that the values of equity and diversity are vital to and in harmony with its educational mission and standards of excellence. It acknowledges that direct, indirect and systemic discrimination exists within our institutional structures, policies and practices and in our community. These take many forms and work to differentially advantage and disadvantage persons across social identities such as race, ethnicity, disability, gender identity, sexual orientation, faith and socioeconomic status, among other examples.

Latitude College is committed to counteracting discrimination in the college and developing a climate of educational equity that recognizes and respects the equal dignity and worth of all who seek to participate in the life, work and mission of the college. Such a climate is created and maintained by developing a college-wide commitment to and understanding of educational equity, supported by policies, programs, curricula, practices and traditions that facilitate individuals - and equity-seeking groups- free, safe, and full participation.

It is the responsibility of all staff to ensure the requirements of the access and equity policy are always met.

Student privacy policy

By providing your personal information to Latitude College, you consent to its collection, use, storage and disclosure in accordance with this Privacy Policy.

If you wish to make any inquiries regarding this Privacy Policy, you should contact us using the contact details at the top of this handbook.

We respect your privacy and are committed to protecting your personal information. This document sets out our policy on how we will manage your personal information.

Personal Information

Personal information has the meaning given in part 1 (4A) of the *Information Act 2002* (NT).

The personal information collected and held about you includes but is not limited to:

- your name, address, email address, age, gender, tax file number, citizenship, unique student identifier, occupation, contact information;
- information about your education history and other related information if you are a student registered with us;
- payment details, such as your credit card details;
- details of courses undertaken with us;
- background checks including police checks and working with children checks if you apply for employment or other related positions;
- any audio or videorecording of you while in education or training programs or on our campuses;
- health and sensitive information; and
- other information provided voluntarily by you, for example in response to surveys or competitions.

How we collect your personal information

We collect personal information about you in a number of ways, including:

- directly from you, for example when you:
 - enrol to complete a course at Latitude College;
 - undertake training with Latitude College (including online);
 - provide information to us in person or by phone, email, in an application form, request for VET FEE-HELP or VET Student loan form or competition entry form;
 - submit information through our websites (including without limitation latitudecollege.com.au); and
- from third parties, such as:
 - Latitude College's commercial partners;
 - other government departments and agencies;
 - social media sites such as Facebook, Instagram and Twitter when you contact or otherwise engage with Latitude College through these social media sites; and
 - third party service providers (including employers and job agencies), to provide or facilitate your enrolment at Latitude College.

Where we engage with you multiple times over a short period in relation to the same matter, we may not provide you with a separate notice about privacy each time we engage with you.

How we use your personal information

Latitude College may use your personal information for the primary purpose for which it was collected and secondary purposes either related to the primary purpose or as otherwise set out in this Privacy Policy. Such primary and secondary purposes may include, without limitation, use of your personal information to:

- process any application for enrolment you might submit to us;
- deliver or facilitate the provision of training and other related products and services and retain evidence of participation / completion;
- process a VET FEE-HELP or VET Student loan request and submit that information to the Commonwealth Department of Education and Training;
- verify your identity;
- develop student registers to enable us to communicate with you and any nominated parent/guardian;
- facilitate health, safety and wellbeing at our campuses and other training locations (including online);
- process any job application you might submit to us;
- develop, run, administer and promote competitions, programs, activities and other events run by us, including promotions on social media;
- market and promote products, services, merchandise and special offers made available by us or our respective commercial partners;
- administer and manage our websites and provide you with access to those websites;
- administer and manage any account you may hold with us;
- keep adequate records for audit, record keeping and compliance purposes;
- keep you informed of news and information relating to Latitude College, including by distributing newsletters, publications and other communication via various mediums including direct mail, email and SMS / MMS messages;
- if you are an employee or other representative of a customer to which we provide our products and services or a supplier or service provider to us, communicate with you about your or your employer's engagement with us and otherwise as specified in this Privacy Policy; and
- research and develop new programs, activities and other events relating to education and other related products and services.

We respect that you may not wish to share your personal information with us and we will take reasonable steps to allow you to opt-out of sharing information if that is possible.

You can contact us using the details at the start of this handbook if you do not want to receive marketing information (such as our newsletters, publications and other communications) or use the unsubscribe option within electronic communications. However, you cannot opt out of receiving administrative messages in relation to any course in which you are currently enrolled.

We may collect and use your personal information for other purposes not listed above. If we do so, we will make it known to you at the time we collect or use your personal information.

We do not otherwise use or disclose your personal information without your permission, unless the disclosure is:

- in accordance with this Privacy Policy or any agreement you enter into with us; or
- required or authorised by law, including without limitation under the *Information Act 2002* (NT).

If you choose not to provide your personal information to us for the purposes set out in this Privacy Policy, you may not be able to enrol in courses or receive certain products and services and we may not be able to undertake certain activities for you, such as enrolling you in a course or providing you with requested information, products or services.

Health and sensitive information

In some circumstances we may collect:

- information about your health; or
- other sensitive information about you (for example, information about your racial or ethnic origin).

We will collect health and sensitive information about you only if you directly provide that information to us.

We may use health information about you to ensure that any education programs in which you participate are run safely and in accordance with any special health needs you may have, for insurance purposes and otherwise as required or authorised by law..

In addition, we may use de-identified health information and other de-identified sensitive information to:

- carry out research;
- prepare submissions to government or a government body; or
- plan events and activities.

De-identified information is information which has been aggregated or otherwise anonymised so that it cannot be used to identify you or any other individual.

When do we disclose your personal information?

We may disclose your personal information to:

- if you are enrolled in training paid for by your employer or another third party (such as a job agency) - to your employer or that third party;
- if you are enrolled with Latitude College and undertaking training with another organisation (including other training providers, community organisations or schools) - the organisation with which you are undertaking training;
- if you are an international student - the parties outlined in the terms and conditions agreed upon accepting a place with Latitude College.
- Government Authorities and Agencies including but not limited to NT Department of Employment, Small Business & Training, Centrelink, Commonwealth Department of Immigration and Citizenship, Australian Tax Office, Tertiary Education Quality and Standards Authority, the National Centre for Vocational Education and, for VET FEE-HELP and VET Student Loans purposes, the Commonwealth Department of Education and Training and the Tuition Assurance Scheme;
- third parties that we have engaged to carry out functions and activities on our behalf (such as other education providers, our website hosts, trade suppliers, independent contractors and other third party service providers) or that we otherwise work with to provide our education programs;
- third parties to whom you have expressly given consent;
- our professional advisers, including our accountants, auditors and lawyers;
- our insurers; and
- other persons as required or authorised by law.

Some of your personal information may be transferred, stored, processed or used overseas by us or by third party service providers. This may happen if we outsource certain activities overseas or if transactions, information, services or products have an overseas connection. You consent to the collection, use, storage and processing of your personal information outside of Australia.

In particular, your personal information may be disclosed to third party service providers which may store your personal information in India, the USA, the UK and such other countries in which those parties or their, or our, computer systems may be located from time to time, where it may be used for the purposes described in this Privacy Policy, without us being responsible under the *Information Act 2002* (NT) for such use (or for any breach). In these circumstances, you consent to the collection, use, storage and processing of your personal information in those countries. Where such parties are located overseas, you may have rights to enforce such parties' compliance with applicable data protection laws, but you may not have recourse against those parties under the *Information Act 2002* (NT) in relation to how those parties treat your personal information

Accuracy of your personal information

We take all reasonable precautions to ensure that the personal information we collect, use, store and disclose is accurate, complete and up to date. However, we rely on the accuracy of personal information as provided to us both directly and indirectly.

If you find that the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will take reasonable steps to ensure that it is corrected.

Current Latitude College students have access to view and edit their personal details through the Latitude College Meshed App.

Complaints and appeals procedure

The College has a complaints and appeals procedure to provide students with a fair and equitable process for resolving any complaints or appeals they may have. The complaints and appeals procedure includes a requirement that an independent mediator will be appointed if the student is dissatisfied with the process undertaken by the College.

Complaints and appeals should be handled in an efficient and timely manner. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- Regularly updates the complainant or appellant on the progress of the matter.

If you have a complaint or appeal you should take the following steps:

- Contact the College Administration Coordinator to obtain a copy of the complaints and appeals procedure and the application form
- Complete the application form and lodge it with the Administration Coordinator
- Follow up with the Administration Coordinator

College Contact

Contact the College Student Services & Contract Administrator if you have any difficulties with your course, study requirements or assessment

Phone	08 6166 0698
Email	info@latitudecollege.com.au

Relevant legislation and information

A range of legislation and information applicable to staff and students.

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450 Home Affairs Free Translating Service
Lifeline 24-hour Counselling, Advice and Referral Services	Phone 131 114 Lifeline
Complaints or problems	Overseas Student Ombudsman
CRICOS Legislation and regulation	Education Services for Overseas Students Legislation
Employment information	Fair Work Australia
Equal opportunity	Equal Opportunity & Human Rights Commission
Health & Wellbeing Services	Snap Fitness Recreation Medical Centre Dental Services Counselling Services
Student Migration Assistance	www.thisisaustralia.com
Student Legal assistance	www.legalaid.nt.gov.au
Work Health & Safety	WorkSafe NT
Education Act 2015 (Northern Territory)	Education Act 2015 (Northern Territory)
Public Sector Employment and Management Act (NT)	PSEMA (NT)

Protection of student fees	Tuition Protection Service
Travel	Public transport services
Copyright Act 1968	Copyright Act 1968
Fair Work Act 2009	Fair Work Act 2009
RTO and CRICOS registration	Australian Skills Quality Authority
Training and Skills Development Act 2016	Training and Skills Development Act 2016
Trade Practices Act 1974	Trade Practices Act 1974
Information Act (NT)	Information Act (NT)
Anti-Discrimination Act (NT)	www.adc.nt.gov.au
Racial Discrimination Act (Commonwealth)	Racial Discrimination Act (Commonwealth)
Human Rights and Equal Opportunity	Humanrights.gov.au
Study Information	Study in Australia
Student life, study tours, housing, health and more useful information	Study NT

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the websites indicated or contact the Student Services and Contract Administrator if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course. The College will ensure that staff and students are informed of any changes in legislation that may affect the services delivered.

Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a students' exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged and can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism and is unacceptable. Checks will be undertaken to detect, plagiarism, cheating and collusion. If a student is found to have plagiarised, cheated or colluded, written communication will be sent to the student outlining the issues.

Penalties which may be applied:

- The student may be asked to retake the assessment.
- The student may be required to undertake an alternative assessment.
- A grade of fail may be recorded for the subject.
- The student may be excluded from the course and have their enrolment terminated.

Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

Student Code of Conduct

The Student Code of conduct requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to study in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and Latitude College property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)
- The right to study and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent participation by attending all required classes and assessments.
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the student enrolment form.

For non-compliance with the Code of Conduct, the following procedure for discipline will be followed:

- A member of Latitude College staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties, and included on the student's personal file. (Step 1)
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Latitude College Training Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn, and the student will be sent a student suspension or cancellation letter.
- Failure to attend scheduled meetings may result in Latitude College deciding to suspend or cancel a student's enrolment
- At any stage of this procedure students are able to access Latitude College's complaints and appeals procedure to settle any disputes that may arise.

Other Information

Change of address and contact details

You are required to advise the College of your residential address, telephone number and email address and of any subsequent changes to your residential address, telephone number and email address whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your contact details at the College to ensure you receive important information that Latitude College may send to you from time to time.

On commencement and at least every six months whilst you are enrolled at Latitude College you will be asked to review and update your contact information.

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to Latitude College using the *Student Deferral, Suspension or Cancellation Form*.

Student cancellation of enrolment

Cancellation of enrolment will trigger the refund arrangements in the agreement between Latitude College and the student. Students who cancel their enrolment and think a refund is due, must apply for a refund. Refund applications must be made in writing to the College Administration Coordinator. The refund application form, available from the College, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application, if approved.

College initiated suspension or cancellation of enrolment

Latitude College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record, non-payment of tuition fees or poor attendance by the student. If Latitude College is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal against the College suspension or cancellation.

College deferral of commencement

Latitude College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the agreement between the College and the client organisation will be triggered and the College will be obliged to repay any unspent pre-paid fees received by the College in respect of the student within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

Use of personal information

It is a requirement of the VET Quality Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply to the Student Services and Contract Administrator using the *Student records request form* if you wish to view your own records. Once the request has been approved, the Student Services & Contract Administrator will arrange a time for you to view your own records. You must view your records at the College, and you cannot take records away from the College.

Living in Darwin

Up-to-date and more detailed information about overseas students studying and living in Australia is available at the following website <https://theterritory.com.au/study>. This website is established and maintained by the Northern Territory government.

Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the northwest of the continent.

Northern Territory

The Northern Territory (aka NT) is a vast federal territory in Australia famed for its Outback desert landscapes. In the arid Red Centre lie the iconic sandstone monolith Uluru (Ayers Rock), the red-rock domes of Kata Tjuta and the sculpted cliffs of Kings Canyon in Watarrka National Park. Remote Alice Springs, the gateway town to the Red Centre desert, offers Aboriginal art galleries.

It is a place where you can enjoy a walk along the beach or camp in a national park, fish for barramundi, or spot a crocodile. It is a land of ancient sandstone formations, wetlands, billabongs and unique native flora and fauna. The Territory also has one of the world's most intact marine environments, so it is important to protect its marine and coastal biodiversity. It is home to the largest area of mangrove forest in Australia.

Darwin

Darwin is treasured country to its traditional owners, the Larrakia people, who are prominent and active members of the local community. Darwin is Australia's northernmost capital city within close proximity to Asia. In fact, Darwin is just a few hours away from most capital cities in Southeast Asia and direct flights to Bali taking just two and half hours.

Darwin has evolved from its days as a laid-back frontier town and while it still retains its relaxed charm, it has become a sophisticated city. Many visitors are surprised to find that it has accommodation, eateries, clubs, pubs, museums and other amenities that are equal to what you'll find in the southern cities.

Our city is both modern and multicultural, boasting a population made up of people from more than 60 nationalities and 70 different ethnic backgrounds. The city is characterised by its many exciting cultural festivals and weekly food and craft markets.

There are markets held every week of the year, including the Parap Village Markets on Saturdays, which is very close to the Latitude College Campus. You can find other great markets in the suburbs of Nightcliff (Sundays), Rapid Creek (Sundays) and they're all great places to stock up on fruit and vegetables or visit the arts and craft stalls, clothing, plants, flowers... there is something for everyone! If you want to go 'down the track' (that means drive down the Stuart Highway), try the Coolalinga markets on Saturdays.

From April to October, we recommend the Mindil Beach Sunset Markets on Thursdays and Sundays. Known all over the world and one of the top attractions in Darwin. Free entertainment from bands and buskers, food, arts, crafts, gifts and of course, a guaranteed amazing sunset.

Darwin has a thriving creative arts and entertainment community. See Corrugated Iron Youth Arts, Tactile Arts and the Museum and Art Gallery of the NT for events and workshops year-round. Local Indonesian, Chinese and Indian dance groups regularly rehearse and perform.

Major arts and cultural events, such as the Darwin Festival, Harmony Soiree, Greek Glenti, and Nightcliff Seabreeze Festival bring international shows to town at venues such as the Darwin Entertainment Centre and Botanic Gardens Amphitheatre. The Darwin Film Society hosts a range of film festivals and is home to the well-known Deckchair Cinema.

Darwin's population is the most youthful of any major city in the country so there is no shortage of great pubs, bars and nightclubs. Live music is available at many venues such as Darwin Water Ski Club, Nirvana, The Railway Club, Mindil Beach Casino, Monsoons, Shenanigans and Discovery Nightclub.

Darwin is flanked by two beautiful national parks, Litchfield and Kakadu, just a short drive away. View exquisite landscapes, abundant wildlife and pristine river systems. Swim under waterfalls and soak in natural springs. The parks, beaches and walking trails around Darwin city itself also ensure you live in a place of natural beauty and experience it every day.

The official Territory website is a useful source of information, established by the Northern Territory government with information specifically on Darwin and the NT.

The website address is <https://theterritory.com.au/study>

Latitude College – Student Handbook

LATITUDE COLLEGE TRADING UNDER EDUCATE AUSTRALIA_PTY_LTD CRICOS 04033 RTO 45880

A Good Choice for Study

There are more than 300,000 overseas students studying in Australia and each year, many students arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high-quality education system, the equal of any country in the world.
- Australia offers traditional education in reputable schools, institutes, colleges, and universities.
- Awards from Australian institutions of higher education are recognized internationally.
- Australian schools, institutes, colleges and universities have established networks of welfare and support to help overseas students.
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision.
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Climate

Darwin has a tropical savanna climate with distinct wet and dry seasons and the average maximum temperature is similar all year round. The dry season is typically May–Oct while the wet season is Nov–Apr.

Festivals

- Darwin Festival
- NT Travelling Film Festival
- Darwin Fringe Festival

International sporting events:

- Darwin Cup Carnival (Darwin Cup)
- Bridgestone World Solar Challenge
- Hottest 7's Rugby

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The [National Museum of Australia](#) opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

In Darwin, experience the rich culture of traditional and contemporary Aboriginal art at the [Museum and Art Gallery Northern Territory \(MAGNT\)](#). Their principal facility since 1981 is on Larrakia Land at Bullocky Point in Darwin, home to internationally renowned cultural and scientific collections and research and exhibition programs. MAGNT also manages the historic *Lyons Cottage* on Darwin's Esplanade and the *Defence of Darwin Experience* at East Point in Darwin. MAGNT attracts over 300,000 visitors annually.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

The Northern Territory is one of Australia's most culturally diverse places. There are over 100 nationalities and around 140 social, cultural and religious organisations. Immigrants have contributed enormously to the NT's economy and culture, in particular Greek and Asian immigrants. In Darwin you can attend cultural festivals organised by the Greek, Indian and other communities. Chinese New Year is widely celebrated and accepted. [SBS Radio](#) broadcasts in 68 languages and SBS TV telecasts programs covering news, sport, movies and entertainment from all over the world.

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain, and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang and have much fun explaining the meanings to your friends and relatives at home.

The Laragiya language, also spelt Larrakia (deriving from Larrakia people), and also known as Gulumirgin, is an Australian Aboriginal language and one of the traditional Darwin Regional languages from the local area.

Religion

Australia is predominantly a Christian country; however, all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples, and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

Dreamtime is the foundation of Aboriginal religion and culture. It dates back some 65,000 years. It is the story of events that have happened, how the universe came to be, how human beings were created and how their Creator intended for humans to function within the world as they knew it.

Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our [Clean Up Australia](#) campaign is being adopted worldwide. Darwin has an annual [Pre-Cyclone Clean Up](#) which is held once a year to help with rubbish collection in preparation for potential bad weather.

Health care

Australia has a very good health care system. Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Health and medical services are available throughout the NT. Public and private general practices, clinics and hospitals deliver these services.

[Royal Darwin Hospital](#) is the NT's main hospital. It houses the National Critical Care and Trauma Response Centre and the Alan Walker Cancer Care Centre. All major regional towns in the NT have hospitals with general inpatient, outpatient and emergency services.

Food

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

The Parap Village Market, located close to the Latitude College campus, is a great place to shop and is a favourite among locals and visitors alike. Browse the markets, winding through stalls of local produce, local arts and crafts, entertainment and delicious cuisine from around the world.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast-food chains are well represented. The adventurous can try some Australian 'bush tucker'.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Interestingly, the [world's second-most powerful battery](#) could be built by Tesla in the NT as part of a plan to produce more renewable energy. Territory Generation, the NT Government-owned corporation that runs power plants in the jurisdiction, wants to build a large-scale renewable energy storage system for Darwin and Katherine.

Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at newsagencies. A regular daily bus service stops within walking distance on the corner of Salonika Street and Gilruth Avenue; Salonika Street and the Parap Road/Stuart Highway and Nylander Street.

Students may drive in Australia on a valid overseas driver's licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself. Student parking is available on-site and in the surround areas.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

Ubers are available in most major cities and towns, including Darwin and surrounding areas.

Neuron e-scooters are available around Darwin CBD, Waterfront, Cullen Bay, Fannie Bay and the Latitude College campus in Parap.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Mastercard and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones and smartphones are extremely popular and can be purchased from a number of retailers.

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading

destination for international events. Brisbane is a frontrunner to be awarded the Olympic and Paralympic Games in 2032.

Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

Many sports are played regularly in the Northern Territory including Australian Rules Football, Cricket, Rugby League, Soccer, Motorsport, and Horseracing. The [Darwin Cup](#) culminating on the first Monday of August is a very popular horse race event for Darwin and draws large crowds every year to Fannie Bay Racecourse, only 3km from Latitude College campus.

The dry season months see plenty of sporting action in Darwin: the V8 Supercars at Hidden Valley in June, the biennial [Arafura Games](#) in April as well as a number of AFL matches each year.

Entertainment

Darwin offers spacious surroundings suitable for social, sporting and other outdoor activities. Many college campuses, including Latitude, are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities.

Whatever you're into— Aboriginal culture, nature, wildlife, festivals and events, fishing, outdoorsy adventure, family fun, or a bit of everything—Darwin has something to entertain you.

For 2½ weeks in August, [Darwin Festival](#) puts on a packed calendar of local and international theatre, music, film, dance, comedy and art events every day and night in the heart of the city.

There are plenty of opportunities for international students to have a safe, enjoyable time with friends.

Travel

During tuition breaks, you may like to venture beyond the city of Darwin to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru, the Gold Coast glitter strip or the Tasmanian Wilderness.

[Click here](#) for more information about travelling around the NT.

Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Study Methods

In Vocational Education and Training (VET) courses in Australia, much emphasis is placed upon face-to-face classroom-based delivery along the lines of assignments, structured and directed self-study periods which includes research, and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve use of student learning material, note-taking during classroom training, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many trainers and assessors in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Cost of living and money matters

Up-to-date and more detailed information money and banking in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government.

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveller's cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops will cash travellers cheques, depending on individual store policy.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at [Study in Australia](#)

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Mastercard, Visa, American Express, Bankcards and their affiliates.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Currency Exchange

For international money transfers to/from Australia, we recommend using the services of [Send](#). Students using this service will likely experience better exchange rates and no hidden fees.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

Accommodation

The following types of accommodation are available for international students:-

1. Full Board (Homestay) AU\$200 - AU\$270 per week
2. Student house AU\$150 - AU\$200 per week
3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$220 - AU\$550 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer.

Some useful internet sites for housing are:

[Student Housing Australia](#)

[Unilodge – Student Student Accommodation](#)

[Flatmates - Darwin Student Accommodation](#)

[Study in Australia Accommodation Options and Costs](#)

Transport

Darwin has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns. Students using public transport can apply for a student concession card that entitles them to discounted fares.

Overseas Student Health Cover (OSHC)¹

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Annual rates are AU\$565 for single coverage and AU\$4977* for family coverage. OSHC is also charged on a pro-rata basis for shorter courses.

Cost of Living

Darwin is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A\$22,000 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A\$8,000 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

¹ Rates are from Allianz & Bupa Health Care and current as of 01/06/2022,

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Food	Personal Effects/Services
Milk 1 litre \$1.50	Shoes 1 pair \$65.00
Bread 1 loaf \$2.50	Jeans 1 pair \$80.00
Apples 1 kg \$4.00	Toothpaste 140g \$2.50
Potatoes 1 kg \$2.00	Shampoo 500ml \$3.00
Beefsteak 1 kg \$16.00	T-shirt \$20.00
Eggs 1 dozen \$4.50	Hairdresser \$20.00 to \$40.00
Cereal 1kg \$3.00	Newspaper \$2.00
Fruit Juice 2 litres \$4.00	Cinema ticket \$20.00
Rice 1 kg \$2.00	Public transport city and inner suburbs \$2.00 for a day pass (With a valid student ID)

The ESOS Framework – Providing quality education and protecting your rights

Australia welcomes international students

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the *Education Services for Overseas Students Act 2000* and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS [here](#).

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to international students.

You can find out more about Australia's education system by visiting the Study in Australia website [here](#) and Australian Education International's website [here](#).

The ESOS National Code is available [here](#).

What you need to know about being an international student in Australia

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider's contact officer or officers for overseas students
- what your provider's requirements are for satisfactory attendance
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.
- Fees and refunds

Your responsibilities as an international student in Australia

As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.

Information about visa conditions for student visa holders is available on the [Department of Home Affairs](#) website.

Using an education agent

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia's international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the [Study in Australia](#) website for more information.

International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with submitting your student enrolment application.

Latitude College will be happy to provide you with a list of our trusted education agents who we have agreements with.

Finding the right education provider for you

You can find out more about Australia's education system through [Austrade's](#) website.

CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the [CRICOS](#) website for more information.

Written agreements or contracts between the student and provider

When you have been accepted to enrol with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enrol with an education provider. You have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, modes of study and other information from your provider and your provider's agent before you enrol
- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement
- get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed.

Transferring between education providers

Under the ESOS National Code, a student must meet certain conditions before they can enrol with another education provider if they are not happy with the course they are doing.

The National Code says you must have a letter of release from your education provider before you can enrol with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider's permission.

However, if you do wish to transfer, your education provider must assess or consider your request to transfer.

All education providers must have documented procedures on their transfer policy. You should make sure you understand that policy, and what your written agreement says you must do, before you make the decision to enrol with an education provider.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about changing courses or education providers is available on the [Study in Australia](#) website. For more details about transferring and the requirements under the ESOS National Code, you can:

- visit [Australian International Education](#) website section on the ESOS National Code
- read Standard 7 in the National Code [here](#).

Support for international students

Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying.

Tuition protection

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. 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 (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available [here](#).

Making complaints and getting help

All education providers registered under CRICOS must have in place complaints and appeals processes to help students resolve their issues. These processes must be independent. They must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint should not affect your enrolment.

If you cannot resolve your complaint with a provider, and your provider is a private organisation, you can approach the Overseas Students Ombudsman. Visit the website of the [Overseas Students Ombudsman](#) for more information about what they do and how they help students.

Student complaints and appeals (National Code Part D Standard 8)

1.0 Purpose

- 1.1 The purpose of this procedure is to define the system available to students for dealing with student complaints and appeals

2.0 Responsibility

- 2.1 The Training Manager is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Requirements

- 3.1 This procedure is designed to enable complaints to be made and resolved involving any or all of:
 - the RTO, its trainers, assessors or other staff;
 - a third-party providing services on the RTO's behalf, its trainers, assessors or other staff; or
 - a learner of the RTO.
- 3.2 Students who are concerned about the conduct of Latitude College are encouraged to attempt to resolve their concerns using this procedure.
- 3.3 The procedure will be implemented at no cost to the student.
- 3.4 The procedure will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information.
- 3.5 For all complaints or appeals (except informal complaints) a maximum time of 10 working days from the commencement of the formal complaint process will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
- 3.6 Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, or all parties agree in writing to extend the resolution time beyond 60 days, the RTO will:
 - Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - Regularly update the complainant or appellant on the progress of the matter.
- 3.7 All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.
- 3.8 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- 3.9 Students will be provided with details of external authorities they may approach, if required
- 3.10 At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- 3.11 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- 3.12 For complaints and appeals:
 - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
 - The student may be accompanied and assisted by a support person at any relevant meetings.
 - Students will be notified in the event that any complaint or appeal will take longer than 60 days to finalise.
 - At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
- 3.13 The following matters must be lodged as formal internal appeals within 20 working days of notification of an intention to report the student to the Department of Education and the Department of Home Affairs in order to be considered by Latitude College.
 - Deferral of commencement, suspension or cancelling a student enrolment
 - Non achievement of satisfactory course progress

- Non achievement of course attendance requirements
- 3.14 A student's enrolment must be maintained whilst a complaint, internal appeal and external appeal is in progress and the outcome has not been determined except in cases where Latitude College is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment. (See the next requirement)
- 3.15 In cases where Latitude College is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment Latitude College only needs to await the outcome of the internal appeals process (supporting Latitude College) before notifying the Department of Education and the Department of Home Affairs through PRISMS of the change to the student's enrolment unless extenuating circumstances relating to a student's welfare apply.
- 3.16 Extenuating circumstances' relating to the welfare of the student must be supported by appropriate evidence and may include, but are not limited to the student:
- having medical concerns, severe depression or psychological issues which lead Latitude College to fear for the student's wellbeing;
 - having engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
 - being at risk of committing a criminal offence
- 3.17 Latitude College will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by Latitude College.
- 3.18 If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the PEO) to Latitude College Management Group meeting so the matter can be recorded in Latitude College Complaints Register and be used as part of the continuous improvement activities of Latitude College.
- 3.19 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:-
- Contact a solicitor; or-
 - Contact the Law Institute of NT, 3/6 Lindsay Street, Darwin, Northern Territory 0801, telephone (08) 8981 5104 for a referral to a solicitor.

4.0 Definitions

4.1 N/A

5.0 Method

Informal Complaint Process

- 5.1 Any student with an issue, question or complaint may raise the matter with staff of Latitude College and attempt an informal resolution of the question or complaint.
- 5.2 Students with an issue, question or complaint can arrange a meeting to discuss the matter with one of the following Institute staff members who are responsible to try and resolve the issue, question or complaint with the student:
- Trainer
 - Student Services & Contract Administrator
 - Training Manager
 - Welfare Coordinator
- 5.3 If there is any matter arising from a student informal complaint that is a systemic issue which requires improvement action this will be reported by the staff member, in writing (via email to the PEO) to Latitude College Management Group meeting so the matter can be recorded in Latitude College Complaints Register and be used as part of the continuous improvement activities of Latitude College.
- 5.4 The staff member will try and resolve the complaint at the meeting or if required investigate the matter and then arrange another meeting with the student to discuss the outcome of investigation and offer a solution if appropriate.

- 5.5 Students who are not satisfied with the outcome of their discussion of the issue, question or complaint are encouraged to register a formal complaint by:
- Obtaining a copy of the *Student Complaint Form* which can be found on the Latitude College website or be requested from the reception desk, Student Services & Contract Administrator
 - or the Welfare Coordinator.
 - Completing the Student complaint form
 - Lodging the Student complaint form with the Welfare Coordinator or Student Services & Contract Administrator
 - Students having difficulty completing the *Student Complaint Form* should ask a trainer or Student Services & Contract Administrator to assist them
 - Once the Student complaint form is lodged with the Welfare Coordinator or Student Services & Contract Administrator it will be dealt with as described in the formal complaint process below.

Formal Complaint Process – preamble

- 5.6 The formal complaint process will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information
- 5.7 A maximum time of 10 working days from the commencement of the formal complaint process will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
- Formal complaints must be lodged using the *Student Complaint Form* which can be found on the Latitude College website or be requested from the reception desk, the Welfare Coordinator or the Student Services & Contract Administrator.
- 5.8 Formal complaints must be recorded in Latitude College Complaints Register

Formal Complaint Process – general complaints

- 5.9 Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so at any time by.
- Obtaining a copy of the *Student Complaint Form* which can be found on the Latitude College website be requested from the reception desk, the Welfare Coordinator or the Student Services & Contract Administrator.
 - Completing the Student complaint form
 - Lodging the Student complaint form with the Welfare Coordinator or the Student Services & Contract Administrator.
- 5.10 Once completed the complaint form is to be lodged with the Welfare Coordinator or the Student Services & Contract Administrator who will arrange for the complaint to be entered on Latitude College complaint register and meet with the student to discuss the complaint with the student.
- 5.11 During the formal complaint process:
- Students will have an opportunity to formally present their case to the Welfare Coordinator or the Student Services & Contract Administrator, in writing or in person at no cost to the student
 - Students may be accompanied and assisted by a support person at any meetings involving the complaint.
- 5.12 Complaints can only be dealt with by the Welfare Coordinator of the Student Services & Contract Administrator. Whoever does hear the complaint must not be the subject of the complaint and cannot be involved in subsequent appeal hearing.
- 5.13 The role of the Welfare Coordinator or Student Services & Contract Administrator is to:
- Assist the student register their formal complaint
 - Ensure the resolution phase commences within 5 working days of the written complaint being lodged
 - Provide the student, or the students representative, with an opportunity to present their complaint
 - Ensure they fully understand the student's complaint
 - Work with the student to identify how the complaint can be resolved to the satisfaction of the student
 - Consult and negotiate with all parties involved in the complaint to obtain their commitment and agreement to the proposed solution
 - Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document
 - Arrange for the proposed resolution to be signed off by the student.
 - Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution.

- Ensure that the details of the complaint are recorded in Latitude College Complaints Register and reported (via the Welfare coordinators report) to Latitude College monthly Management Group meetings for continuous improvement purposes.
 - Advise the student to take the complaint to appeal if a resolution cannot be agreed upon
- 5.14 Any complaint raised by a student that the Welfare Coordinator or Student Services & Contract Administrator considers may be a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury must be reported to the Latitude College PEO, or the most senior person available, and will trigger implementation of the critical incident procedure.

Formal Complaint Process – notice of intention to report by Latitude College

- 5.15 The following matters must be lodged as formal complaints within 20 working days of notification of an intention to report the student to Department of Education and the Department of Home Affairs in order to be considered by Latitude College.
- Notice from Latitude College of an intention to defer commencement, suspend or cancel a student enrolment
 - Notice from Latitude College of its intention to report a student for not achieving satisfactory course progress
 - Notice from Latitude College of its intention to report a student for not achieving course attendance requirements
- 5.16 Complaints arising from a notice of intention to report by Latitude College must be lodged with Latitude College by:
- Obtaining a copy of the *Student Complaint Form* which can be found on the Latitude College website or be requested from the reception desk, the Welfare Coordinator or the Student Services & Contract Administrator.
 - Completing the *Student Complaint Form*
 - Lodging the *Student Complaint Form* with the Welfare Coordinator or the Student Services & Contract Administrator
- 5.17 It is the responsibility of the Welfare Coordinator or the Student Services & Contract Administrator to ensure that for complaints arising from a notice of intention to report by Latitude College the resolution phase commences within 5 working days of the written complaint being lodged
- 5.18 Complaints arising from a notice of intention to report by Latitude College will be heard by a Panel of 3 selected from the Welfare Coordinator, Student Services & Contract Administrator and a member of the teaching staff of Latitude College (the Complaints Panel). No member of the panel is to have been involved in making the decision to issue the notice of intention to report.
- 5.19 During the formal complaint process:
- Students will have an opportunity to formally present their case to the Complaints Panel, in writing or in person at no cost to the student
 - Students may be accompanied and assisted by a support person at any meetings involving the complaint.
- 5.20 The role of the Complaints Panel is to:
- Ensure the resolution phase commences within 5 working days of the written complaint being lodged
 - Provide the student, or the students representative, with an opportunity to present their complaint to the Complaints Panel
 - Consider the evidence that Latitude College holds which lead to the issuing a notice of intention to report
 - Consider the evidence presented by the student or the student's representative
 - Ensure they fully understand the complaint and the matters raised by the student or the student's representative
 - Review all the evidence and information provided by the student or the student's representative and Latitude College
 - Consider if there are any applicable extenuating circumstances supporting the student's case
 - Make an **independent** decision, based on the evidence to either support the student's case and cancel the notice of intention to report or support Latitude College case and proceed with the Intention to report
 - Within 24 hours of making its decision the panel must have formally documented the decision of the panel including reasons for the decision and convey the written decision and reasons for the decision to the student

- Advise the student to take the complaint to appeal if they are not satisfied with

Formal Complaint Process – finalisation

- 5.21 At the end of the resolution phase the Welfare Coordinator or Student Services & Contract Administrator will report Latitude College decision in writing to the student within 5 working days. The Latitude College decision and reasons for the decision will be documented by the Welfare Coordinator or the Student Services & Contract Administrator and placed in the student's file. A copy of this document will be provided to the student.
- 5.22 Following the resolution phase Latitude College will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint
- 5.23 If there is any matter arising from a student formal complaint that is a systemic issue which requires improvement action this will be reported in writing (via email to the PEO) to the Latitude College Management Group meeting so the matter can be recorded in the Latitude College Complaints Register and be used as part of the continuous improvement activities of Latitude College.
- 5.24 Students who are not satisfied with the outcome of the formal complaint are encouraged to appeal against the Latitude College decision by:
- Obtaining a copy of the *Student Appeal Form* which can be found on the Latitude College website or be requested from the reception desk, the Welfare Coordinator or the Student Services & Contract Administrator
 - Completing the *Student Appeal Form*
 - Lodging the *Student Appeal Form* with the Welfare Coordinator or the Student Services & Contract Administrator
- 5.25 Once the Student appeal form is lodged with the Welfare Coordinator or the Student Services & Contract Administrator it will be dealt with as described in the Internal Appeal Process below.

Internal Appeal Process - preamble

- 5.26 Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions, appeals against notification of an intention to report a student to Department of Education and the Department of Home Affairs and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student for Latitude College to reconsider a decision made by Latitude College.
- 5.27 Students who are not satisfied with the outcome of a formal complaint or wish to appeal a decision made by Latitude College are encouraged to appeal against the Latitude College decision by:
- Obtaining a copy of the Student appeal form which can be found on the Latitude College website or be requested from the reception desk, the Welfare Coordinator or the Student Services & Contract Administrator
 - Completing the Student appeal form
 - Lodging the Student appeal form with the Welfare Coordinator or the Student Services & Contract Administrator
- 5.28 A student's enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined.
- 5.29 The appeal resolution phase must commence within 5 working days of the internal appeal being lodged in writing.
- 5.30 A maximum time of 10 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

Internal Appeal Process - general

- 5.31 Internal appeals (except assessment appeals) will be heard by a 3-person panel selected from the Latitude College PEO, the Training Manager, the Welfare coordinator, the Student Services & Contract Administrator and a member of the teaching staff of the Latitude College (the Appeals Panel). No member of the Appeals Panel is to have been directly involved in the complaint leading up to the appeal.
- 5.32 The role of the Appeal Panel is to:
- Ensure the appeal phase commences within 5 working days of the written appeal being lodged
 - Provide the student, or the student's representative, with an opportunity to present their appeal to the Appeal Panel
 - Ensure they fully understand the student's appeal

- Review the evidence and information provided by the student, or the student's representative, and Latitude College.
- Make an **independent** decision, based on the evidence to either support the student's appeal, and reverse the decision by Latitude College that lead to the appeal or to support the Latitude College case and proceed with the original decision by Latitude College.
- Arrange for the decision to be signed off by the student and the PEO (this is not agreement by the student but to record that the decision has been transmitted to the student)
- Within 24 hours of making its decision the Appeal Panel must have formally documented the decision of the panel including reasons for the decision and convey the written decision and reasons for the decision to the student

Internal Appeal Process - assessment

- 5.33 Students appealing an assessment decision (including RPL) will be given the opportunity for reassessment by a different assessor selected by Latitude College. Costs of reassessment will met by Latitude College.
- 5.34 The recorded outcome from the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.
- 5.35 Only one assessment appeal will be allowed

Internal Appeal Process – finalisation

- 5.36 The outcome of an internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and Latitude College and placed in the student file. A copy of this document will be provided to the student.
- 5.37 Following the internal appeals phase Latitude College will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint through the Latitude College continuous improvement process.
- 5.38 If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the PEO) to the Latitude College Management Group meeting so the matter can be recorded in the Latitude College Complaints Register and be used as part of the continuous improvement activities of Latitude College.
- 5.39 There are no further avenues within Latitude College for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available
- 5.40 Students who are not satisfied with the process undertaken for an internal appeal are encouraged to make an external appeal by:
- Obtaining a copy of the *Student Appeal Form* which can be found on the Latitude College website or be requested from the reception desk, the Welfare Coordinator or the Student Services & Contract Administrator
 - Completing the Student appeal form and selecting the External appeal option on the form.
 - Lodging the Student appeal form with or the Welfare Coordinator the Training Manager
- 5.41 Once the Student appeal form is lodged with the Training Manager or the Welfare Coordinator it will be dealt with as described in the External Appeal Process below.

External appeal process

- 5.42 Students who are not satisfied with the process undertaken for an internal appeal are encouraged to make an external appeal by:
- Obtaining a copy of the *Student Appeal Form* which can be found on the Latitude College website or be requested from the reception desk, the Welfare Coordinator or the Student Services & Contract Administrator
 - Completing the Student appeal form and selecting the External appeal option on the form.
 - Lodging the Student appeal form with or the Welfare Coordinator the Student Services & Contract Administrator
- 5.43 The purpose of the external appeals process is to consider whether Latitude College has followed its student complaint and appeals procedure, not to make a decision in place of Latitude College. For example, if a student appeals against his or her subject results and goes through the Latitude College internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

- 5.44 For external appeals the independent mediator will be the Independent Tertiary Education Council Australia phone 1300 421 017. Latitude College will pay for costs of mediation.
- 5.45 The external appeals procedure will be determined by the Independent Tertiary Education Council Australia.
- 5.46 Following the receipt of the outcome of the external appeal Latitude College must immediately implement the decision, convey the outcome to the student, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint
- 5.47 If an appeal is against an Institute decision to report the student for unsatisfactory course progress Latitude College must maintain the student's enrolment (i.e. not report the student for unsatisfactory progress) until the external appeals process is complete and has supported Latitude College's decision to report.
- 5.48 If an appeal is against an Institute decision to defer or suspend a student's enrolment due to misbehaviour or to cancel a student's enrolment Latitude College only needs to await the outcome of the internal appeals process (supporting Latitude College) before notifying the Department of Education and the Department of Home Affairs through PRISMS of the change to the student's enrolment.