



Student Handbook

Pollard English Language Centre Pty Ltd

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ABN: 50 615 510 453 CRICOS Provider Code: 03584B





Communication, Knowledge, Integrity, Excellence

Disclaimer: This Student Handbook is the property of Pollard English Language Centre Pty Ltd (hereby refers to as "Pollard English"). For any clarification in relation to this document, please contact 1300 897 851 or e-mail on info@pollardenglish.edu.au. This handbook is provided for guidance and while every effort is made to provide accurate, legal, and complete information, Pollard English understands that any State or Federal legislation will prevail should there be any perceived conflicts.

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Welcome Message

Dear Student,

I would like to welcome you to Pollard English Language Centre (referred to as “Pollard English”), a registered ELICOS Provider (CRICOS Provider NO: 03584B).

You have made an excellent choice in choosing to study with us as our courses and engaging learning activities both in and outside the classroom will provide you with the skills needed to excel at English and achieve your study and career goals. At Pollard English we are focussed on teaching more than just English so that your learning is a positive and exciting journey.

Our teachers are qualified, experienced, fun, passionate about teaching English and have travelled extensively to learn and understand other cultures. These qualities, together with an interesting curriculum, will ensure that you excel at learning English while experiencing the beauty of Australia.

At Pollard English Language Centre, we create a culturally supportive environment to ensure that our students feel respected and valued. Our staff understand the difficulties of trying to communicate in an unfamiliar language and we are committed to being supportive of our students throughout their learning journey.

I wish you every success with your studies.

Warm regards,

Andrew Lillicrap

CEO/Principal

Pollard English Language Centre Pty Ltd

CRICOS Provider NO: 03584B

1. Introduction

The purpose of this Student Handbook is to assist you with your studies and assessments while enrolled at Pollard English. It provides vital information that will guide you through your time at Pollard English. It is of prime importance that you read and understand all of the content in this Handbook.

The Student Handbook outlines policies and procedures that govern the professional operation of Pollard English. Every student is expected to comply with the rules and policies of Pollard English published in this Handbook.

Every new student must also attend an Orientation Session before starting their studies. During this session the content of this Handbook will be explained, and students will be given the opportunity to ask any questions they might have.

On completion of the Orientation session, the students will be asked to sign an Acknowledgment Form confirming that they have read and understood this document.

Pollard English operates in compliance with the:

- Education Services to Overseas Students (ESOS) Act 2000.
<https://www.legislation.gov.au/Details/C2016C00935>
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.
<https://www.legislation.gov.au/Details/F2017L01182>
- ELICOS Standards 2018
- <https://www.legislation.gov.au/F2017L01349/latest/text>
-

If you would like to have a copy of any of the above-mentioned legislative instruments, please contact Student Services at info@pollardenglish.edu.au

Pollard English is responsible for the quality of the teaching in compliance with these Standards or legislations.

2. Mission Statement

To provide quality English language teaching to overseas students, encouraging the pursuit of excellence through engaging learning activities

3. Essential Contact Details

Director:

Andrew Lillicrap

Phone 1300 897 851

E-mail: info@pollardenglish.edu.au

4. List of Abbreviations

This list contains abbreviations that are used throughout this document:

AEI	Australian Education International
AQF	Australian Qualification Framework
ASQA	Australian Skills Quality Authority
COE	Confirmation of Enrolment
e-COE	Electronic Confirmation of Enrolment
DET	Department of Education & Training (DET)
DIPB	Department of Immigration and Border Protection
ESOS Act	Education Services to Overseas Students (ESOS) Act 2000
OSHC	Overseas Student Health Cover
PAYG	Pay As You Go (income tax deducted from wages)
PRISMS	Provider Registration and International Students Management System
RPL/Credit Transfer	Recognition of Prior Learning
Pollard English	Pollard English Language Centre Pty Ltd
DOS	The Director of Studies
TPS	Tuition Protection Service
WHS	Work Health and Safety
Learners & Students	Refers to students or students enrolled at POLLARD ENGLISH

5. Facilities

All training rooms at POLLARD ENGLISH are fitted with comfortable desks and chairs as well as other appropriate equipment such as white boards, wireless internet, computers and projectors to support the learning process. Other amenities are also provided.

Furthermore, students also have access to relevant books and newspapers, e-Learning resources and other equipment for learning purposes.

It is recommended that each student have a laptop with wireless internet access to facilitate their learning experience. There are also laptops available on campus for students to borrow to assist their learning.

6. Study in Australia

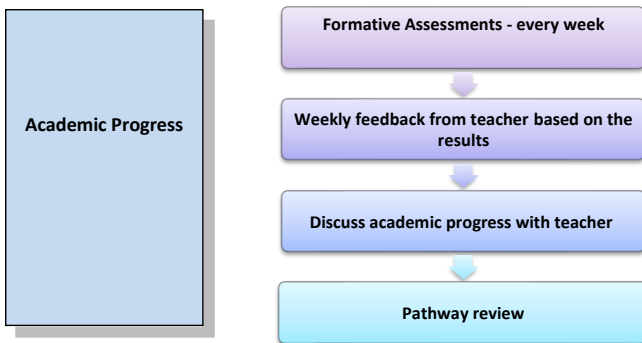
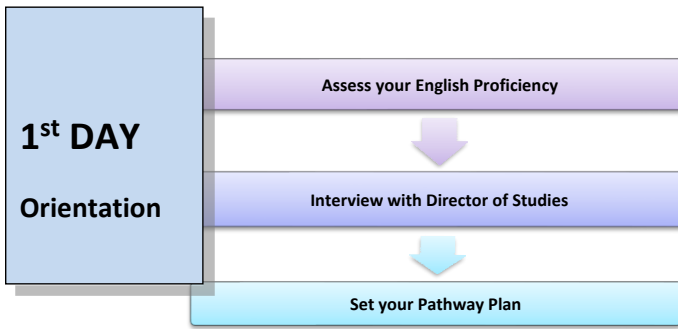
Pollard English is located in both Sydney and Brisbane. For detailed information about studying and living in Australia including estimated cost of living, Visa and Travel expenses, please refer to www.studyaustralia.gov.au the Australian Government's official resource for international students.

Useful Phone Numbers

Phone numbers for organisations in Australia that students may find useful are as follows:

Pollard English Office Phone	1300 897 851
Emergency after hours contact with – Director of Pollard English	0431 494 292
Department of Home Affairs (Immigration)	13 1232
Health Services Australia (Medical Examination)	02 8396 0600
Public Transport Information Line (Timetables, routes etc)	13 15 00
Telstra Telephone Directory Service	12455
Lifeline Counselling Service (Telephone Counselling)	13 11 14
Translating and Interpreting Service (24 hours)	13 14 50
Domestic Violence Line (24 hours)	1800 656 463
Centre-link Multilingual Contact Centre	13 12 02
Australian Taxation Office (ATO)	13 28 65

7. Information for Students



8. List of Programs

Program 1	General English Beginner to Advanced	CRICOS Course Code:	094734F
Program 2	English for Academic Purposes	CRICOS Course Code:	094735E

9. Assessment

General English Beginner to Advanced (GE)

Formative: Weekly Tests

Summative: Mid-cycle and End-of-cycle tests

English for Academic Purposes (EAP)

Assessments with set due dates

10. Timetable

English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018 stipulates that an ELICOS course must have a minimum of 20 hours face-to-face scheduled course contact per week.

P1.2 Written agreements between registered ELICOS providers and students must specify:

- a) a minimum of 20 hours face-to-face scheduled course contact per week for the course
- b) any other scheduled course contact hours required by the course

Sample timetable showing scheduled class contact hours

Time	Monday	Tuesday	Wednesday	Thursday	Friday
8am-12pm	Shift 1 (4 hours a day over five days.)				
12.30-4.30pm	Shift 2 (4 hours a day over five days.)				
5-9pm	Shift 3 (4 hours a day over five days.)				

11. Student Services

The Student Services desk is open from 9:00am to 5:00pm Monday to Friday.

The Student Services Officer is the first point of support for non-academic matters, for example: payment of fees, applications for leave, change of course, medical certificates, updating contact details etc.

Director of Studies

The Director of Studies (DOS) attends to all academic related concerns or questions. Please make an appointment at Reception.

Student Support

If you find that you are having personal or study difficulties, or just navigating life in Australia, please make an appointment to see one of our Student Support Officers. We are here to support you through your life in Australia while you are studying with Pollard English.

Orientation program

A detailed orientation program is provided for all new Students arriving on campus at the beginning of the course. For more details, please refer to the 'Application process' section of this document.

Counselling services

The Student Counselling Service at POLLARD ENGLISH is designed to assist Students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other issue that may be of concern to the student. Student Services Officers are well acquainted with the pressure and stress of student life and are the first point of contact for any assistance. If they are not able to help you with a particular situation or matter, they may refer you to professional assistance and further consultation.

Social Programs

POLLARD ENGLISH organises social events throughout the year to provide opportunities for all Students to mingle and socialise. These events include cultural and sightseeing events, speech contests, dinners, excursions, sporting events, Christmas parties and mid-autumn festivals.

Employment Assistance

POLLARD ENGLISH provides students with information about employment in Australia including student working rights available from Fair Work Australia via www.fairwork.gov.au. POLLARD ENGLISH maintains business relationships with local businesses and industry groups to identify suitable employment opportunities for enrolled students.

POLLARD ENGLISH will assist students to gain employment by providing self-development activities such as writing an effective resume, interview preparation etc.

While POLLARD ENGLISH cannot guarantee any particular employment, we will help you compete with other job seekers, to give you the best chance of gaining employment.

Help with your studies

If you have difficulty understanding anything always talk to your teacher.

After having spoken to your teacher, if you would like further assistance then please make an appointment to see the Director of Studies.

Communication

Email, post and telephone

Stay in contact with Pollard English. Check your email regularly as Student Services may have important information to share with you. Sometimes Pollard English has to contact you urgently by email or phone. You should respond to any phone call or email received from Pollard English immediately.

Make sure that student services are informed of any changes to your contact details as soon

as possible. As an international student, you are required to provide Pollard English with your residential address and mobile phone number as soon as you commence your course and keep us informed of any changes (address, email, mobile number) that may occur, **within seven days of the change.**

Library

Each Pollard English campus has a small, but comprehensive library with texts, multi-media resources, contemporary magazines and newspapers in English. Subscriptions to current magazines and newspapers in English are available for students during their studies. The library is constantly growing.

We also have audio and video facilities available to assist students with their learning.

For more details regarding our facilities please visit our college website at:
www.pollardenglish.edu.au.

Health and Wellbeing

For information and services to help international students to stay physically, mentally and emotionally healthy, please refer to <https://www.studyaustralia.gov.au/english/visas-travel-and-covid-19/study-in-australia-student-support/health-and-wellbeing/health>. Information is available in relation to the following:

Nutrition and exercises, Reaching out services including headspace, kid's Helpline, Youth Beyond Blue, Beyond Blue, National Coronavirus Helpline, Lifeline, Embrace Multicultural Mental Health, Head to Health, Transcultural Mental health centre, Life in Mind, mental health Australia, Time to Talk, Stay Informed and OSHC Provider Resources etc.

Any student with medical concerns should consult a doctor. You can also inform the Student Support Officer, who will assist you in finding appropriate medical assistance. Alternatively, you can search for medical centres convenient to your accommodation or close to Pollard English.

Note: It is mandatory/compulsory for international students to have a valid Overseas Student Health Cover (OSHC) insurance for the period of their visa. Medical costs in Sydney can be very expensive and from our experience it is economical for students to have OSHC to bear this cost in case of a medical emergency. If you need more information regarding OSHC, please contact the Student Services Officer who can assist with contacting your OSHC provider, or with making a claim. Alternatively, you can visit the following website: <https://www.studyaustralia.gov.au/news/oshc-provider-contact-list>

12. Application Process

Step 1: Obtaining POLLARD ENGLISH Student Handbook and Course Booklet;

Students who are interested in the courses offered at POLLARD ENGLISH are advised to read through the Student Handbook prior to enrolling. Students will find all the relevant information they need to ensure they enrol in the right course of studies.

Students can download the documents from the POLLARD ENGLISH website:

www.pollardenglish.edu.au.

Step 2: Complete an Application Form

Should students find that the courses offered at POLLARD ENGLISH meet their needs and career/study plans, they should carefully read through the entry requirements to determine if they are eligible to apply. For details of the entry requirements for each course, please refer to the POLLARD ENGLISH Course **Brochure**.

Students will need to provide original or certified copies of all documents requested together with the completed application form to enrol. Originals will be sighted, copied, and verified as true copies of the original and signed by the Director of Studies.

Documents required may include:

- Proof of Identification documents such as a passport.
- Certified copies of previous qualifications (including certificates, academic transcripts etc) if applicable
- Original or certified copy of English proficiency test results such as IELTS/TOEFL/PTE etc.
- Documents not in English must be accompanied with certified translation by a NAATI accredited translator.

Step 3: Enrolment Documents Verification Procedures (if applicable)

POLLARD ENGLISH will assess and verify the student 's qualifications, experience and English language proficiency to determine if a student is appropriate for the course (ELICOS Academic only) they are enrolling in.

The verification might include a reference check, telephone or face-to-face interview with the student or a request for the qualifications to be verified by the issuing authorities.

Step 4: Issuing the Letter of Offer or Letter of Rejection

Commented [AL1]: Course brochure is not on website.
Does it exist??

The Director of Studies will assess the application(s) and issue the Letter of Offer or a Letter of Rejection.

1. A Letter of Offer will be issued to the successful applicant, or:
2. A Letter of Conditional Offer will be issued to successful applicant who needs to satisfy the conditions before a full offer can be issued or
3. A Letter of Rejection with reasons will be sent to the unsuccessful applicant.

All the original versions of documents will be verified, and copies stored in the student's file at POLLARD ENGLISH for future reference. A Letter of Offer is valid for 28 days from date of issue.

Step 5: Accepting the Letter of Offer

Upon receiving the Letter of Offer, students will need to:

- Carefully read understand and agree to the terms and conditions attached to the Letter of Offer.
- Sign the Letter of Offer (and initial each page of the Offer Letter)
- Pay the tuition fees (as outlined in POLLARD ENGLISH Fees and Charges Schedule).

The signed Letter of Offer and evidence of tuition fee payment receipt must be returned to POLLARD ENGLISH before the enrolment can be confirmed.

Step 6: Confirmation of Enrolment

A Confirmation of Enrolment (CoE) will then be issued to international students for visa purposes upon receipt of the student's tuition fee payment and signed Letter of Offer.

Please note that the signed Letter of Offer (with evidence of payment) serves as a binding contract between POLLARD ENGLISH and the student.

Step 7: Orientation Day

A compulsory Orientation Day Program is arranged for all students before course commencement. The following activities will take place on the Orientation Day:

1. Emergency evacuation directions & protocols.
2. Introduction and welcome by the academic and administrative staff.
3. Students' registration process.
4. Using your Overseas Students Health Cover (OSHC).
5. Introduction to health and welfare services.
6. Introduction to course information, timetable, learning & assessment strategies, academic intervention strategies etc.
7. Living in Australia – transport, getting around, opportunities.
8. Working in Australia – finding a job, employment protections Visa obligations

and completing your course.

9. A complete course schedule will be provided to students at Orientation.
10. Introduction to student rights and responsibilities at POLLARD ENGLISH.
11. Introduction to POLLARD ENGLISH's Complaints and Appeals process.
12. Introduction to the library & computer facilities;
13. Introduction to Student Support services including on how to access student counselling facilities.
14. Details on student visa conditions regarding Course progress and Attendance.
15. Photo session with students for the POLLARD ENGLISH to generate student ID cards
16. Employment in Australia as an overseas student.
17. Students who miss the Orientation Day program and have a valid or compassionate and compelling reason for their absence will be given another opportunity to attend an Orientation program.
18. This Orientation will be held before course commencement and if the student fails to attend the Orientation program for a second time, he/she may risk having their enrolment cancelled unless the absence has been pre-approved by the Director of Studies.

Step 8: Course Commencement

All students will be given information regarding their course commencement date and time, classroom and teacher.

13. Fees and Charges

Pollard English is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, textbooks, student services and training and assessment services.

Fees payable

Fees are payable when a student has received a Confirmation of Enrolment (CoE). The initial fee payment must be made prior to commencing training or within 10 days of receiving an invoice from POLLARD ENGLISH. POLLARD ENGLISH may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges are published within the current schedule of fees and charges.

Schedule of Fees and Charges

The Director is responsible for approving POLLARD ENGLISH Schedule of Fees and Charges.

The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
- payment terms, including the timing and amount of fees to be paid and any non- refundable deposit/administration fee.
- the nature of the guarantee given by POLLARD ENGLISH to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study.
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.
- the fees and charges for additional services, including such items as issuing a replacement qualification certificate or statement of results and the options available to students who are deemed Not Yet Competent (NYC) on completion of training and assessment; and

Program 1	General English Beginner to Advanced
Enrolment Fee	\$300
Materials Fee	\$20 per week
Course Fees	\$360 per week
Program 2	English for Academic Purposes
Enrolment Fee	\$300
Materials Fee	\$25 per week
Course Fees	\$300 per week
Payment Option: Under new legislation and as part of the ESOS Framework and the National Code 2018, students may choose to make full payment of course fees prior to or at the time of enrolment. Students also have the chance to pay more than half the fees prior to commencing the course.	

14. Other Fees and Charges

Items	Fee
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Late payment of instalment fees – penalty (if applicable)	\$200.00 per week
Change of program (fee payable upon acceptance of a change of course to a different discipline or level. Only applicable if a CoE was already issued for the previous course – non-refundable)	\$250.00
Late submission assessment fee – (if not discussed with assessor prior to assessment due date – extensions are accepted for no more than 2 weeks from the assessment due date. If later than 2 weeks, the fee will be charged).	\$200.00/Per assessment
Re-assessment fee (first and second attempt to one assessment are included in the course fees, only from the third attempt thereafter the fee will be charged)	\$200.00/Per assessment
Re-Issue Transcript only	\$30.00
Re-Issue Certificate only	\$30.00
Re-issue complete Test amur (Certificate and Transcript)	\$60.00
Postage for Certificates (if other than normal and if requested by the student)	
Registered Mail	\$25.00
Courier	\$40.00
Re-issue of Student Card (non-refundable)	\$20.00
Graduation Fee	To be advised

Payment Method:

The bank account details for the payment of fees are as follows:

Account Name:	POLLARD ENGLISH LANGUAGE CENTRE PTY LTD
Bank:	St. George bank Limited
Bank Address:	4-16 Montgomery Street, Kogarah NSW 2217
BSB:	112 879
Account No:	451 216 644
SWIFT code:	SGBLAU2S

Fees can be paid using the following methods:

- Online transfer to Pollard English St. George bank account (above)
- Bank deposit at any branch of the St. George bank.
- Telegraphic transfer – a common method of payment used by international students. International Telegraphic Transfers will attract a AUD\$20.00 processing fee.
- Bank cheque made payable to **POLLARD ENGLISH LANGUAGE CENTRE PTY LTD.**
- Transfers by EFTPOS using savings or credit cards. These payment facilities are available from Pollard English premises. A surcharge fee applies for credit card payments.

To confirm payment, students are required to send to POLLARD ENGLISH via email (info@pollardenglish.edu.au) a copy of the transfer receipt, deposit slip or cheque along with your name, offer number and date of birth.

Note: Pollard English reserves the right to vary fees without notice.

Payment procedure for tuition fees is as follows:

- An invoice for tuition fees for each term will be sent to students before that term commences, this can be hand delivered in class or sent to the student's email account.
- Students are required to pay the tuition fee before the commencement date of each term.
- If a student is having difficulties paying fees on time, they must make an appointment with the Finance Manager and discuss the issue. The Finance Manager will assist in resolving the student's fee problem and propose a plan to the student. Late payment fees may be applicable in some cases, this is calculated from the due date until the whole tuition fee is paid.
- Where there is no arrangement in place with the Finance Manager, a flat late payment **penalty of AUD\$ 200** applies for any tuition fee payment made after the due date. If students have overdue fees, they may not be eligible to attend classes, submit assessment tasks, enrol in further studies or borrow items from the library.
- If tuition fees are more than 2 weeks overdue and the student has not made any genuine effort to discuss the circumstances with the Finance Manager, Pollard English may cancel the student's enrolment at its discretion. For overseas students, Pollard English must inform Department of Home Affairs through PRISMS about the cancellation. However, in case of an international student, the student will be issued with appropriate warnings and Notification to Cancel letters before this cancellation and reporting takes place.
- If a student is suspended or had their enrolment cancelled because of a breach of the student rules, responsibilities and conduct, the student is still required to pay the tuition fees for the term in which they were suspended or had their enrolment cancelled.

Students who defer their studies at a future date, need to be aware that if course fees change during this period the student will be required to pay the appropriate difference.

15. Refund Policy and Procedure Policy

This policy applies to all students who do not wish to continue their studies at POLLARD ENGLISH and thus have requested for refund of tuition fees and other fees.

An application for refund of fees paid must be done by the student in writing. This form may be submitted electronically, in person or by mail. A copy of refund application form is available on POLLARD ENGLISH website or can be collected from POLLARD ENGLISH Student Services Officer. Students who are off-shore or interstate can contact Pollard English via info@pollardenglish.edu.au regarding any refunds.

The table below indicates a list of refund items:

Description of items	Refund status
Enrolment fee	Non-refundable
Course material fee	Non-refundable
Visa refused prior to course commencement	Full refund less enrolment and course material fees
Withdrawal of course prior to course commencement	30% refund less enrolment and course materials fees
Withdrawal of course after course commencement	No refund
Visa cancellation due to students' actions	No refund
Enrolment cancelled due to actions of the student and results in serious breaches of Pollard's' policies and procedures	No refund

Compulsory Health Insurance (Student Visa only)	Refer to your OSHC provider
If Pollard English withdraws its offer to deliver the course before or after the course commencement date	Full refund including enrolment and course material fee

Procedure

1. The student will fill-in a Refund Request Form with supporting documents and provide a copy of the same to the Student Services Officer in person or via email at info@pollardenglish.edu.au.
2. The Student Services Officer will forward this application to the Director of Studies

(DoS) for processing.

3. The Director of Studies will have a meeting with the Director. The Director, based on the evidence provided, will approve or reject the refund request. This decision will be conveyed to the Student Services Officer.
4. The Student Services Officer will then provide a written outcome to the student regarding the refund application. This feedback is provided within 28 days.

Note:

1. This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. POLLARD ENGLISH dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

2. If the student applies for deferral in line with Pollard English's Deferral Policy (and the deferral has been approved), the refund policy applies from the Original Date of Enrolment, Not the Deferred DATE.

16. Complaint and Appeal Policy and Procedure

National Code 2018 Standard 8

Pollard English is committed to a transparent, fair and equitable complaints and appeals system for all stakeholders. At the time of enrolment, the complaints, relevant procedure and appeals policy will be outlined to the students.

This is seen as an opportunity for improvement and with prompt, objective, sensitive handling can prevent the complaint from recurring.

Procedure

Verbal or informal complaints can be discussed with the teacher and resolved. The teacher will discuss this with the DOS and explain the nature of the complaint and the action to be taken to resolve the matter.

If the complaint is not resolved, the student completes a *Complaints and Appeals Form* and hands it to reception or emails it to the DOS. The DOS forwards all formal complaints to the DIRECTOR of Studies.

Once submitted the formal complaints procedure is initiated within 10 working days. Pollard English tries to complete the process as soon as practicable. Complaints are investigated fairly and objectively, with details provided in writing to the complainant. The details will state the outcome and the reasons for the decisions made.

A copy of all documentation and communication is placed in the student's folder.

Where the resolution requires a change to policy and procedure, the DOS will ensure that the procedure for document change is followed with the appropriate records completed.

Where a complaint is valid and substantiated Pollard English will take immediate action to resolve the issue and will confirm this with the student immediately.

If the student chooses to enter the complaints and appeals process, Pollard English will maintain the student's enrolment while the process is ongoing.

Where a complaint cannot be resolved internally, POLLARD ENGLISH will refer the student to an external agency (please refer below for more information regarding external agency). There will be no cost to the student for this referral.

Steps for Students

- The student should firstly discuss the matter with their teacher. If they are still not satisfied, the student may then have the matter referred to the DIRECTOR or his representative for consideration.
- The student must complete the Complaints and Appeals form ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.
- The DIRECTOR or his representative will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.
- The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s). Meeting minutes and appropriate notes will be taken during all meetings. (CRICOS Standard 8.1)
- The DIRECTOR or his representative will discuss the circumstances with the teacher or any other staff member and make an informed decision.
- The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has a further 5 working days to respond to a formal decision.
- A written statement of the appeal outcome, including reasons for the decision will also be documented and provided to student via email or face-to-face.
- A record of this written statement will also be filed in the student admin folder. Furthermore, if internal appeal processes result in an outcome that supports the student, Pollard English will take appropriate steps and will keep the student informed about the course of action in this regard.
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, or if a student is dissatisfied with college decision, they may access external appeals at no cost to them for this referral (refer to external agency section for more details regarding this including CRICOS Standards 8.2 and 8.3)
- If the external appeal process results in an outcome that supports the student,

POLLARD ENGLISH will take the appropriate steps and will keep the student informed about the course of action in this regard. (CRICOS Standard 8.5)

- POLLARD ENGLISH will maintain the student's enrolment whilst the complaints and appeals process are ongoing. (CRICOS Standard 8.4)

Assessment related matters

If the student has been advised that they are Not Competent, but they believe that:

- they genuinely do have the required degree of competency; and
- that they have provided other reasonable proof of this to Pollard English.
- The process is quite simple and is allowed by Pollard English to ensure that all students are fully satisfied with the fairness and accuracy of our assessment processes.
- The student should firstly discuss the matter with their teacher. If they are still not satisfied, the student may then have the matter referred to the DIRECTOR and/or Director of Studies for consideration.
- The student must complete the Complaints and Appeals form and ensure that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.
- The DIRECTOR and/or Director of Studies will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.
- The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s).
- The DIRECTOR and/or the Director of Studies will discuss the circumstances with the teacher or any other staff member and make an informed decision.
- The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has further 5 working days to respond to a formal decision.
also be documented and provided to student via email or face-to-face.
- A record of this written statement will also be filed in the student admin folder. Furthermore, if the internal appeal process results in an outcome that supports the student, POLLARD ENGLISH will take appropriate steps and will keep the student informed about the course of action in this regard.
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, POLLARD ENGLISH acknowledges the need for a student to externally appeal (refer to external agency section for more details regarding external appeals).
- If an external appeal process results in an outcome that supports the student, POLLARD ENGLISH will take appropriate steps and will keep student informed about the course of action in this regard.

- POLLARD ENGLISH will maintain the student’s enrolment whilst the complaints and appeals process is ongoing. Students are expected to continue with their studies while this is occurring.

Note: POLLARD ENGLISH will accept an appeal against an assessment decision for a period of no longer than 2 months after the assessment decision date.

17. External Complaint and Appeal

If a student is not happy with the internal appeal outcome, Pollard English will refer the student to the Overseas Students’ Ombudsman (OSO). The OSO helps international/overseas students and investigates complaints about problems that overseas student s or intending overseas students, may have with a private education and training provider in Australia.

The table below provides more information about the Ombudsman and its services:

Description	Web link
About Overseas Students Ombudsman (OSO)	https://www.ombudsman.qld.gov.au
Making a complaint	https://www.ombudsman.qld.gov.au
More information regarding Overseas Students	https://www.ombudsman.qld.gov.au
More information regarding Private Education Providers	https://www.ombudsman.qld.gov.au
Frequently asked questions	https://www.ombudsman.qld.gov.au
Description	Web link

Ombudsman email	Email: ombudsman@ombudsman.gov.au
Phone	1300 362 072* within Australia Outside Australia call +61 2 6276 0111
Fax	02 6276 0123 within Australia Outside Australia +61 2 6276 0123
Postal	GPO Box 442 Canberra ACT 2601
Student enquiry time	9:00am to 4:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Ombudsman online complaint form	http://forms.ombudsman.gov.au

Furthermore, below is a list of contacts that students may approach if they feel that POLLARD ENGLISH has not handled or dealt with their complaint as according to their expectations:

Description	Web link
NSW - Fair Trading	http://www.fairtrading.nsw.gov.au/
QLD – Office of Fair Trading	http://www.fairtrading.qld.gov.au/

Note:

- If students want to make a complaint in their language, they can call the Translating and Interpreting Service (TIS) on 131 450 or visit the following link
www.ombudsman.gov.au
- There will be no cost to the student for this referral.
- POLLARD ENGLISH will maintain student’s enrolment until the internal or external appeal process is ongoing. Students are strongly advised to continue attending class during this process in order to maintain their attendance and course progress requirements.
- ***The availability of this complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.***

Record keeping

POLLARD ENGLISH will file records of all informal and formal complaints and appeal in the following compliance folders:

- Complaints – Complaints compliance folder
- Appeals – Appeals compliance folder

Directive:

- All prospective students will be provided with a copy of the Complaints and Appeals Policy and Procedure document (Student Handbook).
- All complaints, concerns, or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the complaints/concerns and appeals procedure.
- Current students are provided with details of external authorities they can approach if they are not satisfied with the college's decision.
- All complaints/concerns and appeals will be managed fairly and equitably and as efficiently as possible.
- All complaints/concerns and appeals and outcomes will be documented in writing.
- Any parties may be accompanied and assisted by a support person at relevant meetings.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, POLLARD ENGLISH will immediately implement any decision and/or corrective and preventative action required.
- Where an international student has chosen not to access the complaints and appeals processes within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting Pollard English, that they will notify the Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress or not meeting attendance requirements as soon as practicable.

18. Certificate Issue Policy and Procedure

This policy describes the process by which POLLARD ENGLISH will record and issue Certificates and Statements of Attainment to Students who have met the requirements.

This policy applies to POLLARD ENGLISH and its students addressing the course requirements for the awarding of a Certificate or a Statement of Attainment.

Responsible parties

The DIRECTOR of Studies is responsible for issuing of Certificates and Statements of Attainment, including replacement certification documents and preserving the Student Management System (SMS) in current, compliant and operational status **within 30 days** from completion of the last assessment.

The POLLARD ENGLISH Students Management database maintains all data, including all relevant student details and a register of Certificate and Statements of Attainment issued. The SMS has the ability to generate and provide AVETMISS data if and when required.

Policy

Before a Certificate is awarded, the DIRECTOR and Director of Studies must ensure that all summative assessments have been completed and assessed as competent.

The students will be advised within the week of completion as to their results.

All Students who have successfully completed their course will receive a Certificate or Statement of Attainment.

All Students who have not completed all units in a course will receive a Statement of Attainment.

If a student has any outstanding fees, the student will be notified by Student Support Services. The student must pay any outstanding fees before a Certificate or a Statement of Attainment is issued (this information is provided to students at induction/orientation, to avoid any misunderstanding).

Prior to issuing the certificate/statement of attainment to any student, Student Support Services will ensure that the student has paid all outstanding fees, and that the student has provided POLLARD ENGLISH with a Unique Student Identification (USI) number before the Certificate or the Statement of Attainment is being issued. The Unique Student Identification number MUST be verified with the Australian government's USI database prior to the qualification being issued.

Certificates

POLLARD ENGLISH maintains a register of all certificates they are authorised to issue.

POLLARD ENGLISH maintains a register of all certificates they issue to students.

POLLARD ENGLISH ensures that it does not include a state or territory registering body logo on Certificates or Statement of Attainments.

Each Certificate issued has a unique Certificate Number.

Statements of Attainment

POLLARD ENGLISH ensures that it does not include a state or territory registering body logo on Certificates or Statements of Attainment.

POLLARD ENGLISH uses the NRT logo in accordance with current conditions of use and maintains a copy of NRT logo specifications on file.

POLLARD ENGLISH has developed the Statement of Attainment in a format so that it cannot be mistaken for a certificate and it includes the words 'Statement of Attainment' at the top of the document.

Each statement issued has a unique Statement of Attainment number.

This policy document is made available to students as part of the Student Handbook.

Mechanisms to Reduce Fraudulent Reproduction

The following elements have been added to reduce chances of fraudulent reproduction:

- All Certificates have a certificate number which is unique to the student who completed the course.
- All Statements of Attainment have a statement of attainment number which is unique to the student who completed the course.
- POLLARD ENGLISH has an embossing machine with a die (ink) which includes as a text display POLLARD ENGLISH 's Name and National Code.
- The embosser is used to press a seal onto the Certificate and the Statement of Attainment.
- The seal not only adheres but also indents the shape of the die into the Certificate and Statement of Attainments - which cannot be removed without destroying the document.

The embosser is secured. the

only staff member with access to the die is the DIRECTOR.

- POLLARD ENGLISH database has built in templates for Certificates and Statements of Attainment.
- To ensure templates remain compliant and current, the templates are password protected to ensure only approved staff members have access to make changes or additions. This also ensures certification documentation is used consistently across the education and training sectors.
- Students' record files both academic and administrative are locked in a filing cabinet inside the Director of Studies office and then relocated to the secure archive room once students have completed the course or part thereof.
- Hard copies of Certificates and/or Statement of Attainment registers are stored and kept in the DIRECTOR 's office.
- Electronic copies of student data are maintained in the POLLARD ENGLISH Student Management System and also secured off site.

Re-issuing Certificates

If the Certificate or Statement of Attainment is misplaced or damaged, the student or alumni may contact POLLARD ENGLISH to order a replacement. POLLARD ENGLISH will not re-issue a Certificate or Statement of Attainment; however, will issue a 'Certified Copy' of the original certification documentation with a statement on the documentation stating: ***'this is a replacement of the original document.'***

Students or previous students making requests for replacement certification must provide proof of identity, including the student identification number in addition to a current Australian driver's license or a current passport. The Director of Studies will then complete a

verification check to ensure the person requesting documentation is the person previously enrolled in the stated course. The cost for a certified copy of the original award documentation is \$60.00, which is to be paid at the time of application for replacement documentation. It may take up to two weeks for the copy award document to be completed from the date of the application.

Issuance Procedure

- The ELICOS teacher provides copies of the student assessments documents including the completed students' assessments, the completed assessment task cover sheet with comments, the unit assessment outcome sheet, etc. to the Director of Studies at end of the unit of competency. The ELICOS teacher is responsible to ensure that all assessments are marked in a compliant manner per relevant standards and/or POLLARD ENGLISH guidelines.
- Marked assessments and results (including feedback) are to be provided to the Director of Studies within two days of students completing assessments for a particular level.
- The Director of Studies MUST complete a quality and compliance check of all the completed/marked assessments and approve evidence as compliant and ready for data entry in the POLLARD ENGLISH Student Management System.
 - Evidence that is non-compliant will be handed back to the teacher with comments and details as to why evidence is not compliant – the ELICOS teacher will be given two days to re-submit and fix all non-compliant evidence.
- Student Support Services provides printed Certificates and or Statement of Attainments to the Director of Studies for verification and final check. The Director of Studies MUST check that the Certificates and or Statements of Attainment have correctly identified the student, course and level, date of completion, Certificate/Statement of Attainment (SOA) number, issue date and will perform all other checks (including valid USI) before the Certificate or Statement of Attainment is made available for the student to pick-up.
- Once the above procedures have been completed, the Director of Studies will provide formal notification to the POLLARD ENGLISH DIRECTOR stating that compliance checks have been completed and that the award documents are cleared for final processing which includes signing and embossing by the DIRECTOR, the formal notification will include relevant student details.
- The DIRECTOR completes a final check of student records and also cross-checks that the Certificate is clearly for the ELICOS Course. If all data is compliant, the DIRECTOR will place the RTO seal onto the Certificate and /or the Statement of Attainment via the embossing machine and then sign and date the document.

This is to be considered as the date of issue of award or the conferral date.

- A final close-out check of the student's admin and academic files is completed by the Director of Studies; a copy of the Certificate is placed into the student's file and then moved into the secure archive room.
- Student Support Services arranges with the student to pick up the Certificate or else mails via registered mail to the student. If the Certificate is issued by mail, the envelope is to display the wording: "PLEASE DO NOT BEND" and a cardboard 300gsm is also placed in the envelope.
- The Certificate or Statement of Attainment details are recorded in the Certificate Register or Statements of Attainment Register for reporting and audit purposes.
- Student Support Services completes the register updates with the DIRECTOR, cross checking and initialling the register.
- The DIRECTOR might recall or cancel a Certificate or Statement of Attainment (SOA) if one of the following has occurred:
 - The student has provided incorrect or misleading information in the process of obtaining the certificate.
 - The student should have been marked as incompetent based on the evidence provided. Student will be provided the chance to rectify the issues identified via the Complaints and Appeals Policy or Procedure.
 - Any other circumstances where the Certificate or Statement of Attainment (SOA) should not have been issued under the relevant Standards of the National Code 2018.

When issuing certification, POLLARD ENGLISH will:

- issue in a timely manner (Certificates must be issued within 30 calendar days of the student's final assessment being completed or their exiting their course, providing all fees have been paid), so our students can provide proof of their competence to employers (or potential employers) and obtain any industry license or accreditations.
- issue certification documentation directly to the student, not to another party, such as an employer.
- ensure students can access records of certification issued to them.

19. Academic Progress Policy and Procedure

English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018

This policy is made available to staff and students at induction/orientation, by publishing it on the website and including it in the staff and student handbook. To ensure that students' progress can be monitored accurately, records of all tests are recorded on the Student's Progress Report and placed in the student's folder in the student management system. Teachers inform the Director of Studies in weeks 3-5 of a 10-week cycle, when a student's academic performance is at risk of becoming unsatisfactory. The teacher has to provide supporting evidence i.e., test records, written reports, examples of tasks etc. to demonstrate that the student is at risk. Pollard English is required to undertake an intervention strategy to ameliorate the concern. Students identified for the first time as at-risk will be sent a first warning letter, cautioning them about possible consequences of poor academic performance. A record of the letter, all counselling sessions and the specific support provided will be recorded in the student's folder. The student will be advised that unsatisfactory course progress in two consecutive cycles could lead to the student being reported to the relevant government authority and cancellation of the visa depending on the outcome of an appeals process. While enrolled in the course, both formative and summative assessments are completed as per the study schedule.

Procedure

Learning Agreement	Based on poor academic performance in the weekly formatives your teacher will explain the Academic progress policy and advise you that Academic progress is also a condition of your visa. The Teacher will recommend activities to improve your reading, writing, speaking and listening skills and a Learning agreement will list these as well as the self- study you will need to do to improve your performance. The Learning Agreement is signed by both the student and the teacher. Students are notified of their At-risk status just before or at the mid-point of their course.
1 st Warning (Verbal)	Your teacher will help you review your progress every week. If you have a Learning Agreement and are not progressing after completing the additional tasks and activities, you will meet with the DOS and be given an At- risk Stage 1 (verbal warning/caution).
2 nd Warning (Final)	If you have a Learning Agreement but are not making any progress then your At-risk level will increase to At-risk Stage 2. The DOS will meet with you to again explain the Academic Progress policy and a Final Warning will be emailed to you.

Intention to Report (ITR)	If you are At-risk Stage 2 and have a Learning Agreement, but not making satisfactory academic progress your At-risk level will increase to At-risk Level 3. The DOS will meet with you and an ITR will be emailed to you. You may bring a support person to the meeting. You will have 20 working days to appeal.
Appeal unsuccessful	If your appeal is unsuccessful, you may access the external appeals process by contacting the office of the Ombudsman. Pollard English will wait for the outcome of this external appeal before taking any action. If you are unsuccessful your COE will be cancelled within 5 working days.
Appeal successful	If the appeal is successful due to compassionate and compelling circumstances progress monitoring continues and support will be provided
2 nd appeal ITR	If after a successful appeal an At-risk student continues to demonstrate unsatisfactory progress a 2nd ITR is issued. There is a limited appeals process. The student's enrolment is cancelled.

20. Students Rights and Responsibilities

Pollard English seeks to provide the best possible learning environment and opportunities for each student. In keeping with these commitment and obligations imposed by relevant laws and regulations, enrolled students at Pollard English will have the following rights:

- To be informed of defined entry standards and requirements.
- To be informed that Pollard English has an English only classroom policy
- To be provided with appropriate facilities and resources to complete the course of study.
- To be provided with access to and an explanation of relevant policies and procedures affecting students, including but not limited to the following:
 - Copyright
 - Staff and Student Conduct
 - Assessments
 - Course attendance and progress
 - Deferral, Suspension or Cancellation from a Course
 - Disciplinary Action and Dismissal
 - Complaints and Appeals
 - Tuition Fees
 - Access and Equity, Harassment and Anti-discrimination
 - Workplace Health and Safety
 - Building Evacuation
 - Privacy and Confidentiality
- To receive accurate course contents information.
- To learn from suitably qualified and experienced teachers.
- To be provided with assessment information within the first week of classes.
- To be able speak to relevant staff members concerning any aspect of study. Staff members will be available to see students by appointment or during designated consultation times.

- If a class is cancelled or held at another time for legitimate reasons, students will be notified as soon as possible.
- To have weekly counselling feedback sessions with the teacher
- For assessment tasks submitted on time, receive written and oral feedback from teachers within three days from the due date of each assessment task (Academic courses).
- To be informed of the reasons why a particular mark or grade has been given and have the right to appeal in respect of a mark or grade.
- To have access to:
 - Their personal records.
 - Appropriate student support services.
 - Receive feedback on their academic progress.
- To be assured of protection of fees paid through the Tuition Protection Scheme (TPS). Pollard English is registered with TPS and is committed to following all guidelines and directions as per TPS in relation with collection to student fees in advance.
- To contribute to the improvement of programs, policies and procedures of Pollard English and be given opportunities to provide input and feedback.
- To respectfully challenge directions or decisions if they appear to be unlawful or unreasonable or endanger a person's health or safety.
- An agreement signed between Pollard English and the student and the availability of complaints and appeals processes, does not remove the right of students and Pollard English to take legal action under Australia's consumer protection laws.
- After all internal procedures have been explored, overseas students have the right to access the Overseas Students Ombudsman.

Administration

- It is compulsory to attend the Pollard English's Orientation session held prior to course commencement.
- Show original or certified copies of English Language proficiency test scores to Pollard English or its authorised representative to be sighted and recorded.
- Pay the tuition fees according to the payment schedule. Please note that course fees may change without prior notice, but Pollard English will endeavour to update fee information as quickly as possible.
- Return or renew library resources or other borrowed materials and equipment on

time as stated in the library policy.

- Keep Pollard English abreast of your up-to-date contact details at all times.
- Advise the PEO/DOS if you are withdrawing from a course, or deferring, suspending or withdrawing from study and complete the appropriate form.
- Follow the rules and guidelines in Pollard English Student Handbook.

Behaviour

- Demonstrate the highest standards of professional conduct at all times.
- Show respect and consideration for all staff, students and guests.
- Comply with all lawful directions given by a Pollard English employee to facilitate the conduct of learning activities or to ensure the safety of any person.
- Do not do anything, by act or omission that endangers the safety or health of any person on Pollard English premises, or which will cause them to fear for their safety.
- Do not damage or steal Pollard English property or the property of staff or other students.
- Do not swear, use obscenities or make offensive remarks.
- Do not do anything that could offend, embarrass or threaten Pollard English staff or students.
- Do not threaten or abuse Pollard English staff or students.
- Do not engage in any form of harassment or behaviour that could impede Pollard English staff or students from participating in the activities organised by Pollard English.
- Do not assault or attempt to assault any Pollard English staff or students.
- Do not enter Pollard English premises with illegal drugs, alcohol or weapons or be under the influence of drugs or alcohol.

Classroom and Library Policy

- Actively participate in lessons and group activities.
- Follow the teacher's instructions at all times.
- Speak in English unless otherwise instructed.
- Turn off or leave your mobile phone on silent mode while in class or on Pollard English premises.
- Do not write on the classroom desks.
- Do not consume food or drink in the classrooms.
- Leave the classroom and library tidy and place all rubbish in a bin.
- Do not chew gum in the classroom.

- Smoking is not permitted anywhere in the building and Pollard English offices, including the lifts, stairwells and foyer.

Academic Conduct

- Attend classes regularly and punctually. To be eligible to graduate from a course, students must attend ***at least 80%*** of the classes and successfully complete every assessment task and test.
- Provide acceptable explanations and medical certificates for absences.
- Submit all assessments by the due dates specified.
- Keep a copy of a submitted assignment.
- Complete all assessment tasks and tests honestly, without any form of cheating or plagiarism, or inappropriate use of Artificial Intelligence (AI).

By way of providing students with guidance as to what actions to avoid, the following actions are considered to be examples of academic misconduct:

- Giving or receiving assistance during a test or assessment that has not been agreed to by the teacher.
- Obtaining information about a test before it is held, except for information provided to the class by the teacher.
- Copying from another person's paper.
- Stealing, buying or obtaining in any other way, all, or part, of a test before it is administered.
- Using any sources of information during a test or assessment that has not been agreed to by the teacher.
- Substituting for another person to take a test.
- Allowing another person to substitute for you in taking a test.
- Working with other students to produce work in groups that has not been agreed to by the teacher. This is called collusion.
- Making false statements, including statements relating to your student status, entitlements or identity.
- Altering the record of any grade or result.
- Giving false information in order to obtain exemptions from program requirements.
- Bribery in any form. This includes offering or giving staff members money or any other benefit as a means of influencing them or their decisions.
- Claiming as your own, work that is derived from another source or work done by another person. This includes anything that you may have obtained from the



internet or from books.

- Copying published or unpublished material without proper acknowledgement.
- Using or developing another person's ideas without acknowledging them.
- Using the work of other students (with or without their permission) and claiming it as your own.

If during a test or in-class assessment, a teacher believes that a student may be involved in academic misconduct, the student will be informed but will be allowed to finish the test/assessment item. The matter will be referred to the DOS for appropriate investigation.

For details on the consequences of breaching Pollard English student rules, responsibilities and conduct, refer to Discipline and Student Dismissal section of this document.

21. Additional Responsibilities for International Students

Information provided by students to Pollard English may be made available to Commonwealth and State agencies pursuant to obligations under the *Education Services for Overseas Students (ESOS) Act 2000* and the 'National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007'.

Each international student is required to abide by the following rules:

- Follow the student visa regulations of the Department of Immigration and Border Protection (DIBP) and the student requirements of the *ESOS Act*.
- Tuition fees for continuing enrolment are due prior to the first day of each subsequent course. Failure to pay tuition fees on time may result in cancellation of your enrolment. Pollard English may report students to the Department of Home Affairs for non-payment of fees.
- Student's enrolment is only valid for the term specified in the Letter of Offer. A deferral of study could result in a change in tuition fees. Pollard English has to notify the Department of Home Affairs of any student deferrals.
- Comply with the course attendance and course progress policies and procedures.
- Maintain adequate arrangements for health insurance during your stay in Australia and meet the costs of Overseas Student Health Cover (OSHC) to cover the period of your enrolment. Pollard English will try, but is under no obligation to, remind students of renewals.
- Any school-aged dependants, accompanying students to Australia, must attend school by paying full-fees, whether they are enrolled in either a government or non-government school. Updated information on fees can be found at: http://www.schools.qld.edu.au/gotoschool/intnl_students/index.php
- For information about private schools please check their web sites.
- Follow Pollard English policy and government regulations with respect to restrictions for transferring between registered training providers.
- Please note that Pollard English is required to advise DHA if a student does not meet any of the conditions outlined in the *Education Services for Overseas Students (ESOS) Act 2000*.

Note: Every student has the right to access Pollard English's policies and procedures. Most policies and procedures are provided on the Pollard English website, but if the student

requires other policies and procedures, they can contact the Student Services Officer for more details.

22. Discipline and Student Dismissal

Pollard English is committed to providing a learning environment that provides the best chance for students to meet their learning objectives. To ensure such a learning environment is provided, all students have rights as well as rules, responsibilities and conduct guidelines they must follow. Pollard English may initiate disciplinary action for breaches of these rules, responsibilities and conduct guidelines.

Pollard English may suspend or cancel a student's enrolment in the following instances:

- Breach of Pollard English's student rules, responsibilities and conduct.
- Unsatisfactory course progress
- Unsatisfactory attendance
- Not paying fees on time
- Regular breaches or a serious breach of Pollard English's student rules, responsibilities and conduct.
- Attending any Pollard English course or activity under the influence of alcohol or drugs.
- Posing a threat to Pollard English staff, students or property.

Procedure

Pollard English has a disciplinary procedure which includes the following steps. However, depending on the nature of the breach, some of these steps may be skipped and the student can be instantly suspended or dismissed from the course of study.

Step 1 – Verbal warning

Used in the first instance of a breach of Pollard English's student rules, responsibilities and conduct. The warning may be issued by any Pollard English staff member, a record made in the student's file and the DIRECTOR/DOS will be advised on this matter. The student will be given an opportunity to respond. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, details of the incident will be recorded on the student's file for future reference.

Step 2 – Written Warning Letter

Used for the second occurrence of a breach of Pollard English's rules, responsibilities and conduct. The student will be required to meet with the DIRECTOR/DoS at this stage. Where

it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student will be given an official warning letter and advised that further breaches may lead to suspension or dismissal. The student will also be advised that a suspension or cancellation of enrolment for further breaches will be reported to Department of Home Affairs (DHA) via PRISMS.

Details of the interview and a copy of the warning letter is given to the student and will be kept on the student's file for future reference.

Step 3 – Intention to Suspend Enrolment

Used for the third or subsequent breach of Pollard English's student rules, responsibilities and conduct or for any breach considered serious by the DIRECTOR. The student will be required to meet with the DIRECTOR at this stage. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student will be suspended for a period of time determined by the DIRECTOR. Details of the interview and a copy of the suspension letter are given to the student and a copy will be kept in the student's file. DHA may be advised regarding this suspension.

Step 4 – Intention to Cancel Enrolment/Report

Used where a student has previously been suspended for a breach considered as very serious by the DIRECTOR. The student will be required to meet with the DIRECTOR. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student's enrolment may be cancelled. Details of the interview and a copy of the cancellation letter will be given to the student and a copy kept in the student's file. DHA will be advised of this cancellation through PRISMS, where a suspension or cancellation of enrolment occurs, all facts will be kept confidential, unless the DIRECTOR deems the student to be a risk to Pollard English students or staff. In these instances, information may be disclosed to a few selective people to reduce or manage future risks.

In cases where disciplinary action involves suspension or cancellation of the student's enrolment, the student will be notified in writing and given twenty (20) working days to access Pollard English's internal Complaints and Appeals process. If the student uses Pollard English's internal Complaints and Appeals process, the suspension or cancellation will not take effect until the appeal process is completed. However, in situations where the DIRECTOR considers there is a risk to the safety of Pollard English staff and/or students, or there is a risk to a productive learning environment on Pollard English premises, the suspension or cancellation may take effect immediately.

For overseas students, the change in enrolment status due to suspension or cancellation will not be reported to the DHA until twenty (20) working days (to lodge an appeal) has expired, or, in the event of an appeal being lodged, until this appeal has been dismissed or processed completely by all relevant parties involved.

Furthermore, if the student is not satisfied with the internal appeal outcome she/he has the right to take it to the Ombudsman. Pollard English will keep the student's status enrolled in the Pollard English course until the external appeal process is fully completed.

23. Student Transfer Policy and Procedure

This policy applies to international students only.

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, POLLARD ENGLISH will not knowingly enrol a student transferring from another education provider prior to the student completing six months of their principal course.

A student may apply to transfer to another provider after they have completed at least six months of their principal course. In the case of a package of courses for example, Cert III, Cert IV and finally Diploma, the principal course is the highest level course – the Diploma.

The only exceptions are the circumstances outlined in the National Code 2018.

This policy sets out the procedure for assessing requests from students to transfer into and out of our college prior to the student completing six (6) months of their principal course.

The circumstance in which we release a student prior to completing six (6) months of their principal course will be assessed as detailed in this documented procedure.

The timeline for a response to application for transfer into and out of Pollard English will be ten (10) business days from the date we have received the transfer application form. The form will be date stamped and signed as received by the Student Service Officer and in their absence by the Director of Studies.

This Student Transfer Policy is made available to all students and staff and clearly details the circumstances in which a transfer will and will not be granted.

Note: this policy has not been developed to cater for students under the age of 18 years. POLLARD ENGLISH does not enrol students under the age of 18 years.

Procedure

Transferring to POLLARD ENGLISH

The student requests to transfer into our college

The Student Transfer Policy has been developed primarily to cater for international students holding a student visa and outlines the process regarding transfer between providers.

Noting that we require the transferring student to complete the Student Transfer Application form and provide supporting evidence.

Application Process

A student wishing to transfer to POLLARD ENGLISH from another college must complete the Student Transfer Application form, available on our website or available from reception or from the Director of Studies.

Once completed, this document together with supporting evidence must be submitted to Pollard English for assessment. The application will be assessed within the timelines listed below.

Processing Timelines

The student's request will be assessed within ten (10) business days of application. Students who are transferring from another college and have not completed a minimum of six (6) months of their principal course will require a *release letter* from the previous college and other appropriate documentation. All documentation and information must be placed in the student's records.

Decision

A formal decision will be provided to the student within the above timeline. The decision might be to:

1. approve transfer request
2. refuse transfer request or
3. to request more information from the student and require a resubmission of application with further documentation.

Process

The student will need to provide formal evidence that they have completed a minimum of 6 months of their principal course. If this is not provided, POLLARD ENGLISH will not enrol them unless they have been released from their current provider or if any of the sub sections in the National Code 2018 have been met.

The DIRECTOR will complete the investigation to ensure the course detailed by the student is in fact the principal course, this could easily be completed via checking dates on the student's visa. In the case where the student has enrolled in a package of courses for example, Cert III, Cert IV and finally Diploma, the Diploma is the principal course.

Therefore, if the student has only completed the first qualification – Certificate III - then this would not be considered as acceptable to enrol the student without being released from the prior college.

Grounds for Accepting Students

There are several circumstances where a student transfer is acceptable:

In the case that the original registered provider has ceased operations or has ceased to be registered or the course in which the student is enrolled has ceased to be registered, then POLLARD ENGLISH may enrol the student before completing a minimum of six months of the principal course.

In assessing an application for transfer, POLLARD ENGLISH further investigates the previous provider to ensure they have actually ceased to be registered in providing the course in which the student was enrolled. Checks can be completed by going to the Department of Education website: www.cricos.education.gov.au . Once POLLARD ENGLISH has completed the investigations and verified that the provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered, the next step is to interview the student and then complete the enrolment process.

In the case that an international student wishes to enrol with POLLARD ENGLISH and they have not completed at least 6 months of the principal course, but have supplied evidence/information regarding the release (i.e., email from previous provider), POLLARD ENGLISH would accept this as evidence of release. The student will then follow the standard enrolment procedures regarding entry requirements for the course of enrolment and supplying appropriate documentation in support of their application.

Where the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course and the student has provided evidence to support this statement, Pollard English will further investigate the evidence and if validated, will follow its Student Transfer Policy to enrol the student in the course of their choice.

In the case where the international student is government sponsored and the student has requested a transfer to POLLARD ENGLISH without first completing the minimum six months of the principal course at the other registered provider, this transfer request would be approved with formal advice and approval from the government sponsor who has stated that they consider the changes to be in the student's best interest. Evidence will be attached to the student's file and detailed in PRISMS when creating the CoE.

Conditional Offer

In some cases, a student may not have completed six months of their principal course, but may still wish to transfer to POLLARD ENGLISH. In this circumstance POLLARD ENGLISH will provide the student with a Conditional Offer Letter which clearly details that the letter is

only a Conditional Offer Letter, contingent on the student providing evidence of release from their current college. Once the student has provided the information from their current provider, it will be validated by the DIRECTOR.

Enrolment

Once the transfer has been approved, the DIRECTOR will complete the final enrolment documentation and update PRISMS with the student's data creating the CoE.

Procedure - Transferring from POLLARD ENGLISH

Students seeking to transfer to another college

Students wishing to transfer to another provider prior to completing a minimum six (6) months of their principal course and requesting to be released, must firstly access this policy to ensure they are aware of the requirements for release. The student must then complete the Student Release Application form and attach the Letter of Offer from the other registered provider and/or other supporting documentation.

Application Process

The application and supporting evidence will be assessed in accordance with our Student Transfer Policy. Should the documentation be assessed as a valid enrolment offer in line with our policy and the National Code Standards, POLLARD ENGLISH will grant the student a release – which will be recorded on PRISMS. This ends our responsibility for the student. The student will formally acknowledge our decision and acceptance of release.

POLLARD ENGLISH will formally notify the student of the date it will be cancelling their CoE via PRISMS and that they should contact DHA to advise of the change of the registered provider, as this may affect their student visa.

An email will be sent to the students, containing the information regarding the release and the date of cancellation of their CoE. This will be issued at no cost to the student.

Once the email is sent to the student, POLLARD ENGLISH will deem that the student was informed of the decision for release and cancellation of CoE.

Release Not Granted

A release will not be granted under the following circumstances:

1. The student has not provided a Letter of Offer from another provider
2. Documentation is either inaccurate and/or incomplete
3. Where it may jeopardise the student's progress through a course
4. Work commitments have been provided as a reason
5. Travel to and from campus has been provided as a reason
6. The student is using the release as a means to avoid being reported to DHA for failure to meet our requirements
7. The student does not want to study the course they are enrolled in anymore

8. There is a lack of sufficient documentation in support of their claim for compelling or exceptional circumstances
9. It is considered detrimental to the student to allow the release
10. The student has outstanding fees owing to Pollard English

Complaints and Appeals

In the event that POLLARD ENGLISH does not allow a release, we will provide a formal reason for our decision and the student has the right to access our complaints and appeal process.

24. International Student Engagement Policy

POLLARD ENGLISH ensures it provides all relevant information to students prior to enrolment in line with the requirements in National Code Standard 2.1 to ensure students can make an informed decision about studying at Pollard English. This will be done through the marketing materials and includes the following information:

- all requirements for acceptance into a course, including:
 - the minimum level of English language proficiency,
 - educational qualifications or work experience required and
- course content and duration, modes of study and assessment methods.
- campus location(s) and a general description of facilities, equipment, and learning and library resources available to students.
- course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.
- information about the grounds on which the student's enrolment may be deferred, suspended or cancelled.
- a description of the ESOS framework made available electronically by the Department of Education
- relevant information on living in Australia, including:
 - indicative costs of living
 - accommodation options, and
 - where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

Procedure

- Marketing information is to provide all relevant information (in line with the requirements in National Code Standard 2.1) to students prior to enrolment to ensure students can make an informed decision about studying with POLLARD ENGLISH.
- Formal engagement of any Education Agent will include the proviso that they provide prospective students with marketing materials with sufficient information (in line with the requirements in National Code Standard 2.1) so they can make an informed decision about studying with POLLARD ENGLISH.

25. Formalisation of Enrolment Policy for International Students

Pollard English will enter into a written agreement with each student prior to accepting any payments from the student. Each agreement will have as a minimum the following points:

- identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment,
- provide an itemised list of course fees payable by the student,
- provide information in relation to refunds of course fees,
- set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition, and
- advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course,

In relation to **refunds**, the following information will be contained:

- amounts that may or may not be repaid to the student (including any course fees collected by education agents on behalf of the registered provider),
- processes for claiming a refund,
- a plain English explanation of what happens in the event of a course not being delivered, and
- a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

Pollard English, as part of the formalisation process, will advise each potential student of the circumstances in which personal information about the student may be shared with others.

Pollard English will not accept course fees from any student until the student has accepted and signed the agreement (Letter of Offer).

Communication Knowledge Integrity Excellence

Pollard English may accept course fees received at the same time as the verification of acceptance (for example, if a student sends a signed acceptance with an accompanying payment or brings the payment along with the accepted agreement into Pollard English's office).

If Pollard English receives course fees sent by mail (for example, by cheque or money order) before receiving the accepted written agreement, Pollard English will not use the money. Pollard English will immediately contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until the provider receives the accepted written agreement from the student.

26. CONSENT TO USE STUDENT IMAGES, RECORDINGS, DOCUMENTS AND/OR ARTWORK

During the course of your studies at Pollard English, students/staff will produce a variety of work. From time to time, sound recordings, photographs or video images of students and their learning are taken at Pollard English or in an excursion or a study activity. These works/photos/images/videos/audio recordings may be used in class activities or could be published by Pollard English in documents, Pollard English brochures, magazines, newsletters, displays, journals, professional development materials for trainers, or on Pollard English's website (www.pollardenglish.edu.au)

You will be provided with a form to sign asking for your consent before including you in any such publication or display. In most circumstances the material will not include any personal information regarding you or the student's identity or may include a given name only.

This form is valid for two years from the date you sign it, or for the period of time you are at Pollard English. The consent will automatically expire after that time. Your consent may be withdrawn at any time in writing.

Pollard English will not use the personal details or full names (which means given name and family name) of any student/staff in a photographic image on video, on our website, in our school prospectus or in any of our other printed publications without prior consent. For example, we may only include the full name of a student in a newsletter if the student has won an award and granted permission.

Pollard English will not include personal e-mail or postal addresses, telephone or fax numbers on video, on our website, in our school prospectus or in other printed publications.

Pollard English may use group or class photographs or footage with very general labels, such as "a practicum lesson" or "study tour".

Pollard English will only use images of students/staff who are suitably dressed, to reduce the risk of such images being used inappropriately.

27. Defer, suspend, cancellation application process

Students must complete the: Defer, suspend, cancellation application Form (available from

Pollard English Student Handbook V1.4 October 2024

reception or Director of Studies). Once the application is completed it must be submitted to the DIRECTOR / Director of Studies through the Student Services Officer, a formal response will be provided within 5 business days from the Director of Studies. Applications must be submitted at least 10 business days before the deferral, suspension or cancellation date for the application to be processed.

Student request for deferral and / or suspension of studies

Where a student has applied for a deferral or suspension of their studies due to compassionate or compelling circumstances, POLLARD ENGLISH will in accordance with its policy, assess the circumstances and grant or decline the student's request.

POLLARD ENGLISH will only defer or temporarily suspend the enrolment of the student on the grounds of:

- compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
- misbehaviour by the student

The following is a list of acceptable circumstances (not exhaustive) where we would approve application:

- Unavailability of the Program
- Inability to commence study on commencement date due to student visa delay (international students only)
- Serious illness or injury, (a medical certificate must be provided stating that student is unable to attend class)
- Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided)

- A traumatic experience such as witnessing a serious accident or witnessing or being victim of a serious crime (police report must be provided)
- A major political upheaval in the student's home country which requires emergency travel that will affect student studies (international students only)
- A natural disaster in the student's home country which requires emergency travel that will affect student studies. (International students only)

Students may defer or suspend their studies for up to one term (one study period) for compelling or compassionate circumstances. Documented evidence is required.

The DIRECTOR / Director of Studies will convene a meeting with the student to discuss the application. Documented evidence must be provided by student to validate the claim. A formal response will be provided within 5 business days.

International students

Regardless of whether the suspension of enrolment is the result of a student request for suspension or provider-imposed suspension of enrolment due to misbehaviour, the period of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations.

Student Visa

Deferral, suspension or cancellation of enrolment may affect the student's Visa. As such, we will refer the student to the Department of Home Affairs (DHA) website or helpline (131 881) for information, and the local DHA office for advice, on how the potential change to enrolment status may impact upon his or her visa.

In the case that a student's enrolment is deferred, suspended or cancelled we will notify Department of Home Affairs via PRISMS of the change in enrolment.

Please note that misbehaviour by the student may also be grounds for cancellation of studies.

Student request for cancellation of enrolment

Students who request cancelling their enrolment to go to another college must follow the 'Student Transfer Policy' and complete the appropriate documentation.

Students cancelling enrolment to return to their home country must complete the "Defer, suspend, cancellation application form" and supply supporting evidence such as airline ticket and departure date.

POLLARD ENGLISH will notify the Department of Home via PRISMS of changes to a student's enrolment within 10

business days of duly received, signed and dated documents provided by the student.

Should POLLARD ENGLISH reject the cancellation application, the student will receive a refusal email/letter and have the right to access CHC Services' internal complaints and appeals

process within 20 working days of the date of the refusal.

Fees will be refunded (if applicable) in accordance with our Refund Policy.

Provider initiated suspension or cancellation of student's enrolment

Misbehaviour by the student may result in the suspension or in the worst-case scenario, the cancellation of enrolment. POLLARD ENGLISH may suspend further study or cancel enrolment for both academic and non-academic misconduct.

Misbehaviour

The DIRECTOR / Director of Studies will convene a meeting with the student to discuss the misbehaviour by the student.

If CHC Services, the provider initiates the suspension or cancellation of a student's enrolment, POLLARD ENGLISH will formally notify the student of its intention and allow the student 20 working days to access CHC Services' internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student applies. The severity of the individual case will decide whether the enrolment should be suspended or cancelled.

In cases of student misbehaviour of a criminal nature: POLLARD ENGLISH will inform the police of any suspected or alleged criminal activity. To assist DHA, POLLARD ENGLISH will give as much information as possible regarding any criminal activity when it suspends or cancels the enrolment of the student.

Non-Payment of tuition fees

Student's enrolment can also be suspended or cancelled for not paying tuition fees as per the payment schedule. Pollard English will give two warnings to student(s) whose fees are due and will also provide a support mechanism in terms of flexible payment options if the student is having financial constraint. However, if this non-payment problem persists for a month from the date of the first warning letter, the student is given a final intention to report letter and as per the date stipulated in this letter, the student will be reported to DE/DHA for non-payment of tuition fees.

Procedural fairness

In the case where a student has been regarded as misbehaving or breached the Pollard English Policies and Procedures, until all due investigation is completed, the student will be treated as innocent of any allegations until investigations are completed.

Provider's grounds for deferment of commencement studies

This may be granted on the grounds of compassionate or compelling circumstances.

Non-Commencement reporting by POLLARD ENGLISH (International students)

POLLARD ENGLISH can report students for non-commencement of studies on PRISMS in following two scenarios:

- If the student cannot start their course on the course commencement date Pollard English will report all students under this category for non-commencement of studies on PRIMS after 14 working days. 14 days will be calculated from the course commencement date. This action will cancel the student's current eCoE.
- During the course of study, Pollard English can also report students as inactive student (Student notifying cessation of studies) and cancel their CoE on PRISMS if they fail to come back after a scheduled term break. Pollard English will report all students under this category after 14 days from the date of course/term commencement. This is applicable to students who are in the middle of the course and is also applicable to students who have completed one course and are due to start a new course.

Recording a Deferment, Suspension or Cancellation - CoE Outcomes

There are three different outcomes for the student's Confirmation of Enrolment:

- The provider notifies DET/DHA through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE. In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e., the student's COE status will still be listed as 'studying'. However, the notice of deferral or suspension will be recorded in PRISMS and sent on to DHA. This information will be kept in the student personal file for future reference.
- The provider notifies DET/DHA through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a more appropriate end date. If the provider does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new CoE.

The provider notifies the Department of Home Affairs through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'. **National Code 2018**

Standard 9

Students must complete the *Defer, Suspend, Cancellation Application* form (available from reception or Director of Studies). Once the application is completed it must be submitted to the DIRECTOR / Director of Studies through the Student Services Officer, a formal response will be provided within 5 business days from the Director of Studies. Applications must be submitted at least 10 business days before the deferral, suspension or cancellation date for the application to be processed.

Procedure

Student request for deferral and / or suspension of studies

Where a student has applied for deferral or suspension of their studies due to compassionate or compelling circumstances, POLLARD ENGLISH will in accordance with its policy, assess the circumstances and grant or decline the student's request.

POLLARD ENGLISH will only defer or temporarily suspend the enrolment of the student on the grounds of:

- compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
- misbehaviour by the student

The following is a list of acceptable circumstances (not exhaustive) where we would approve an application:

- Unavailability of the Course
- Inability to commence study on commencement date due to student visa delay
- Serious illness or injury, (a medical certificate must be provided stating that student is unable to attend class)
- Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided)
- A traumatic experience such as witnessing a serious accident or witnessing or being victim of a serious crime (police report must be provided)
- A major political upheaval in the student's home country which requires emergency travel that will affect student studies
- A natural disaster in the student's home country which requires emergency travel that will affect student studies.

Students may defer or suspend their studies for up to one term (one study period) for compelling or compassionate circumstances. Documented evidence is required.

The DIRECTOR / Director of Studies will convene a meeting with the student to discuss the application. Documented evidence must be provided by the student to validate the claim. A formal response will be provided within 5 business days.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or provider-imposed suspension of enrolment due to misbehaviour, the period of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations.

Student Visa

Deferral, suspension or cancellation of enrolment may affect the students Visa. As such, we will refer the student to the Department of Home Affairs (DHA) website or helpline (131 881) for information, and the local DHA office for advice, on how the potential change to

enrolment status may impact upon his or her visa.

Student request for cancellation of enrolment

Students who request cancelling their enrolment to go to another college must follow the 'Student Transfer Policy' and complete the appropriate documentation.

Students cancelling enrolment to return to their home country must complete the "Defer, Suspend, Cancellation Application" form and supply supporting evidence such as airline ticket and departure date.

POLLARD ENGLISH will notify DoHA via PRISMS of changes to a student's enrolment within 10 business days of duly received, signed and dated documents provided by the student.

Should POLLARD ENGLISH reject the cancellation application, the student will receive a refusal letter and have the right to access POLLARD ENGLISH internal complaints and appeals process within 20 working days of date on refusal letter (allow extra 3 days for postage).

Fees will be refunded (if applicable) in accordance with our Refund Policy.

Provider initiated suspension or cancellation of student's enrolment

Misbehaviour by the student may result in the suspension or in the worst-case scenario the cancellation of enrolment. POLLARD ENGLISH may suspend further study or cancel enrolment for both academic and non-academic misconduct.

Misbehaviour

The DIRECTOR / Director of Studies will convene a meeting with the student to discuss the misbehaviour of the student.

If POLLARD ENGLISH initiates the suspension or cancellation of a student's enrolment, POLLARD ENGLISH will formally notify the student of its intention and allow the student 20 working days to access Pollard English internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student applies. The severity of the individual case will decide whether the enrolment should be suspended or cancelled.

In cases of student misbehaviour of a criminal nature: POLLARD ENGLISH will inform the police of any suspected or alleged criminal activity. To assist DoHA, POLLARD ENGLISH will give as much information as possible regarding any criminal activity when it suspends or cancels the enrolment of the student.

Non-Payment of tuition fees

Student's enrolment can also be suspended or cancelled for not paying tuition fees as per the payment schedule. Pollard English will give two warnings to student(s) whose fees are due and will also provide a good support mechanism in terms of a flexible payment option if the student is having financial constraints. However, if this non-payment problem persists for a month from the date of the first warning letter the student is given a final intention to report letter and as per the date stipulated in this letter the student will be reported to DE/DHA for non-payment of tuition fees.

Procedural fairness

In the case where a student has been regarded as misbehaving, until all due investigation is completed the student must be treated as innocent until they have admitted liability or via other evidence such as bona fide witnesses.

Provider's grounds for deferment of commencement studies

This may be granted on the grounds of compassionate or compelling circumstances.

Non-Commencement reporting by POLLARD ENGLISH

POLLARD ENGLISH can report students for non-commencement of studies on PRISMS in the following two scenarios:

- If the student cannot start their course on the scheduled commencement date, Pollard English will report all students under this category for non-commencement of studies on PRISMS after 14 working days. 14 days will be calculated from the course commencement date. This action will cancel the student's current eCoE.
- During the course of study, Pollard English can also report students as an inactive student (student notifying cessation of studies) and cancel their CoE on PRISMS if they fail to come back after a scheduled holiday. Pollard English will report all students under this category after 14 days from the date of course/term commencement. This is applicable to students who are in the middle of the course and is also applicable to students who have completed one course and are due to start a new course.

Recording a Deferment, Suspension or Cancellation - CoE Outcomes

There are three different outcomes for the student's Confirmation of Enrolment (CoE):

- The provider notifies DET/DHA through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE. In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e., the student's COE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent to DHA. This information will be kept in the student admin file for future reference.

- The provider notifies DET/DHA through PRISMS that it is deferring or suspending a student’s enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a more appropriate end date. If the provider does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new CoE.

- The provider notifies DHA through PRISMS that it wishes to permanently cancel (terminate) the student’s enrolment. Once this process is complete, the student’s CoE status will be listed as ‘cancelled’.

28. Unique Student Identifier (USI) Policy and Procedure

In July 2014 the *Student Identifiers Act 2014* was approved and came into effect from the 1st January 2015. All international students on a student visa studying in Australia from 1st January 2015, will be required to have a Unique Student Identifier (USI). A USI is a unique reference number made up of numbers and letters. The USI will allow Students online access to their records through their online USI account. In respect of certificates relating to ELICOS courses being issued by POLLARD ENGLISH, the following rules apply:

- POLLARD ENGLISH must **not** include the Student’s USI on the certificate or statement of attainment. This requirement is specified within the *Student Identifiers Act 2014*.
- Any USI provided to POLLARD ENGLISH by a student must be **verified** with the USI Registrar. This may be achieved by inserting the USI into the Student details within RTO Data and changing the USI status to “Verify”. RTO Data will verify any records with the USI Registrar with this status every 30 seconds. Once verified the status will have changed to “Valid”. If the status does not change to valid then one of the following student details may be incorrect:
 - First name
 - Last name
 - Date of Birth
 - The Unique Student Identifier

These are the only data elements used to verify a USI so if it does not verify then one of these elements is incorrect. A common error is the abbreviation of the student’s name. The student may have registered their USI with the first name of “Benjamin” but has completed the enrolment application form with the first name of “Ben”. The first name provided by the student must align exactly with the name they provided when they registered their USI.

Student Identifier details and all related documentation under the control of POLLARD ENGLISH **must be kept secure**. This includes the information stored within college Data. User profiles and

password protections to Data are to be used in order to prevent any unauthorised access to USI information. Where POLLARD ENGLISH assisted the student to create their USI, additional details such as the students Driver's Licence information will have been collected and stored within the college Data - Document Verification System (DVS). Once the student's USI has been successfully created, these details within the DVS are automatically removed (deleted) from the database. This is a requirement of the USI legislation and is aimed at protecting the student's privacy. Further information on the Unique Student Identifier can be accessed via the following website: <http://usi.gov.au/Training-Organisations/Pages/training-organisations.aspx>

29. Work Health and Safety (WHS) Policy and Procedure

Pollard English Language Centre has policies and procedures to ensure that staff, students, visitors and guests are provided with a safe environment in accordance with the Work Health and Safety Act (2011).

This policy applies to all employees, students and contractors. On entering the workplace of POLLARD ENGLISH visitors, clients and customers will be required to comply with this policy.

Management is held accountable for their performance in managing Work Health and Safety in areas under their control.

It is Pollard English Language Centre's policy that with the allocation of resources a high priority should be given to items with significant WHS implications.

WHS issues must be included in the meeting agendas at regular intervals and agenda items tabled in meeting minutes.

While the DIRECTOR has the final responsibility for the WHS of staff at Pollard English Language Centre, all managers are responsible for planning, implementing and maintaining WHS standards and practices in all areas and activities under their control.

Procedure

All staff are responsible for enacting this policy and it is their responsibility to safeguard the welfare of, and to provide a healthy and safe environment for fellow staff members, students, visitors and contractors and to ensure that the standards and practices adopted conform to statutory requirements.

Management should:

- Lead by example in relation to work health and safety standards and awareness.
- Appoint appropriately trained emergency personnel.
- Address health and safety issues raised.
- Ensure that all staff, students, visitors and contractors receive a safety induction that includes information pertaining to emergency response procedures and personnel.
- Ensure that all staff, students, visitors and contractors receive pertinent information, instruction and training necessary for them to perform work safely.
- Ensure that adequate emergency equipment is provided and properly maintained, that regular training in the use of the equipment is carried out and that at least two emergency evacuation exercises per annum take place.
- Completed random WHS audits at least quarterly.
- Complete full site WHS audits annually.

Managers have a particular responsibility for ensuring that the work for which they are responsible is carried out in ways which safeguard the work, health and safety of staff, students in their charge and contractors.

While responsibility for work health and safety at POLLARD ENGLISH is a prime function of all levels of management, each member of staff has an overriding moral and legal responsibility for ensuring that his or her own work environment is conducive to good work health and safety by:

Safety Officers

Management is responsible for appointing a suitable safety officer for the areas under their control. The safety officer is deemed to be the employer's representative (as required by the WHS Act) at the local level. Safety Officers should be free to devote as much time as necessary to work health and safety matters. All staff should have direct access to their safety officer.

The main role of a safety officer is to act as a local point for all work health and safety matters arising at the particular location.

All accidents or near occurrences must be reported. **An Incident Report Form** must be completed and submitted to the DIRECTOR in the case of an injury or near miss occurring. Any staff member or student can complete this form.

30. Completion within the Expected Duration of Study (International Students)

POLLARD ENGLISH, at all times, monitors the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's CoE(s).

POLLARD ENGLISH only enables students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

Repeating a Level

If a student fails to be deemed competent in that level, the student must repeat it.

Students may be permitted to repeat a unit of competence more than once where the failure is due to illness, evidenced by a medical certificate, or other exceptional circumstances beyond the control of the student, e.g., bereavement.

Procedure

Monitoring Progress to Ensure Students Complete within the Expected Duration

- Student enrolls with Pollard English
- Student course progress is monitored on a regular basis through the review of attendance, participation, weekly formatives, mid-course summative and final summative to ensure completion within the time frame
- Student course progress is satisfactory
- No change in course length required

Student files will be maintained at all times and may include the following; a student's course enrolment type, documents relating to any compassionate and compelling circumstances that have interfered with the student's ability to complete the course within the expected duration, documents relating to any approved deferment or suspension, documents that relate to the student's poor academic progress and action taken to intervene.

Altering the Students CoE, and Reporting Students to DHA

POLLARD ENGLISH will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

1. compassionate or compelling circumstances (e.g., illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)

2. the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or

Where there is a variation in the student's load which may affect the student's expected duration of study, POLLARD ENGLISH will:

1. continue to monitor student course progress to ensure completion within time frame,
2. implemented Intervention strategy to help the student complete the course as best as possible within the required time frame,
3. if necessary, increase the course length to enable student to meet academic progress requirements,
4. record any variation and the reasons on the student file,
5. correctly report the student via PRISMS and/or issue a new CoE.

31. Critical Incident Policy and Procedure

National Code 2018 Standard 6

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. This policy details the procedure for dealing with a critical incident including: reporting, approach, action, support, media, counselling services, teaching, evaluation and follow-up, review and return to normality.

The National Code defines a critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.' A critical incident would include any of the following:

- Death of student or any threat of such
- Missing student
- Natural disaster
- Acts of terrorism
- Fire, bomb threat, explosion
- Issues of domestic violence, sexual assault
- Drug or alcohol abuse
- Severe verbal aggression
- Psychological aggression
- Serious injury or any threat of such

Procedure

The Student Orientation Program includes information regarding the Critical Incident Policy and associated procedures covering actions to be followed in the event of a critical incident.

Actions to be taken when a critical incident occurs

- If a Critical Incident has or is occurring the first response staff member should take action to:
 - secure the safety of staff and students and themselves
 - then contact the emergency services (if fire, police or ambulance is required)
 - then contact the Director of Studies
 - contact the Critical Incident Team (if Critical Incident Team members are not in attendance at college, contact them on their emergency numbers)
- The Critical Incident Team will meet and assess the incident with regard to first response actions and risk to the safety of all staff, students and others.
- If an associated risk is still active, they will action a strategy to implement further measures which may include identifying emergency response requirements and further action to ensure staff, students and others are removed from harm's way
- A member of the Critical Incident Team will contact emergency services (fire, police, ambulance) and relevant external bodies if necessary
- The Critical Incident Team will determine the arrangements for informing staff, students and stakeholders of the incident.
- Media response will be dealt with by the Course Coordinator; staff are not to provide any comments to the media with regard a critical incident

If trauma was experienced by individuals, a session will be organised with our Counsellor and further support provided to assist the student.

After the Event

1. When the risk has passed, the first response staff member will complete the Critical Incident Report.
2. The Director will convene a meeting with the Critical Incident Team and finalise the Critical Incident Report.
3. The Director will notify DHA as soon as possible after the incident, this may include reporting via PRISMS.
4. The Critical Incident Team will review the incident and evaluate the response and actions required for completion.
5. If changes are required to policies and procedures, these will be made via documenting the critical incident report form and actioning a corrective action.



32. Student Handbook Acknowledgement Form

(This form must be signed and returned to Pollard English at Orientation)

I, _____, have read and understood the
Pollard English Student Handbook.

I acknowledge that this information is made available to me on the Pollard English website and/or by email.

Declaration

I hereby declare that I have read and understood all pages of the Student Handbook.

I acknowledge that Pollard English staff explained in full the content of this Handbook at Orientation.

I declare that during my studies with Pollard English, I will follow and abide by the rules, policies and procedures outlined in this Handbook.

Name (print) _____

Signature: _____

Date: _____