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**RTO Number: 45115;
CRICOS Provider Code: TBA**

International Students Handbook

XPERT
SOLUTIONS



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Campus Address:

**Section 1, Level 4, 169 Liverpool Street,
Hobart, TAS 7000**

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www.xpert.edu.au



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Welcome

Welcome you to Xpert Solution Pty Ltd trading as Xpert Solution.

At Xpert Solution you will meet your trainers who are academics with the current industry-relevant experience to teach and train you applied or essential skills for the labour market, which includes the balance between theory and practice.

Whenever you need support in your studying with us or in your living in Australia, all our staff at Xpert Solution will be very happy to help. You can have easy access to the Student Services Officers on campus or via email. When you feel struggling with your study, you can meet our Student Welfare Officer, Learning adviser or English Help Officer.

Good luck with your study at Xpert Solution.





Our campus

Hobart campus

Hobart is a unique place. Studying here, you will find yourself immersed in a beautiful city surrounded by Tasmanian nature. Hobart is a popular city for those who love arts, entertainment and sport, as well as the natural environment; with hiking, mountain climbing, and other outdoor activities considered popular attractions. Our campus in Hobart is in the heart of the city, literally just a few steps from the bus stop. It is close to the main shops, restaurants and cafes and with open, green spaces all within reach. Our students have access to direct bus route to the campus, Bicycle racks, Disabled access, lifts and wheelchair accessibility throughout the campus premises, Cafes, Modern teaching and learning facilities, Supportive academic and student services team and copying and printing facilities.

Google Maps link:

<https://goo.gl/maps/epRBhrnZmM7CFohN8>

Student Code of Conduct

Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Xpert Solutions holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Xpert Solutions on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Students' responsibilities

All students, throughout their training and involvement with Xpert Solutions, are expected to:

- All students need to bring own laptop during school attendance, so that could assess the campus online learning resource



- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Xpert Solutions in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Xpert Solutions if any difficulties arise as part of their involvement in the program.
- Notify Xpert Solutions if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

Qualification Pathways

Vocational Education & Training (VET) qualifications are aligned to the Australian Qualifications Framework (AQF), which is the framework for all qualifications in Australia across the school, VET and Higher Education sectors. One of the key objectives of the AQF is to facilitate pathways to, and through, formal qualifications.

AQF qualifications link with each other in a range of learning pathways between schools, VET providers and providers of higher education. The AQF provides for flexible, transparent and systematic learning pathways and for the removal of boundaries between educational sectors.

Foundation Skills & LLN Test

Foundation skills are the combination of two frameworks:

- The Australian Core Skills Framework (ACSF) which includes English language, literacy and numeracy skills, learning and communication skills; and
- The Core Skills for Work Framework that includes non-technical skills, knowledge and understandings that underpin successful participation in work. These skills are often referred to as employability or generic skills. They include skills such as problem solving, collaboration, self-management, communication and information technology skills, and skills for work required for participation in work, the community and education and training.

Foundation skills are incorporated into all competency-based training programs, and you need to demonstrate competency in these as well as your technical competencies. All new students to the Xpert Solution are required to take the LLN (language, literacy and numeracy test) as



part of the orientation program. Based on the LLN test results, student study gaps will be diagnosed and on-campus

Certification

Qualification

A qualification is issued when the student has completed all requirements as listed in the course information. The qualification certificate does not list the modules or units of competency completed (these are listed on the Academic Transcript).

Academic Transcript

The Academic Transcript is a full record of all of the units of competence, which comprise the training program. It provides a listing of your assessment results for each unit of competency.

The following results are used to record Unit outcomes on the Academic Transcript:

- **Competent:** The student has demonstrated competency in all learning outcomes for that unit, either through a learning or recognition pathway.
- **Not Yet Competent:** The student has been assessed and has not demonstrated competency in all of the learning outcomes for an individual unit.
- **Withdrawn:** The student has withdrawn after one quarter of the way through the unit and has not completed all required learning outcomes.
- **Exempt:** The student has been granted a credit transfer from studying the unit due to previous study.
- **Competent via RPL:** the student has demonstrated competency via a Recognition Process.

Statement of Attainment

A Statement of Attainment is issued when candidates have partially completed the qualification. This may be done in two ways:

- The student is not competent in all units of competence required for the full qualification, or
- A package of units has been delivered from an accredited and registered program.

The code and title of all units successfully completed by the student are listed on the Statement of Attainment.

Note: If course fees have not been paid, then no qualification, Academic Transcript or Statement of Attainment will be issued until receipt of fees.

Course Provided by Xpert Solutions

CRICOS Code	Course Code and Course Name
TBA	BSB40520 Certificate IV in Leadership and Management
TBA	BSB40920 Certificate IV in Project Management Practice

Entry Requirement for the VET courses

For BSB40520 Certificate IV in Leadership and Management and BSB40920 Certificate IV in Project Management Practice:



There is no pre-requisites or specific entry requirement for this qualification. This course is available to all international students and Xpert Solutions requires that students are able to provide evidence that they:

- Are at least at age of 18 on the date of course commencement.
- Have successfully completed Australian year 11 or equivalent.
- Meet one of the following English proficiency requirements:
 - Evidence of a valid IELTS score of 6.0 or other equivalents in English Language tests including Test of English as a Foreign Language (TOEFL iBT) Minimum Score: 64, OR Pearson Test of English (PTE) minimum score: 50; , OR Cambridge English (CAE) minimum score: 169.
 - Successfully complete the pathway with recognized ELICOS providers, as determined by Xpert Solutions via exit score of IELTS score of 6.0 equivalents.
 - Students meet the English waived condition if students is one of following:
 - i. Citizen of, and Passport issued by: United Kingdom / United States of America / Canada / New Zealand/ Republic of Ireland
OR
 - ii. Minimum 5 years of study in English in: Australia/ Canada/ New Zealand/ South Africa/ Republic of Ireland/ United Kingdom/ United States of America
- The LLN test will be conducted by a suitable Trainer and Assessor or the Director of Studies.

What is USI and Why do I need it?

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

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

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

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

Visa and Conditions

Visas and conditions

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



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

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

Timetable

You will receive your course timetable on the orientation. The timetable details the commencement and completion dates for each unit and this forms the basis of your commitment to study. If completion dates are not met, your study plan will need to be reviewed and enrolment will need to be varied.

Policies and Procedures

You are encouraged to make yourself familiar with the following College policies and procedures for your rights and obligations as an Australian student visa holder. These policies and procedures are located on the College website.

- Admissions Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Course Progress Policy and Procedure
- Deferring, Suspending and Cancelling Overseas Student Enrolment Policy and Procedure
- Refund Policy and Procedure
- RPL and Credit Transfer Policy and Procedure
- Student Support Policy and Procedure
- Transfer Between Registered Providers Policy and Procedure

Campus Services

Learning Support

Xpert Solution provides academic support for all enrolled students. The learning support and academic consultation with the trainers are available on appointment and/or scheduled in the timetable. The Learning Advisor will help you develop your understanding with assessments through individual help sessions and academic workshops. Please email your academic enquiries and academic support session booking to support@xpert.edu.au.

Student Support Officer

There is no cost to access student support services provided within Xpert Solutions. There are also no costs for a referral to an external support service however accessing services outside Xpert Solutions may incur costs and student will be notified of this prior to engaging external support services.



Xpert Solutions is committed to ensure that all students receive support (wherever required) to adjust to life and study in Australia. The learning and support needs of all students is assessed upon entry into their course. Information to make this assessment is gathered through the information provided by the student on the application and/or enrolment forms, through LLN, discussion with the student during their induction/orientation to the course about how to access the support services. All support services information will be regularly reviewed to ensure it is current and accurate. Adequate academic and student support staff to student ratio would be maintained. Xpert Solutions would ensure that high quality support and assistance is provided at all times and would maintain the following ratio:

- 1:15 Academic staff to student ratio for academic and language (LLN) support.
- 1:60 Student Support Services staff to student ratio.

In an event of any support sessions having student numbers exceeding the above-mentioned ratio for academic and language support, the support sessions will be divided into groups, with each group being allocated different support sessions, with no group exceeding 1:15 ratio. The same strategy is applicable for the student Support Service staff also. If the number exceeds to the above specified ratio, additional support staff will be employed or contracted and have formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about language, academic and future progressive advice and welfare matters.

To achieve this, Xpert Solutions would contract VET trainers and assessors for the minimum duration of 20 hours every week (full time trainer/assessor) for delivery and assessing and additional 8 hours of academic support or pro-rata (whenever and wherever applicable).

Based on the Course Entry requirement, Xpert Solution only accept students meet the English proficiency requirements. However, via LLN assessment and identified student needs additional language teachers (ELICOS) will be sourced to ensure students can get sufficient (long term) Language support prior studying the course, Xpert Solution may refer students to eligible ELICOS provider in Tasmania and defer students study commencement.

Student Orientation

At the beginning of a course of study the students are to be given a short orientation and which includes the following:

- Brief on support services to assist overseas students to help them adjust to study and life in Australia.
- English Language and study assistance programs
- Legal, emergency and health services
- Facilities and resources at Xpert Solutions
- Students are informed about all relevant policies and procedures including course progress, refund and complaints and appeal (please refer to the complaints and appeal policy and procedure).
- A tour of the Institute identifying classrooms, student areas, student administration area, and any other relevant areas within the Institute such as



toilets, fire exits, and restricted areas.

- All students are to receive a copy of the 'Student Orientation Handbook' and each section explained to students.
- Services available to students with general or personal issues which are adversely affecting their education in Australia
- Services student can access for information on their employment rights and condition, and how to resolve workplace issues, such as through Fair Work Ombudsman.
- The detailed information on how to seek assistance for an report an incident that significantly impact on student's wellbeing, including critical incidents can be obtained from 'critical incident policy and procedure'

Language Literacy and Numeracy (LLN) Assessment and Support

Xpert Solutions ensures that the language, literacy and numeracy skills of each student are assessed prior to training commencement as required.

Xpert Solutions determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

Xpert Solutions offers support to:

- Students to enable them to achieve expected learning outcomes regardless of the student's place of study or the mode of study of the course, at no additional cost to the student.
- Facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.

Additional Student Support

Xpert Solutions will give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs, at no additional cost to the overseas student.

Xpert Solutions will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.

Xpert Solutions will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.



Xpert Solutions will designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.

Xpert Solutions will have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.

Xpert Solutions will ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

Xpert Solutions has implemented and maintains a Critical Incident Policy & Procedure to assist students who that could be affected in their ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

Xpert Solutions maintain a written record of any critical incident and remedial action taken by Xpert Solutions for at least two (2) years after the overseas student ceases to be an accepted student.

Xpert Solutions will:

- take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety
- provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

Counselling Staff

- Xpert Solutions employ or contracts a person or persons with formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about academic/ future progress advice and welfare matters.
- Xpert Solutions ensure that the counselling services are available and accessible by students at suitable times.

Nominated Student Support Officer

Whilst all staff employed by Xpert Solutions has the responsibility to provide support to all students, Xpert Solutions nominates a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard Institute hours of business.

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical. All Student Support Officers have access



to up-to-date details of the Student Support Services. Currently the role and responsibility this 'Student Support officer' contact detail as below:

- **Phone: +61 3 7067 5810**
- **Email: admin@xpert.edu.au**
- **Business hours: 9am -5pm Monday to Friday**
- **Office address: Section 1, Level 4, 169 Liverpool Street, Hobart, TAS 7000 Australia**

If you need to contact us after hours in case of an emergency, please call **Kanglong WANG** on **0402059815**. Please note, this number is for an emergency only.

Xpert Solutions ensures that all Student Support Officers who interact directly with overseas students are aware of obligations under ESOS framework and potential implications for overseas students arising from the exercise of these obligations.

Emergencies

For all emergencies that are life threatening, phone 000 to be attended to by the emergency services departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Dialing 000 is a free call. Please follow the instructions below for calling the emergency services:

- Dial 000.
- Ask the operator for the service needed (fire, ambulance or police).
- Wait to be connected.
- Describe the problem (be prepared to give the location/address).

If an emergency occurs at the College, notify a staff member and follow their instructions.

The Legal

Privacy

Information concerning students, including information submitted at enrolment, will be used by Xpert Solution, or other authorised organisations for the purposes of general participant administration, communication, research, statistical analysis, state and national reporting, program monitoring and evaluation. Information provided will be held securely and disposed of securely.

Xpert Solution is committed to upholding the Australian Privacy Principles:

- We will only collect information that is necessary to providing you the service we offer.
- We will collect information in a fair and lawful way.
- You will be told of why we are collecting it and who will have access to it
- We will take reasonable steps to ensure that the information we keep regarding you is accurate.
- We will take reasonable steps to ensure that your personal information is protected from misuse, loss or unauthorised access or disclosure.
- You can make a request in writing to access any information we hold about you and we shall provide access, unless access will impact unreasonably on someone else's privacy.
- If there are mistakes in the information, we hold about you, we will correct them.



- We will not request sensitive information about you. Sensitive information includes information about your health, political beliefs, religious beliefs and sexual preference.
- Some Government Funded Courses require a Medicare or passport number for eligibility purposes. In this case you will be asked to provide this information prior to course commencement.
- Where an employer has paid the course fee on behalf of the participant and all parties have signed the training plan, then we will report the participant progress to the employer on a regular basis.

Information collected about an individual learner or intended applicant in Written Agreement and Acceptance of Offer and during the student enrolment, can be provided by Xpert Solution, the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the Data Provision Requirements 2012, Xpert Solution is required to collect personal information about any individual learner or intended applicant and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Learner's personal information (including the personal information contained in Written Agreement and Acceptance of Offer and during the course of their study), may be used or disclosed by Xpert Solution for statistical, administrative, regulatory and research purposes. Xpert Solution may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys and data linkage.
- Pre-populating RTO student enrolment forms.
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

Harassment

Xpert Solution is committed to providing a safe, healthy and family and community focused working environment for all employees, contractors and visitors. Xpert Solution will not tolerate any form of harassment within the organisation under any circumstance. Xpert Solution will investigate any allegation in a fair, confidential and timely manner and take necessary disciplinary action against any employee found to be breaching this policy.

Harassment is offensive, belittling or threatening behaviour directed at an individual or group. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. Harassment is often focused on sex, cultural or racial background or disability of the individual or group.

For harassment to occur there does not have to be an intention to offend or harass. Individual incidents may seem too trivial to warrant attention, or the person subjected to harassment may



seem unaffected. Where the behaviour continues over a period and it is not addressed, however, such behaviour can undermine the standard of conduct.

Examples of harassing behaviour include:

- Offensive physical contact, derogatory language or intimidating actions,
- Insulting or threatening gestures or language (overt or implied) or continual or unwarranted shouting,
- Openly displaying pictures, posters, graffiti or written materials which might be offensive to some,
- Phone calls or messages on electronic mail or computer networks which are threatening, abusive or offensive to students/staff, or
- Sexual harassment, which can consist of any or all the following:
 - Unwelcome comments about a person's sex life or physical appearance,
 - Suggestive behaviour such as leering or ogling,
 - Unnecessary familiarity such as deliberately brushing up against a person,
 - Sexual jokes, offensive telephone calls, photographs, reading matter or objects,
 - Sexual propositions or continual requests for dates,
 - Physical contact such as touching or fondling, or
 - Indecent assault or rape (which is a criminal offence).

It is the responsibility of each person to recognise and respect the boundaries set by others. It is important to talk to a trainer or other appropriate person if you feel you are being harassed.

Access and Equity

Xpert Solution is committed to ensuring its training and courses are responsive to the diverse needs of all clients. Xpert Solution will comply with the principles of access and equity and aims to ensure that no course participant or potential participant should be disadvantaged or discriminated against based on race, sex, age, pregnancy, religion, marital status, sexuality, or physical or intellectual impairment.

Plagiarism

Plagiarism is considered one of the most serious breaches of academic honesty and will result in serious penalties. Plagiarism is the use of another person's thoughts and/or intellectual property without appropriate acknowledgment or reference. Plagiarism includes:

- Submitting, as one's own, an assessment that another person has completed.
- Using information, text, artwork, graphics or other material from any source including the Internet and presenting it as one's own without acknowledgment.
- Quoting or paraphrasing material from a source without acknowledgment.
- Contributing less, little or nothing to a group assessment and then claiming an equal contribution and share of the outcome.

Please discuss any concerns with your trainer/assessor.

What can I expect during training and assessment?

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

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment



tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification— you will be eligible to be awarded your qualification.

Re-assessment arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment or re-enrolment, depending on your case.

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

Living and studying in Australia

Study in Australia

Did you know Australia has the third highest number of international students in the world behind only the United Kingdom and the United States despite having a population of only 23 million? This isn't surprising when you consider Australia has seven of the top 100 universities in the world! In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of Germany, the Netherlands and Japan.

These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has five of the 30 best cities in the world for students based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. And with more than A\$200 million provided by the Australian Government each year in international scholarships, we're making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

Do you have a specific study area of interest? There is every chance Australia has you covered, with at least one Australian university in the top 50 worldwide across the study areas of Natural Sciences & Mathematics, Life & Agricultural Sciences, Clinical Medicine & Pharmacy, and Physics.

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 15 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations – including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders – to make their lives, and the lives of others, better.



Australia is recognised as a great place to live - but did you know Australia also offers a world class education? The Australian education system has produced scientists, designers, educators, entrepreneurs, artists and humanitarians who have changed the world, winning awards from Oscars to Nobel prizes. Their global achievements include the "black box" now on every airplane, the Earth hour initiative, and the invention of Wi-Fi. Australia is proud of the individuals who have studied and worked in Australia (whether they were born here or another country) and gone on to achieve great things and contribute to making the world a better place.

Global Recognition

By studying in Australia, you will receive a qualification that's recognised and sought after around the world. The Australian Qualifications Framework (AQF) allows students to easily move through the education system here and provides an easy way for countries around the world to recognise your qualification and issue the comparable qualifications for local use.

Quality Assurance

For over 20 years Australia has led the world in putting in place systems and processes to ensure that international students receive the high-quality education they expect. These measures include:

- The Education Services for Overseas Students (ESOS) Act 2000, which sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.
- The Tuition Protection Service, which helps you find an alternative course or refund your unspent tuition fees in the rare case that your institution (education provider) can't continue to offer your course.
- The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
- Ombudsman organisations that can investigate complaints about problems that international students have with their institutions. You can find out more about these organisations on the Support Services page in the Australian Education section of this website.

Your learning environment

By choosing to study in Australia, you will join hundreds of thousands of students from Australian and all over the world - including many from your home country - who are discovering new friends and opportunities in this beautiful country. You will work closely with classmates, researchers, instructors, and other faculty - collaboration is a key part of our students' successes. And in many cases, you can gain practical and hands-on training in the industry in which you are studying. This combination of teamwork, shared learning, and industry focus will provide you with a leading edge for your further studies and career.

Australia – a research intensive country

Australia has a long and proud tradition of world class research and development that has benefited millions around the world. From the discovery of penicillin in 1945 and the discovery of acquired immunological tolerance in 1960, through to observations which led to the discovery



of the accelerating Universe in 2011. Australia has a proud record of contributing to the benefits of the world:

- Through the Backing Australia's Ability initiative, A\$2.9 billion will be invested over the next five years to fund research that will stimulate economic and scientific innovation.
- Australia is investing over A\$140 million will be spent over the next five years to establish Federation Fellowships. The fellowships aim to recruit world-class researchers to Australia, with up to five of the fellowships each year awarded to high-profile non-Australian researchers from overseas.
- There are 35 special Research Centres and Key Centres of Teaching and Research based at Australian universities undertaking high-level research, and providing a diverse range of undergraduate, postgraduate and specialised professional education courses in a variety of fields.
- Australia has established an additional 63 Cooperative Research Centres which foster joint research between universities and private industry.

For further details, please refer to: <https://www.studyaustralia.gov.au/>

Live in Australia

While shared to some extent by many other countries, values and principles have been adapted to Australia's unique setting, shaped and modernised through the settlement in Australia of millions of people from all over the world. Although they may be expressed differently by different people, their meaning remains the same. Australia's first inhabitants were the Aboriginal and Torres Strait Islander peoples, whose unique culture and traditions are among the oldest in the world.

The first migrants were mostly from Britain and Ireland and this Anglo–Celtic heritage has been a significant and continuing influence on Australia's history, culture and political traditions. Subsequent immigration waves have brought people from Africa, Asia, the Americas and Europe, all of whom have made their own unique contributions to Australia and its way of life.

In Australia, people have many freedoms. However, in taking advantage of these freedoms, everyone is required to obey Australia's laws, which have been put in place by democratically elected governments to maintain an orderly, free and safe society.

Fundamental freedoms

All Australians are entitled to a number of fundamental freedoms (within the bounds of the law), including speaking freely and openly, joining associations, holding meetings, worshipping their chosen religions and moving throughout Australia without restrictions.

Respect for the equal worth, dignity and freedom of the individual

All Australians are free and equal and are expected to treat each other with dignity and respect. Australians reject the use of violence, intimidation or humiliation as ways of settling conflict in our society.

Commonwealth laws prohibit discrimination on the basis of race, sex, disability and age in a range of areas of public life under the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004. The Australian Human Rights Commission is responsible for handling complaints under these laws.

Freedom of speech



All Australians are free, within the bounds of the law, to say or write what they think about Australian governments or about any other subject or social issue as long as they do not endanger people, make false allegations or obstruct the free speech of others.

The same applies to Australian newspapers, radio and television and other forms of media. Australians are free to protest the actions of government and to campaign to change laws. Freedom of speech allows people to express themselves and to discuss ideas. There are laws that protect an individual's good name against false information or lies. There are also laws against inciting hatred against others because of their culture, ethnicity or background.

Freedom of religion and secular government

All Australians are free to follow any religion they choose, so long as its practices do not break any Australian law. Australians are also free to not follow a religion. Religious intolerance is not acceptable in Australian society. Australia has a secular government – it does not have any official or state religion. Governments treat all citizens as equal regardless of religion.

Religious laws have no legal status in Australia and only those laws enacted by parliament apply, for example, in divorce matters. Some religious or cultural practices, such as bigamy (being married to more than one person at the same time) are against the law in Australia.

Support for parliamentary democracy and the rule of law

Australia is a parliamentary democracy, which means that Australian citizens participate in how the country is governed and how Australian society is represented. Governments are accountable to all Australians. Elected parliaments are the only bodies able to make laws in Australia or delegate the authority to make laws. Everyone in Australia must obey laws established by governments. Equally, all Australians are protected by the rule of law. This means that no-one is exempt from or 'above the law', even people who hold positions of power, like politicians or the police.

Equality under the law

All Australians are equal under the law. This means that nobody should be treated differently from anybody else because of their race, ethnicity or country of origin; because of their age, gender, marital status or disability; or because of their political or religious beliefs. Government agencies and independent courts must treat everyone fairly. Being treated equally means that getting a job or being promoted must be on the basis of a person's skills, ability and experience, not their cultural background or political beliefs. It also means that people cannot be refused service in a shop or hotel or other service facility because of their race, colour, religion, gender or marital status.

Equality of men and women

Men and women have equal rights in Australia. Jobs and professions are open equally to women and men. Men and women can serve in the military, and both can also hold positions in government.

Equality of opportunity and a spirit of egalitarianism

Australians value equality of opportunity and what is often called a 'fair go'. This means that what someone achieves in life should be a product of their talents, work and effort rather than their birth or favouritism.



Australians have a spirit of egalitarianism that embraces mutual respect, tolerance and fair play. This does not mean that everyone is the same or that everybody has equal wealth or property. The aim is to ensure there are no formal class distinctions in Australian society.

Peacefulness

Australians are proud of their peaceful society. They believe that change should occur by discussion, peaceful persuasion and the democratic process. They reject violence as a way of changing peoples' minds or the law. In addition to these values, Australians also pursue the public-good and have compassion for those in need. There is a strong community spirit in Australia and Australians seek to enhance and improve the society in which they live.

Many Australians contribute to the community in their daily lives. They may demonstrate this through caring for the environment, lending a hand and working together in times of need in pursuit of the public good. Australia has a strong tradition of 'mateship', where people provide help to others voluntarily, especially those in difficulty. A mate is often a friend but can also be a spouse, partner, brother, sister, daughter or son. A mate can also be a total stranger.

There is also a strong tradition of community service and volunteering. The values outlined above have been promoted and discussed by Australians over many years. They have helped Australia to welcome and integrate successfully millions of people from many ethnic groups and cultural traditions. Australia's cultural diversity is a strength which makes for a dynamic society. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs. But at the same time, all Australians are asked to make an overriding commitment to Australia – its laws, its values and its people.

Shared values

Although Australia's migrants have come from many different cultural and religious backgrounds, they have successfully settled in Australia and integrated into the broader community. Australia, in turn, has been enriched by the contributions they have made socially, culturally and economically. An important feature of Australian society today is not only the cultural diversity of its people, but the extent to which they are united by an overriding and unifying commitment to Australia.

Australians put aside their individual differences in the interests of living together as neighbours. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs and to participate freely in Australia's national life. At the same time, everyone is expected to uphold the principles and shared values, as outlined in the introduction, that support Australia's way of life.

Australian society today

One of the defining features of Australian society today is the cultural diversity of its people and the extent to which they are united by an overriding and unifying commitment to Australia. Another defining feature is the egalitarian nature of Australian society. This does not mean that everyone is the same or that everybody has equal wealth or property. It also means that with hard work and commitment, people without high-level connections or influential patrons can succeed.

Within the framework of Australia's laws, all Australians are able to express their culture and beliefs and to participate freely in Australia's national life. Australia holds firmly to the belief that no-one should be disadvantaged on the basis of their country of birth, cultural heritage, language, gender or religious belief. In order to maintain a stable, peaceful and prosperous community, Australians of all backgrounds are expected to uphold the shared principles and values that underpin Australian society.

Laws and social customs

Community behaviour in Australia is governed by a combination of formal laws and informal social customs. All people in Australia must obey the nation's laws or face the possibility of criminal and civil prosecution. People are also expected to generally observe Australian social customs, habits and practices even though they are not normally legally binding. Australian laws are made by the Australian Commonwealth, state and territory parliaments. The police have the job of keeping peace and order in the community and to bring people they believe have broken the law before courts of law.

People in their local communities and neighbourhoods also help each other in the event of trouble and report anything unusual or suspicious to the local police station. Australia has a national police force called the Australian Federal Police, which investigates crimes against federal laws including drug trafficking, illegal immigration, crimes against national security and crimes against the environment.

All states of Australia and the Northern Territory have their own police forces, which deal with crimes under state or territory laws. Policing in the Australian Capital Territory is undertaken by the Australian Federal Police. Although police officers may arrest people and give evidence in court, they do not make the final decision on whether or not people are guilty of crimes. This is decided by the courts. Police and the community have good relations in Australia. You can report crimes and seek assistance from the police. If you are questioned by police, remain calm, be polite and cooperative.

Cost of living

As of 10 May 2024, the 12 month living costs are as follows:

- For students or guardians - AUD\$29,710
- For partners coming with you - AUD\$10,394
- For a child coming with you - AUD\$4,449

Cost of Living Calculator:

<https://costofliving.studyaustralia.gov.au/>



Accommodation

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



Transport

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

Health and safety

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

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

Working on a student visa

Student visa holders can work up to 48 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman or DHA: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Overview>

Overseas Student Health Cover (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit

<https://www.studyaustralia.gov.au>

Living in Hobart

The reason for us choosing Tasmania are:

Vibrant Lifestyle and Culture

A balanced island lifestyle and cultural hotspots. Studying in Tasmania will allow the young to gain an education in a modern and vibrant place and to live a life full of adventure at your doorstep.

Tasmania is an activity hub full of shops, restaurants and cafes. Students also have karaoke bars, bowling alleys, theatres, and cinemas. The food and drink scene is amazing in Tasmania, home to some of the freshest produce and seafood in the world. There are local produce and craft markets, music, food and art festivals, multicultural groups and events, and a passion for all sports.



Tasmanians love their sport. Students can easily find a club for cricket, soccer, hockey, badminton, rugby, basketball, volleyball, and table tennis, just to name a few. Tasmanians are also islanders who love water sports. Students can learn how to swim, surf and kayak through various clubs.

Good English environment for the young students

Our target market focus on year 11 completion students. As a new arrival, they need more support for the English and culture inspired. Tasmania is perfect for this, as they welcome communities and ensure students are not nervous about participating.

Not only will our English language courses give them knowledge, but they will also have the opportunity to quickly advance their language skills by using what they have learned in class outside in everyday life. Daily activities like going to the shops, talking in classes, and engaging in students' social or sports clubs will give them plenty of opportunities to practice their skills.

Safe and welcoming communities

Considering students to be in safe hands. Tasmania is home to amazing, safe cities. The cities are not overcrowded, and you can freely walk around the cities and feel safe. Live a life of balance and settle down in areas small enough to feel part of the community but large enough to have the conveniences of a city's great elements at your doorstep.

Students will not feel alone in Tasmania - more than 15,000 international students are currently studying in the state and a friendly Tasmanian population of over 540,000. Each major city has multicultural centres, sports clubs and other community activities. There are also some great accommodation options for international students.

Post-study opportunities

Most diploma courses in Tasmania universities do accept students who graduated from Australia AQF Level 4 or above. Students who finished one of our courses offered can have the opportunity to enrol in UTAS or other universities (other states) which meet the academic and English requirements.

Due to the convenience of having small cities, everything is close by, and the cost of living in Tasmania is economical. With the above unique lifestyle, we expect it can increase the satisfaction of our study journey with us.

About Hobart

Hobart is capital of Australia's island state of Tasmania. There are a lot of attractions in this lovely southern state, such as Mount Wellington, Salamanca Place, Battery Point and Royal Tasmanian Botanical Gardens. Located at the entrance to the Derwent River, its well-preserved surrounding bushland reaches close to the city centre and beaches line the shores of the river and estuary beyond. With its captivating history, picturesque waterways, rugged mountains and gourmet experiences, the city have something for everyone.

For more exciting places to visit and things to do, visit: <https://www.discovertasmania.com.au>



Tasmania is well known for its beautiful nature and interesting sites, as well as its unique culture. From hundreds of years ago, there are still thriving craft traditions and Hobart is considered the crafts centre of the island. The city also has a rich wine and foodie culture. Hobart accommodates diverse ethnicities, the main nationalities being, English, Australian, Irish, Scottish, German, Indigenous and Chinese

Language

In the recent recorded population of 86.5% spoke only English at home. The other languages most commonly spoken at home were Standard Mandarin (1.3%) Greek (0.5%), Nepali (0.4%), German (0.4%) and Italian (0.3%).

Weather

Australian seasons are the reverse of the seasons experienced in China, Europe, and North America. The summer months in Australia are from December to February, autumn is from March to May, winter is from June to August and spring is September to November. Hobart experiences four distinct seasons, each with its own beauty and charm.

Summer	Autumn	Winter	Spring
Dec - Feb	Mar - May	June - Aug	Sep - Nov
Hot	Warm	Cold	Sunny and cool
11.5 - 21°C	8.9 - 17.3°C	5 - 12.3°C	7.8 - 16.9°C

Clothing

The Australian sun can be very fierce so if you plan on arriving in the summer-time, wear plenty of high factor sunscreen and a hat. Lightweight clothing such as t-shirts, shorts, light cotton pants and dresses are desirable. Arriving during winter shouldn't be much of a problem as the temperature is often in the low 'teens'. Warm woollen sweaters and jackets will be needed to keep you reasonably comfortable.

Transport

While Hobart is smaller than most of Australia's major cities, it still has plenty of transport options for visitors including buses, driving, and walking. There is practical information on getting around Hobart to help make moving around the city very simple.

Getting to and from the Airport

The SkyBus shuttle is an easy way to get to Hobart Airport from the city. The bus drops and collects passengers from many hotels in Hobart, and the timetable meets all flights arriving and departing from Hobart Airport.



Accommodation

Students can obtain information about accommodation options by contacting Student support staff; however, no accommodation is pre-arranged or personally provided for individual students by Xpert Solutions. There are several options for accommodation, including renting a house or an apartment, renting a room, sharing with other students and homestay. You can find this information through www.realestate.com.au or www.domain.com.au.

Living Costs in Hobart

Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. Knowing the average living costs in Australia is an important part of your financial preparation.

To help you stay organised visit <https://insiderguides.com.au/cost-of-living-calculator/> to estimate how much you need to live in Hobart based on your lifestyle choices. The cost-of-living calculator produces approximate costs for Hobart and excludes tuition fees. you may spend more or less depending on the course you choose, where you choose to live and your lifestyle.

Medical and nursing services near City campus

- **Ochre Medical Centre Hobart** – Level 1, 242 Liverpool Street, Hobart TAS 7000
- **City Doctors and Travel Clinic** – 188 Collins Street, Hobart TAS 7000
- **Royal Hobart Hospital** – 48 Liverpool Street, Hobart TAS 7000
- **Hobart Private Hospital** – Corner of Collins Street and Argyle Street, Hobart TAS 7000
-

Dental services near City campus

- **Collins Dental Centre** – 158 Collins Street, Hobart TAS 7000
- **Bupa Dental Hobart** – 150 Collins Street, Hobart TAS 7000

For free health advice from a Registered Nurse 24 hours, seven-days-a-week, phone Nurse-on-call on 1300 640 471.

Emergencies

Any student that experiences critical incidents should immediately inform where possible to their trainer or course coordinator. If they are not available, they should contact the Student Admin and if required the emergency number +61 3 7067 5810. For life-threatening or serious injury **call an ambulance on 000.**

If an ambulance has been called notify the nearest staff member of the situation.

Course Progress Policy

Completion within expected duration



- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register. Xpert Solutions monitors student progress to ensure that students complete their studies within the expected duration specified on their Confirmation of Enrolment.
- Satisfactory course progress is achieved where a student successfully completes at least 50% of course requirements in a successfully completed Term
- Unsatisfactory progress is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in a successfully completed Term.
- Course breach is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in TWO consecutive successfully completed Terms or NOT responding to intervention meeting invitation within 10 working days from the receiving the invitation.

Ensure the students do not breach the course progress requirement; Xpert Solutions determines the risk students by each unit/term with related intervention strategies or/and warning letters before COE cancelation.

Study Periods

- Study periods may also be known as 'terms' and are described Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.
- Each study period is divided in half forming a monitoring point at monthly points at which students are assessed for satisfactory course progress. A student must be identified as at risk prior to being reported as having not met satisfactory course progress requirements.

Student course progress requirements

- Students who do not meet course progress requirements are at risk of having their visas cancelled.
- Students must have demonstrated satisfactory course progress requirements by the end each study period.
 - this means, they successfully completed all the required assessment tasks.

Student attendance requirements

- Xpert Solutions monitors overseas student attendance through the Course Progress and Attendance Monitoring Tool in aXcelerate.

Determining at risk students

- VET Students will be deemed at risk of not meeting course progression requirements if they:



- do not participate in an assessment task on time.
- have received an assessment outcome of Not Satisfactory for one or more assessment tasks

Intervention Strategy

- Xpert Solutions ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, or Individual intervention plan will be developed based on the appropriate intervention strategy identified.
- An intervention plan will include an interview with the Director of Studies may include one or more of the following strategies:
 - Advising students on the suitability of the course in which they are enrolled and possible alternatives;
 - Advising students of opportunities for reassessment; and
 - Advising students of assistance that Xpert Solutions can provide such as:
 - receiving English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary or modified materials
 - providing supplementary exercises to assist understanding
 - attending academic skills programs;
 - attending tutorial or study groups;
 - receiving individual case management;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organisations where Xpert Solutions is unable to address the identified learning or academic issues:
 - being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - a combination of the above and a reduction in course load.

Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
 - Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes; with illness started date and anticipated end date.



- bereavement of close family members such as parents or grandparents;
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
 - where Xpert Solutions is unable to offer a pre-requisite unit.
 - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress requirements, or
 - An approved deferral or suspension of studies has been granted in accordance with Xpert Solutions *Deferral, Suspension and Cancellation Policy and Procedures*.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the Department of Home Affairs (DHA) via PRISMS.
 - All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
 - Where the duration of the student's enrolment is extended, Xpert Solutions will advise the student to contact DHA to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Reporting students

- Where a student has demonstrated unsatisfactory course progress in a study period despite interventions implemented, Xpert Solutions will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report.
- Students have the rights to appeal against this decision as per Xpert Solutions *Complaints and Appeals Policy & Procedures*. If the student chooses to access this process, the student will not be reported until this process is complete.
- Xpert Solutions will only report unsatisfactory course progress in PRISMS if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
 - the overseas student has chosen not to access the internal complaints and appeals process within the twenty (20) working day period; or
 - the student has chosen not to access the external complaints and appeals process: or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.



- All records will be kept on the student's file including warning letters and the notice of intention to report.

Deferment, Suspension and Cancellation Policy

Deferral and suspension of studies

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
 - a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
 - where Xpert Solutions is unable to offer a pre-requisite unit
 - inability to begin studying on the course commencement date due to delay in receiving a student VISA

The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, Xpert Solutions considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact Xpert Solutions because of a circumstance such as being involved in a car accident.
- Where a student-initiated deferral or suspension of enrolment is granted, Xpert Solutions will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Provider initiated suspension or cancellation

- Xpert Solutions may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - misbehaviour by the student (including plagiarism, collusion and cheating)
 - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student VISA



requirements) and as specified in Xpert Solutions *Course Progress Policy & Procedures*.

- Standards of behaviour required are outlined in the *International Student Handbook*.
- Where Xpert Solutions suspends or cancels a student's enrolment, before imposing a suspension or cancellation Xpert Solutions will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Student initiated cancellation of studies

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Xpert Solutions Course Transfer Policy and Procedure.

Visa status

- When there is any deferral, suspension or cancellation action taken under this standard, Xpert Solutions will inform the student of the need to seek advice from DHA on the potential impact on their student VISA, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e., notification via PRISMS.
- Students are referred to the DHA web site at <https://www.homeaffairs.gov.au/> or Phone: 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her VISA.

Complaints and appeals

- Where a student accesses the Complaints and Appeals process, Xpert Solutions will not notify DET via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

Records

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

RPL/Credit Transfer Policy

Application

Credit Transfer (CT)



- All students will be offered the opportunity to apply for credit transfer for previously completed studies. Students can apply for Credit Transfer by completing a *Credit Transfer Application Form* and providing relevant supporting documents, including certified copies of transcripts. This may include VET transcripts or extracts issued by the Student Identifiers Registrar.
- All evidence provided as part of an application for Credit Transfer will be authenticated by Xpert Solutions by contacting the issuing organisation to confirm the details provided on the document are valid. In the case of transcripts issued by the USI Registrar, documents will be authenticated through the USI Registry System.
- Xpert Solutions will not require any student to repeat any unit or module which they have already been assessed as Competent unless there is a license condition or regulatory requirement that requires this.

Recognition of Prior Learning (RPL)

- Recognition of Prior Learning is available for all Courses and all students are offered the opportunity to participate in RPL upon enrolment.
- A student may apply for RPL by completing an RPL Application Form and providing supporting evidence that meets the relevant unit of competency requirements.
- A streamlined RPL process has been developed which requires the student to make a self-assessment of their skills, participate in an interview with an assessor, provide documentary evidence and demonstrate practical skills where relevant.

Assessing

Credit Transfer (CT)

- Where a student provides authenticated evidence of obtaining Unit/s issued by another RTO or authorised issuing organisation, Xpert Solutions will provide Credit Transfer for that unit where it is a unit listed in the student's course of enrolment with Xpert Solutions.
- Where evidence has been provided of previous study being completed at another RTO, university or other authorised issuing organisation, but the unit or module is not listed in the student's course of enrolment with Xpert Solutions, an analysis as to the equivalence of the study completed with the units in the student's enrolment with Xpert Solutions will be undertaken.

Recognition of Prior Learning (RPL)

- RPL supporting evidence including but not limited to: self-assessment, interview participation with assessor, documents which demonstrate practical skills, and portfolio of work (If relevant)
- Successful RPL assessment must be supported by evidence which demonstrates the student's competency in all Unit of Competency requirements.

Credit application outcomes

- Students will be advised of the outcome of their Credit application in writing.



- Where there are significant Credits granted, this may result in a reduction of the Course fees, which will be advised at the same time.
- The result of Recognition of Prior Learning (RPL) and Credit Transfer (CT) will be recorded for any relevant units on the student management system.
- Students may appeal the decisions made about their Credit application by following the *Complaints and Appeals Policy & Procedure*.

International students

In the event Xpert Solutions grants RPL or CT that reduces the overseas students course length, Xpert Solutions will:

- Inform the student of the reduced course duration following granting of RPL or CT and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course
- Report any change in course duration in PRISMS if RPL or CT is granted after the overseas student's visa is granted.
- A record of acceptance of the credit must be kept for International Students for a minimum of two (2) years after the overseas student ceases to be an accepted student.

Transfer to another Provider Policy

Any requests that are received in relation to a student willing to transfer education providers shall be the responsibility of the Administration. The Administration shall assess the applications to transfer education providers and conclude an outcome based on the following procedure.

Requests to transfer to Xpert Solutions from another Training Provider

The following procedure is relevant to any student who applies for a course within Xpert Solutions and is currently studying onshore with another registered provider.

For this procedure to be completed the applicant must provide a copy of their passport (along with original passport to certify the copy) to look up PRISMS. Once this information is obtained the following steps are taken:

- i. Administration accesses the student information via documents provided by student along with a copy of his/her passport. The current student visa can be verified by Visa Entitlement Verification Online (VEVO). They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months.
- ii. If they have completed more than 6 months of their principal course of study, the application process proceeds as normal as for all students.
- iii. Where a student has NOT completed 6 months of their principal course of study, the relevant information is checked where the previous provider has recorded releasing information on PRISMS.
- iv. If no releasing information is found, Xpert Solutions will not enrol the student, who have not completed 6 months of their principal course of study.
- v. If student release is found and the student has no outstanding matters of concern, the application proceeds as normal as for all applicants.
- vi. If no satisfactory information is obtained from PRISMS regarding such applicant, the application will not be processed, and the student would be informed that they are unable to transfer at this time.



Xpert Solutions will not knowingly enrol an overseas student transferring to Xpert Solutions from another education provider, who has not completed at least 6 months of their principal course, except where any of the following applies:

- Releasing education provider, or the course in which the overseas student is enrolled, has ceased to be registered;
- Releasing education provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider;
- Releasing education provider has agreed to the overseas student's release and recorded the date of effect and reason for release in prisms;
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

***Note** that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government or regulating authority which do not allow the student to continue with the course, Xpert Solutions will not consider 'release' information on PRISMS. Evidence of this occurrence would be placed in the student file.*

Requests to transfer from Xpert Solutions to another Training Provider

The following procedure is relevant to those students willing to transfer to another education provider prior to completing six (6) months of their principal course of study at Xpert Solutions.

- i. Students must make a written request (must be in person with submission of Cancellation of Enrolment Form) to Administration to transfer to another provider.
- ii. The student is asked to provide a valid 'Letter of Offer' from the new provider authenticating the transfer and the student is able to provide a letter indicating the benefits of transferring from their current course of study.
- iii. Circumstances in which Xpert Solutions will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where Xpert Solutions has assessed that:
 - Xpert Solutions has cancelled/ceased to offer the students program as outlined in the written agreement.
 - Government considers the change to be in the student's best interest, if they are a sponsored student (written confirmation from sponsor required).
 - Overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy.
 - There is sufficient evidence of compassionate or compelling circumstances.
 - There is evidence that the overseas student's reasonable expectations about their current course are not being met.
 - There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.
 - An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
 - Exceptional circumstances (documentation required to support circumstances).

In assessing the application to transfer, the Administration will check the following points:

- Ensure any outstanding fees are paid
- Ensure the student is fully aware of all issues relating the transferring of providers.



- iv. Once the above points have been addressed by the Administration, student's enrolment at Xpert Solutions will be cancelled and student release information will be recorded in PRISMS. The student will also be advised of the need to contact Department of Home Affairs (DHA) and check if their existing visa allow them to study the intended course.
- v. The Administration reports the student's termination of studies to the appropriate government agency(s) via PRISMS.
- vi. Where the transfer is not in the best interest of the student, the request to transfer to another education provider will be refused. Reasons for refusal may include but are not limited to:
 - Outstanding payment
 - New course location or outcome is not suitable to student situation
 - Provider is not a CRICOS registered provider
 - The welfare of the student is compromised
- vii. This decision of the appropriateness of the transfer will be made by the Administration and shall be given to the student in writing. The above process should not take more than 5 working days once the student has provided the necessary documentation
- viii. In an event where the student's application of transferring to another provider is refused, the overseas student will be informed in writing about student's right to appeal against the decision.
- ix. Overseas Student will have access to Xpert Solutions's Complaints and Appeal processes. Students can appeal against the decision within 20 working days after the outcome was informed to the student.
- x. Xpert Solutions will not finalise the student's refusal status until the appeal finds in favour of the institute, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.
- xi. All requests, considerations, decisions and documentation to be placed in student's file for 2 years after the overseas student ceases to be an accepted student.
 - xii. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. The refund will only be processed in accordance to the refund policy.

Refund Policy

Student tuition fees collected prior to their course commencing will be held in a separate holding account and not transferred to the general account until the course commences.

The balance of the holding account at any time will represent:

1. Tuition and materials fees collected from applicants who have signed an agreement but not yet commenced, and
2. Tuition fees collected from students who have commenced their course but have yet to commence one or more study periods.

Tuition fees do not cover excursion activities. Students will be required to pay excursion costs in addition to tuition fees. Students must pay fees as agreed to in the enrolment contract.

All applicants that have paid a deposit are entitled to a 3-day cooling off period, with a full refund of initial deposit.



Procedure - Notification and Collection of Fees

Please note: Under ESOS legislations, Xpert Solutions will not collect in excess of 50% of the total tuition payable prior to commencement of the course. While Xpert Solutions cannot require students to pay more than 50% up front, it can accept more than 50% of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

**Tuition fee is inclusive of non-refundable Enrolment fee of AUD 200.00.*

Procedure - Payment of fees

Fees are to be paid by cash or direct bank deposit or credit card. Xpert Solutions accepts VISA, MasterCard and AMEX credit cards only. A 2.5% credit card fee applies with credit card payments via VISA and MasterCard and 3.5% for the payments made via AMEX credit cards. Failure to pay tuition costs is a breach of the student's agreement and may be subject to their enrolment being cancelled.

The Administration provides the CEO with monthly reports of outstanding tuition fees. The Administration contacts the students (or request the agent to make contact if the student has not commenced their course) and ascertains the reason for the outstanding debt. The Administration may:

1. Provide additional time for the student to pay where;
 - a. a student is experiencing hardship, OR
2. Cancel the student's enrolment if the fees are not paid within two weeks of signing the agreement.

Other Course Fees that may be incurred (Non-tuition):

RPL (Non – refundable)	\$250 per unit (subject)
Enrolment fee:	\$200
Re-enrolment Fee ¹	\$200
Administration Fee	Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser
Credit Transfer	No charge
Re-assessment Fees	<ul style="list-style-type: none"> • \$50.00 per class hour
Re-issue of a testamur (Certificate) or Statement of Attainment	\$150 per certificate or statement of attainment or Record of Results
Any fees paid by credit card will incur a credit card surcharge	<ul style="list-style-type: none"> • VISA and MasterCard – 2.5% • AMEX – 3.5%
Any fees not paid by the due date will incur a late payment fee, based on the amount overdue prorated over the period of time overdue.	18% of outstanding fees



Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees will be deducted from any refund.	Maximum Bank fee of \$40
Credit Transfer	Nil
Replacement of Student ID	\$10.00
Change of Course	\$100.00
Academic Document Re-issue	\$50.00

- ¹ Re-enrolment fee is charged in the case where student enrolment is cancelled because of student's actions. In case academic progress is not maintained by student and he/she need to extend his/her COE to complete the qualification, re-enrolment fee is charged in addition with re-assessment fees for the units to be completed.
- Re-assessment fee is charged when student is failed in any unit after 3 or more consecutive attempts. The Re-Assessment fee charges are also subjected to CEO's discretion.
- Information on any excursion fees (if applicable), will provided to students during the course by their Trainer/Assessor. Excursion fees are based upon shared costs of transport and any an individual's entry/admittance fees. Student are required to arrange their own meals during excursion unless covered by entry/admittance fees. Excursion fees are paid to student administration prior to the date of the excursion. Failure to pay excursion fees by the due date will result in the student forfeiting their reserved place on the excursion.
- RPL Assessment fees and the fee to re-issue of a testamur (Certificate) or Statement of Attainment are paid on application.
- The Administration Fee is associated with withdrawal of enrolment prior to course commencement. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser. The fee is deducted from the total tuition paid and the unused tuition fees for any future terms will be refunded.

Fee Protection

The following fee collection measures will be implemented:

- International students must pay the fees for the first study period's tuition plus material fees prior to the course commencing.
- All fees are to be deposited directly into Xpert Solutions's holding account. All tuition fees are to remain in this account until the student has commenced study with Xpert Solutions.
- On course commencement, Xpert Solutions will transfer enrolment fees from the holding account to the general account.
- All remaining enrolment fees paid prior to the commencement of each study period is paid directly into the general account.

Refund Policy Conditions and Processes

Refund of the fees will only be granted in accordance with the refund policy set out below.



Any student willing to apply for a refund must submit a completed 'Refund Application Form' to Student Administration. The application form can be accessed by:

- Contacting Student Administration
- Accessing Xpert Solutions's website

All refund applications are to be assessed by the Administration and applications processed within Twenty (20) working days of the application and evidence of documentation received. The Student will need to supply in writing, the nominated method of reimbursement. Refunds are accompanied by a statement outlining the total refunded amount.

Please note:

1. **Refunds applications after course commencement is only in relation to Tuition Fees only. Tuition fees and Material fees are specified in the Enrolment Acceptance Agreement.**
2. **Xpert Solutions is not able to provide any refunds for fees paid to third parties such as Health insurance or fees paid directly to an education agent.**
3. **Where the student breaches Xpert Solutions Policies and Procedures no refund is payable.**
4. **Students cannot apply for a refund where there is default on payment of Tuition and material fees.**
5. **Payment of a refund application cancels a student's enrolment.**

Full Refunds

Xpert Solutions will make a refund of course fees paid in the following circumstances:

1. Visa refused before commencement date

In the event that a student's initial visa (prior to landing in Australia) is not granted, a full refund of fees received by the Institute will be issued to the student less the Enrolment fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser.

Please note: Without proof of refusal from the Department of Home Affairs, NO refund will be granted.

2. Xpert Solutions does not commence or ceases delivery of a course

Xpert Solutions reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary.

If Xpert Solutions does not commence a course on the due date a full refund of tuition fees paid will be made within 10 working days of the specified starting date in accordance with the refund provisions of the ESOS Act. Fees may be transferred to an alternative enrolment where the student agrees.

Where Xpert Solutions is unable to complete the course due to unforeseen circumstances, any 'unused tuition' fees are to be refunded to the student.

Where there is an instance of provider default in the above circumstances, Xpert Solutions may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Xpert Solutions will not be liable to refund the money owed for the original enrolment.

Tuition Protection Service

In such case of provider default, student tuition fee is protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian Government to assist



international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international student, please visit: <https://tps.gov.au/>

Partial Refund

1. Student withdraws more than 60 days before course commencement date or within cooling off period

If written notice of withdrawal is received more than 60 days prior to the initial course commencement, 75% of the initial pre-paid tuition fee is refundable, less the Enrolment fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser. Note the CEO may waiver the Administration fee for withdrawals within the 3-day cooling off period.

2. Student withdraws less than 60 days but more than 28 days before course commencement date

If written notice of withdrawal is received less than 60 days but more than 28 days prior to the initial course commencement, only course material fee is refundable.

No Fee Refund

1. Student withdraws less 28 days before course commencement date

If written notice of withdrawal is received less than 28 days prior to the initial course commencement, there would be No refund.

Xpert Solutions will not refund any RPL application fees should the student be deemed as unsuccessful in RPL. Note that the student may lodge an appeal on RPL decision at little or no cost – refer to the complaints and appeal policy.

Non-tuition-based fees such as materials and/or equipment provided after course commencement will not be refunded under any circumstances.

In the event that a student cancels their enrolment and requests a refund after the course commencement date, there will only be refund on unused tuition fee for future study period/s. Overseas Students withdrawing from a course of study, will be reported to the Department of Home Affairs.

A Student who withdraws from their studies after the commencement of their course is required to pay the balance of their tuition fee for the current study period before the date of cancellation of their COE.

In the event that the student seeks and is granted approval by Xpert Solutions to transfer to another provider prior to completion of six-month study of the principal course, there will only be refund on unused tuition fee for future study period/s.

In the event that the student's enrolment is cancelled because of misconduct of student with Xpert Solutions' Student Code of Conduct Policy or breach of student visa conditions there is no refund of any monies paid to Xpert Solutions.

In the event that a Student's extension of Visa is not granted; there will only be refund on unused tuition fee for future study period/s. Students are advised not to enrol or re-enrol if they are uncertain if their visa will be extended.

In the event that a Student abandons their course without formally cancelling their enrolment, there will not be any refund. Student will be invoiced for the tuition fees before the date of cancellation of their COE.

In an event where visa is cancelled due to any action of student, there is no refund.

Extenuating Circumstances



Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary circumstances.

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

Refund Procedure

All applications for refund must be made in writing using 'Refund Application Form' and must be submitted to Administration for their approval. The refunds will be processed towards the nominated account within 20 working days from the date of application. The amount of refund will be calculated in accordance with the summary of refunds.

It is student's responsibility to provide correct account details. Xpert Solutions will not authorise the transfer of fees to any other student's account. Refunds for students will be completed in the same method by which the fees were originally paid.

Payment of Refund

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution.

Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund. All Student refunds are made in Australian dollars or the foreign currency equivalent at the time and will be net of any handling fee charged by local representatives used by the Student. Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees to \$40 will be deducted from any refund. Xpert Solutions will provide the student with a statement detailing the calculation of the refund.

Appealing Refund decisions

All students have the right to appeal a refund decision made by Xpert Solutions (Refer Complaints and Appeals Policy and procedure).

Summary of Refunds

Outline of Default Refund Arrangements (Enrolment Fee is non-refundable under all circumstances)	
Initial Visa refused prior to course commencement (with Department of Home Affairs Refusal Letter)	Full refund less Administration Fee
Xpert Solutions is unable to provide the course for which the original enrolment and payment has been made	Full refund of the initial pre-paid fees
Withdrawal prior to agreed start date: Notify the Institute more than 60 days prior the course commencement date or within cooling off period	75% refund of the initial pre-paid fees less Administration Fee

Outline of Default Refund Arrangements (Enrolment Fee is non-refundable under all circumstances)	
Withdrawal prior to agreed start date: Notify the Institute less than 60 days and greater than 28 days prior the course commencement date	Only course material and/or equipment fee is refundable
Withdrawal prior to agreed start date: Notify the Institute less than 28 days prior the course commencement date	No refund
Visa refused after course commencement (with Department of Home Affairs Refusal Letter)	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused Tuition Fees for future study period/s
Xpert Solutions is unable to continuously provide the commenced course for which the payment has been made	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement without extenuating circumstances or cancellation of course due to student default.	No Refund
Abandonment of Course / Failure to return after scheduled break. Overseas Students withdrawing from a course of study will be reported to Department of Home Affairs, as required by law.	No refund
Student's extension of Visa is not granted.	No refund
	If entire fees is paid, refund of unused tuition fees less (fess for ongoing term and administration fee)
Visa is cancelled due to any action of student	No refund
RPL assessment	No refund

*****Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser*****

Late Payment of Fees

Students are required to pay their tuition fees and any outstanding charges on the due date specified. If the student fails to make the payment by the due date, the following will occur:

1. Payment reminder will be sent to student within 7 calendar days after the due date.



2. After 7 days, if student fails to make any payment or obtain a payment plan, student will be issued first warning letter. Student will further have 7 calendar days to make the payment. If the student is on payment plan, then student will be required to pay the whole study period's outstanding balance. A late payment fee of 18% of the total amount owing may be levied.
3. Final warning letter will be sent to student with fee overdue for more than 28 calendar days. If student fails to pay the overdue account within 7 calendar days of final warning letter, the Institute will refer student's case to Institute's debt collection agency.
4. In final warning letter, Xpert Solutions will also inform the student about the intention to report to Department of Home Affairs based on non-payment of fees, which may result in cancellation of student's enrolment and student visa.
5. Student will have 20 working days to make an appeal. For more Information, please refer to Xpert Solutions's Complaint and Appeal policy
6. The CEO may grant an extension and/or waiver late fees, where extenuating circumstances has been provided by the student.
7. In the case where fee extension request is not approved, the student information is sent to debt collection agency. These details will include:
 - Student name, contact detail and total fee that the student is indebted to RTO.
 - The student will be informed that they may be contacted by the Institute's debt collection agency and if required legal action may be taken against the student, and that all legal matters will be dealt with under the jurisdiction of Tasmania.

Students willing to resume study at RTO will have to re-enrol in the course, provided that they have paid the total outstanding fee in full.

Where a student continues to have an outstanding fee, the following restrictions may apply:

- Loss of access to enrolment records, examination results and academic transcripts
- The inability to graduate until the outstanding debt is cleared

Maintaining Records of Refunds

Where a student application for refund is submitted, all records of the refund application and associated actions are maintained in the student file. This includes a remittance advice identifying that refunds have been paid and any correspondence relating to the refund application.

Any information that the client provides Xpert Solution or that Xpert Solution collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies such as the Tuition Protection Service. The student must be informed of their right to appeal any decision of this policy in line with Xpert Solution's Policy and Procedure - Complaints and Appeal policy.

Privacy Policy

Information collected about an individual learner or intended applicant in Written Agreement and Acceptance of Offer and during the student enrolment, can be provided by Xpert Solution, the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the Data Provision Requirements 2012, Xpert Solution is required to collect personal information about any individual learner or intended applicant and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).



Learner's personal information (including the personal information contained in Written Agreement and Acceptance of Offer and during the course of their study), may be used or disclosed by Xpert Solution for statistical, administrative, regulatory and research purposes. Xpert Solution may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVET.

Personal information that has been disclosed to NCVET may be used or disclosed by NCVET for the following purposes:

- Populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys and data linkage.
- Pre-populating RTO student enrolment forms.
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation

For more details, please refer to "Refund Policy and Procedure" available on website www.xpert.edu.au

Complaints and Appeal Policy

1. Nature of complaints and appeals

- Xpert Solutions responds to all allegations involving the conduct of:
 - Xpert Solutions, its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of Xpert Solutions and including education agents.
 - Any student or client of Xpert Solutions
- Complaints may be made in relation to any of Xpert Solutions services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training/teaching and assessment provided
 - training/teaching and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by Xpert Solutions to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Xpert Solutions

2. Principles of resolution



- Xpert Solutions is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Xpert Solutions ensures that complaints and appeals:
 - Are responded to in a professional, consistent and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Xpert Solutions will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to Xpert Solutions or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and email to complaint@xpert.edu.au
When making a complaint or appeal, provide as much information as possible to enable Xpert Solutions to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.

4. Timeframes for resolution

- The complaint or appeal will be acknowledged in writing by Xpert Solutions, within ten (10) working days of lodgement.
- The complaints and appeals commencement of assessment will commence within ten (10) working days of lodgement.
- Complaints and appeals will be finalised as soon as practicable.
- Lodgement of an internal appeal must be made within sixty (60) days of the complaint outcome letter or assessment decision date.
- Lodgement of external appeal must comply with individual external agency criteria.

5. Resolution of complaints and appeals

- Some or all members of the management team of Xpert Solutions will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.



- Where a third party delivering services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- There are no associated costs for the student to lodge a complaint or internal appeal.
- The student is given the opportunity to formally present his or her case and be accompanied and assisted by a support person at any relevant meetings.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.
- The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
 - For domestic students that choose to access this policy and procedure, Xpert Solutions will maintain the student's enrolment while the complaints and appeals process is ongoing.
 - For international students, Xpert Solutions will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Xpert Solutions maintains the student's enrolment as follows:
 - If the appeal is against Xpert Solutions decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Xpert Solutions's decision to report.
 - If the appeal is against Xpert Solutions decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Xpert Solutions will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

6. Independent Parties

- Xpert Solutions acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Xpert Solutions.
 - For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.
 - Xpert Solutions will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
 - The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Xpert Solutions.



7. External complaint avenues

- Australian Skills Quality Authority (ASQA):
Complainants may also complain to Xpert Solutions registering body, Australian Skills Quality Authority (ASQA).

To submit feedback about a training provider directly to ASQA, visit community space **asqaconnect: <https://asqaconnect.asqa.gov.au>**

If student are unable to access asqaconnect you can submit a complaint through the National Training Complaints Hotline by either completing their complaints form or calling the enquiry **line on 13 38 73**.

ASQA may contact you to seek further information. ASQA aims to complete a review of a complaint within four months of submission; however, in cases where a complaint triggers a compliance or audit or investigation, this may take longer. If ASQA is not the most appropriate organisation to deal with your complaint, they will recommend that you contact the appropriate organisation. If your complaint is about an issue that ASQA regulates, ASQA will decide what action to take.

ASQA takes a risk-based approach to complaints about training providers and this means the action its takes will vary depending on the seriousness and potential impact of the complaint.

In almost all cases, ASQA will notify the training provider of the complaint. The training provider will have the opportunity to respond to the allegations.

In some cases, ASQA may decide not to take action.

Under ASQA regulatory tools, ASQA may take compliance action through:

- Written Directions and Warning letter to the provider to remind them of their obligations.
- Impose conditions on registration
- Impose sanctions to suspend registration
- Issue sanctions to cancel registration in full or not renew registration.

ASQA do not facilitate students to appeal assessment outcomes with their training providers. We do not help to resolve disputes between students and training providers. If you provide us with feedback about a training provider, we usually will not advise you about actions we take or the outcome of any investigation.

ASQA cannot act as a student advocate or Act to resolve a dispute with a training provider. ASQA will use the information from complaints to inform ongoing monitoring of training providers, but may decide to take no immediate action in relation to a complaint.

- Customer Protection Agencies

The consumer protection agency in your state or territory:

- can provide information about seeking a refund or a cancellation of your course fees
- can provide information about your rights and obligations
- may be able to help you negotiate with your training provider.



Contact detail in Tasmania:

Consumer, Building and Occupational Services (CBOS)

Department of Justice

PO Box 56

Rosny Park Tas 7018

Telephone: 1300 654 499

Facsimile: 03 6173 0205

Email: cbos.info@justice.tas.gov.au

Website: <http://www.cbos.tas.gov.au>

CBOS enforce the Australian Consumer Law in Tasmania. They can:

- assist with complaints about a business
- refer you to other services for assistance, including another state, territory or national consumer agency.

- The Overseas Student Ombudsman (OSO)

The Overseas Student Ombudsman may be able to help if:

- you are a current or former overseas student, and
- you are or were studying with a private provider in Australia.

The Overseas Student Ombudsman deals with complaints about:

- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.

Contact via: <https://www.ombudsman.gov.au/>

8. Records of complaints and appeals

Xpert Solutions will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes in the Management Review Report, which will be securely stored according to the Privacy Policy and Procedures.

Critical Incident

1. Xpert Solutions is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved directly and indirectly in the critical incident.
2. Xpert Solutions ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident that could affect student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.



3. Xpert Solutions will maintain a written record of any critical incident and remedial action taken for a minimum of two (2) years after the student/ affected students' cease to be an accepted student.
4. A designated officer and/or critical incident team will manage critical incidents.
5. Xpert Solutions will ensure that appropriate post-incident support is provided as required.
6. Xpert Solutions response to critical incidents will always be evaluated and improvements identified and implemented as required.
7. In addition: Xpert Solutions will:
 - take all reasonable steps to provide a safe environment on campus and advise students and staff on actions that will be taken to enhance their personal security and safety.
 - provide information to students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
 - provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

Health Hygiene and Safety

1. Compliance

- Through this policy and related procedure, Xpert Solutions complies with commonwealth, State and Territory legislation and regulatory requirements relevant to its operations, including but not limited to: meets the requirements of the
 - Work Health and Safety Act 2011 (Cth),
 - Work Health and Safety Act 2012 (Tas)
- Xpert Solutions will:
 - Take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety
 - Provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
 - Provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.
- Xpert Solutions ensure that its staff, students and other clients are fully informed of all regulatory requirements where they affect their duties or participation in its educational operations.
- committed to protecting staff and students from harm to health, safety and welfare through the elimination and/or minimisation of risks arising from work and study.

2. Working safely

- All staff have a responsibility to work safely, take all reasonable care for their own health and safety and always consider the health and safety of others who may be affected by their actions.
- Xpert Solutions encourages active participation, cooperation and consultation with all staff in the promotion and development of a healthy and safe workplace.



- All staff will receive induction into their role which will include information about workplace health and safety.
- 3. Access to premises**
- All staff and visitors are required to adhere to Xpert Solutions access to premises procedures.
- 4. Workplace, delivery site and home office inspections**
- All work and training environments will be routinely inspected to identify safety risks, hazards and identify areas for improvement.
- 5. Hazard identification and risk control**
- All staff, students and other individuals are required to report any hazards and safety incidents as soon as they become aware of them. Xpert Solutions will take immediate action to respond to an incident, assess risk and control hazard/s where applicable.
- 6. Incidents**
- Staff and students are expected to immediately report any incidents that occur at work or during training that impact on an individual's health or safety.
 - Xpert Solutions will respond to, investigate and record all incidents that impact on the health and safety of any individual and will take steps to prevent recurrence.
- 7. Safety records**
- Records of the organisation's workplace hazards, risks and workplace injuries will be accurately maintained at all times.

Other Useful Information

ESOS

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. In particular, ESOS provides tuition protection for international students.

For more information, please visit:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Tuition Protection Service

The Tuition Protection Service (TPS) is a government initiative protecting international students in the event that an education provider is unable to fulfil their obligation to deliver the agreed course of study. The TPS ensures that international students are able to complete their study in another course or with another education provider or that they get a refund of their unspent tuition fees.

For more information, please visit:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Unique Student Identifier

The Unique Student Identifier (USI) ensures that you have access to all your training records online at any time. It makes life easier for you and your employer. If you are a continuing student in Vocational Education, Xpert Solution needs your USI number before issuing qualification or



if you are new student, you can create your USI or, Xpert Solution can apply for your USI on your behalf.

For more information, please visit:

<https://www.usi.gov.au/students>

Contact Details

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