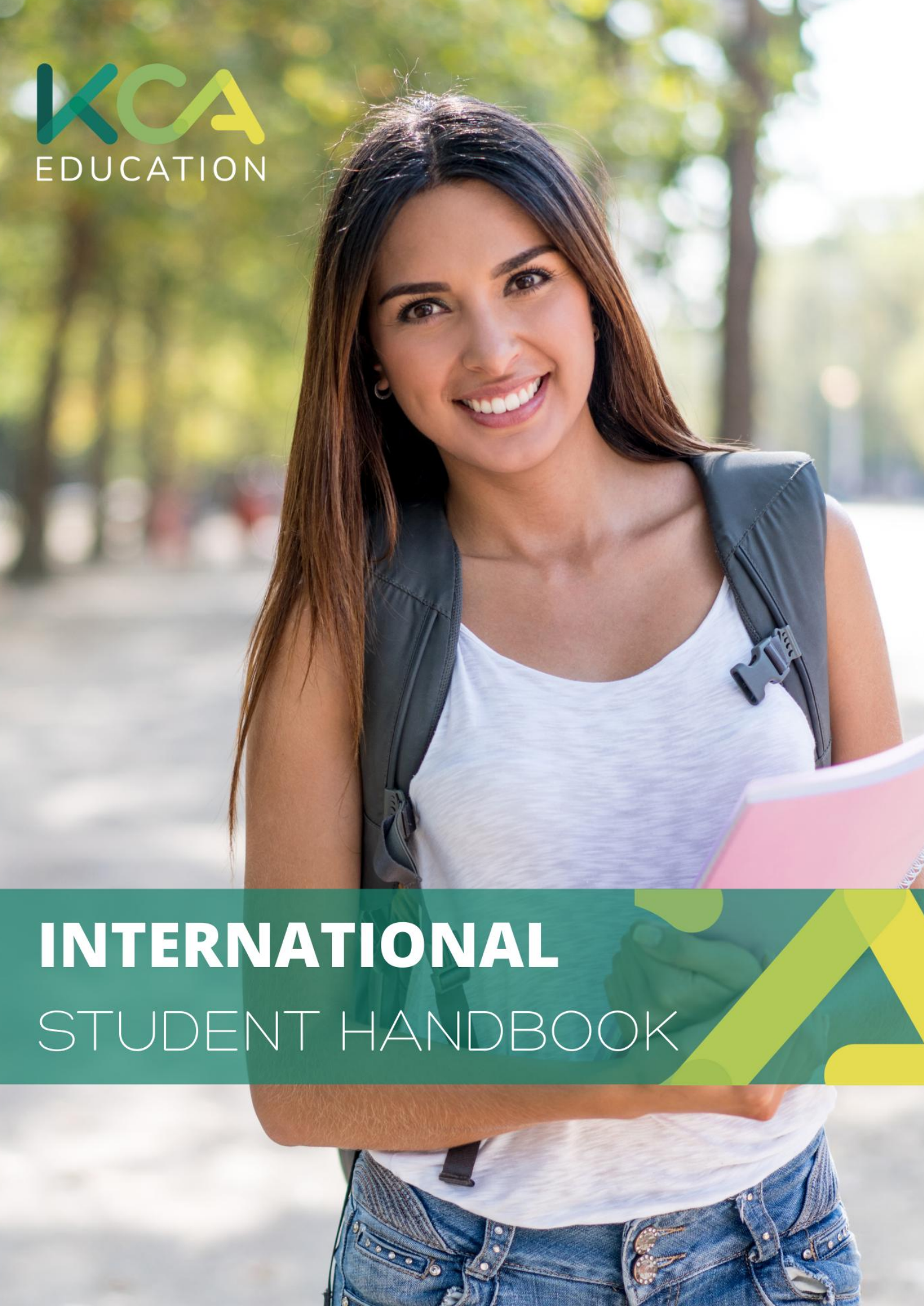
KCA EDUCATION



INTERNATIONAL STUDENT HANDBOOK

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1. Welcome to KCA Education (KCA)

Welcome to the first day of your future!

At KCA Education (KCA), we believe that today's learners are the leaders of tomorrow. Vocational education plays a critical role in creating a strong and healthy economy by equipping people with the skills, knowledge and confidence they need to succeed.
KCA provides relevant, work-ready qualifications delivered through high-quality teaching and student support. We offer courses in demand by industry, allowing our students to participate fully in the workplace and support their employment, further study and personal development goals.

Our learning environment has been created with this philosophy in mind, providing a platform for you to maximise your potential and achieve your goals. We are committed to providing you with the necessary tools, information and support to help you understand your course requirements and make informed decisions throughout your studies.

We are a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA) and approved on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to deliver courses to international students.

In this handbook, we not only wish to welcome you to KCA and to bid you all the best for a successful qualification and training program, but also to make you aware of how we work, how we can and will interact with you, and what we require from you to get the most out of your course.

Studying and travelling in a new country is exciting, although it can also feel daunting. This student handbook is designed to provide you with sufficient information about KCA, our courses and the support available to help make your transition to studying in Australia as easy as possible. Please read this handbook carefully and contact the KCA team if you have any questions. Please be assured that the team at KCA is here to support you!

We look forward to working with you during your educational journey.

Best wishes,

Alexandra Sella
Principal Executive Officer
KCA Education

2. Studying in Australia

Congratulations on choosing Australia as your study destination!

Australia is recognised internationally for its high-quality education system, diverse communities, strong student support framework and globally recognised qualifications. Australia attracts students from around the world who choose to study in a safe, multicultural and welcoming environment.

Australia is a large country with a relatively low population density compared to many other countries. Owing to our natural resources, we are one of the most affluent. As a country to visit, we have so many points of natural beauty and world-famous landmarks you will not know where to begin your adventure. There are, of course, several thousand kilometers of beaches, with Fraser Island in Queensland the world's only Sand Island.

Our landmarks include the sacred Aboriginal 'Uluru', the Sydney Opera House and Harbour Bridge, the Great Barrier Reef, the Blue Mountains of New South Wales and the amazing beaches of Queensland. There are also many tropical rainforests and waterfalls which offer walking tracks through the beauty of the Australian Bush.

Australia consists of six states and two territories, with the Southern States having temperatures a little more varied, with snowfields active in winter, whilst the more Northern have a tropical climate all year round, which sees winter days in Queensland range between 18-28 degrees.

We are also home to some of the rarest fauna and wildlife, with kangaroos and koalas being native to the land as well as emu, ostrich, camel, the dingo (wild dog) and some of the most amazingly marked birds, with the distinctively sounding Kookaburra heard to chirp at sunrise and sunset, denoting the opening and closing of each day.

With excellent transport networks, culture and lifestyle choices to meet all needs, Australia not only boast a phenomenal track record in education but also an amazing experience for those who choose to study here.

You can find out more about our beautiful country and the states that our Campuses are located in our 'Pre-arrivals' guide that is available on our website: www.kca.edu.au or within this handbook!

3. Using the Student Handbook

This handbook contains important information about studying with KCA, and we encourage you to read it carefully before commencing your course. The Student Handbook will aid you in getting the most out of your course and studies with us. There is a range of information covered here, including summaries of our policies and procedures, and our code of conduct. Also included is information about studying in Australia and our campus locations that is aimed at assisting you in adjusting to your new environment.

It is our objective to make your studies enjoyable, productive and successful and, to that end, whilst we encourage you to refer to this handbook, we also encourage you to communicate with us if you have any questions, concerns or issues whatsoever. We are happy to assist and determined to help you to succeed

4. What is an RTO?

Registered Training Organisations (RTOs) are training providers registered by the Australian Skills Quality Authority (ASQA) (or, in some cases, a state regulator) to deliver Vocational Education and Training services. RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

There are currently around 5,000 RTOs in Australia. A complete list of RTOs is maintained at **training.gov.au**, the authoritative national register of the VET sector in Australia and CRICOS registered providers at **https://cricos.education.gov.au/**

Why use an RTO?

Only RTOs can:

Deliver nationally recognised courses and accredited Australian Qualifications Framework (AQF) VET qualifications
Apply for Australian, state and territory funding to deliver vocational education and training
RTOs can offer qualifications at the following levels:

- Certificates I, II, III and IV
- Diploma
- Advanced Diploma
- Graduate Certificate
- Graduate Diploma

Being registered by ASQA means an RTO must act in your best interests and meet the 2025 Standards for RTOs.

What is CRICOS?

CRICOS stands for the Commonwealth Register of Institutions and Courses for Overseas Students. CRICOS is the Australian Government register of education providers and courses approved to enrol international students studying in Australia on a student visa. A provider must be registered with CRICOS to deliver approved courses to overseas students.

The register:

- is managed by the Australian Government Department of Education
- is publicly available, and
- can be searched by course or provider name/number.

5. About KCA Education (KCA)

At KCA Education, we believe in creating better lives and livelihoods and that today's learners are the leaders of tomorrow.
We are committed to providing a supportive, inclusive and positive learning environment where international students

can develop the skills, knowledge and confidence needed to achieve their educational and career goals in Australia and beyond.

KCA Education:

- Is the trading name of Learning Lab Pty Ltd; our Registered Training Organisation (RTO) no 91341 has been registered since 2007 and regulated nationally by the Australian Skills Quality Authority (ASQA).
- KCA Education is registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS-Provider Code: 03576B) for delivery to international students.
- Our trainers are industry-experienced and fully qualified to train and assess in their respective fields.
- We offer Nationally Recognised Qualifications in accordance with our scope of registration.
- We offer flexible learning options and are committed to a positive learning experience.

RTO Name	RTO Code	CRICOS Code	ABN
Learning Lab Pty Ltd trading as KCA Education (KCA)	91341	03576B	99 010 752 986

Our Core Values

- **RESPECT** Everyone is unique and valued
- **INTEGRITY** Always do the right thing
- **BELIEF** We can make a difference

The KCA Education Experience

At KCA Education, we are committed to providing a positive and supportive learning environment. Through quality training, experienced trainers, and comprehensive student support services, we help students build the skills, knowledge and confidence needed to achieve their educational and career goals.

We offer our students:

- Bright, spacious classrooms are set up with modern equipment, for students to learn the most up-to-date techniques
- A mentor network of teachers for academic support
- Work Placement Coordinator to assist you with your practical work placement
- Access to expert trainers to help you manage your program and any difficulties that might affect your studies
- Campus Support Services personnel to help in other areas, including personal welfare and guidance
- Free Internet access to support your research activities
- Email access to teachers and staff at any time

KCA aims to provide students with a clean and harmonious atmosphere in which to study. Common areas are provided

for students' comfort. On-site students will have access to:

- A kitchenette with a refrigerator, microwaves, tea and coffee making facilities.
- All campus locations are also close to shops, cafés, restaurants and convenience stores.

Practical training, non-discriminatory environment

To avoid misunderstandings related to different cultural ways of life and religious beliefs in different countries, students should be aware of the following:

Classrooms at the Institute are a non-discriminatory environment, and in order to complete the course successfully, students must participate in all practical training required by the Course Curriculum.

Where to Go for Help: KCA Campus Support Team

The Campus Support Team is your first point of contact with KCA if you need help or further information regarding your assessment, resources or general questions. You will find them at our campuses, or you can contact them:

Phone	1300 854 011
Email	Campus Support Team: cso@kca.edu.au
Website:	www.kca.edu.au for additional information

Our Campus Location

Sydney CBD
269 Sussex Street
Sydney CBD
NSW 2000
P: 1300 854 011

Please refer to the maps at the back of this handbook for further information.

Quality Assurance

KCA operates under Quality Assurance guidelines as a registered training organisation. These guidelines are known as the *2025 Standards for Registered Training Organisations (RTOs)* (Standards); they provide a framework for the policies and procedures that we follow in delivering our services.

As a CRICOS registered provider of training to overseas students, we also operate under the guidelines as described in the *Education Services for Overseas Students Act 2000* (ESOS Act) and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code).

We regularly review our systems and processes through internal audits and continuous improvement activities. KCA may also be subject to external audits and regulatory reviews to ensure ongoing compliance with applicable legislation and standards.

Quality at KCA means providing students with training and support services that meet their needs and promote positive student outcomes. To do so, we constantly seek to improve our service capability. Feedback from students/course participants and/or clients is an important part of our quality review process, and we encourage you to provide feedback at any time about any aspect of our service.

Student Surveys

To support our commitment to continuous improvement, you may be invited to complete evaluation forms, surveys or feedback activities during and at the completion of your course. Your feedback helps us review and improve our training, assessment, student support services and overall student experience.

All survey and evaluation responses are treated confidentially and are used for quality assurance and continuous improvement purposes. Where applicable, employers or other relevant stakeholders may also be invited to provide feedback on our services.

We value and encourage feedback at any time and welcome suggestions that help us improve our services, systems and processes. We welcome comments that might help us to improve our services, products and processes at any time.

6. Course Information

KCA delivers the following Australian accredited courses to international students:

- CHC30125 Certificate III in Early Childhood Education and Care- CRICOS Course Code: 119774K
- CHC50125 Diploma of Early Childhood Education and Care- CRICOS Course Code: 118901E
- CHC33021 Certificate III in Individual Support- CRICOS Course Code: 112367D
- CHC52025 Diploma of Community Services- CRICOS Course Code: 118756J
- ICT30120 Certificate III in Information Technology 120091E
- ICT50220 Diploma of Information Technology 120092D

Refer to our website for more information about each of the above courses: https://kca.edu.au/

Course Entry Requirements

The following are entry requirements:

Academic Entry Requirements

- Completion of Year 12 or equivalent in applicant's home country, if applicable (subject to applicant's home country assessment level)
- International Students must be over 18 years of age before commencing studies
- Students must demonstrate English language proficiency at IELTS 6.0 or equivalent.

English Language Requirements

International Students must have a good command of written and spoken English. If English is not their first language or was not the medium of instruction and assessment in their secondary or tertiary studies, students must demonstrate their proficiency in English Language.

The minimum English Language requirement is overall IELTS (Academic Module) 6.0 or equivalent, if applicable (Subject to applicant's home country assessment level).

If there is no requirement for English as per applicant's home country assessment level, then applicant must provide documented evidence to demonstrate any of the following:

- The student was educated for 5 years in an English-speaking country
- The student has completed their High School in English Language
- The student has completed a foundation course in Australia
- The student has completed the KCA's English Placement Test
- The student has completed at least 6 months of a Certificate IV level course or higher in an Australian RTO Students may also be asked to complete an LLND assessment to demonstrate that they have the LLND skills required for the successful completion of the course.

7. Your Enrolment

The following information highlights the processes required to submit an application and enrol into a KCA course.

Application Process

When you are ready to apply for the course of your choice, you need to:

1. Read the International Student Handbook and/or visit our website, completely ensuring you fully understand what is required of you as a student.

2. Visit our website www.kca.edu.au and complete the online International Student Application Form. Make sure you complete the form in full and sign the Student Declaration page. This acknowledgement states that you have read, understood and agree to abide by the Rules and Regulations contained within this International Student Handbook.

3. Attach the following items with the Enrolment Form:
   - Copy of current passport (certified/original signed) – Photo page and relevant visa page
   - Evidence of current English proficiency or equivalent; IELTS, PTE, TOEFL with minimum 6.0 overall band (certified/original signed) if required.
   - English Translations where applicable
   - Course entry documents (Year12) including academic history (certified/original signed)
   - Evidence of overseas Student Health Cover (original signed)
   - RPL/Course credit details - if applicable

- Copy of visa - if applicable
- Letter of release - if applicable

4. Send in your Application Form, supporting documents, including your Statement of Purpose and application fee to:

- International Student Applications

Please Note:

- All the above documents sent to KCA must be certified, and KCA reserves the right to check the validity of all documents tendered.
- KCA has the right to reject applications with insufficient supporting documentation.

Offer of Placement

Once we have received and accepted the International Application Form, your supporting documentation, and the non-refundable application fee, we will send you an official Letter of Offer & Student Agreement for entry into your chosen course. This will occur within 10 working days.

Note:

- An offer of placement will only be given to those students who meet the requirements and who are enrolling in a full-time course.
- After you have received the Letter of Offer, you will need to "Accept the Offer" and pay the required fees to confirm your place in the course. Total fees for the course are included on the Letter of Offer you receive and will include a detailed payment schedule.
- Upon receipt of the signed Letter of Offer and Student Agreement, payment of the required fees, and verification that all enrolment requirements and conditions have been met, KCA will issue a Confirmation of Enrolment (CoE) and Student Identification Number.
- When you receive the CoE, you may apply for an Australian Student Visa.
- If KCA grants the student course credit, which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course. See the section in this Handbook on applying for credit.
- If the course credit is granted after the student visa is granted, the change of course duration will be reported to DET via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Please Note: the Letter of Offer will be based on the following conditions:

- KCA agrees to recruit students ethically and responsibly and provide them with information that enables each student to make informed decisions about studying with the Institute.
- That we have determined that you have met the entry requirements to enrol in the course.

Australian Student Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application.

You may wish to use a registered migration agent to assist you with your application, or KCA has a range of education agents who can assist you with the process of applying for a course and including assistance with visas. Contact us for details of the education agents that we use or refer to our website: www.kca.edu.au

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process. If a student visa application is refused, refunds will be assessed in accordance with KCA's International Student Refund Policy.

Visa Conditions

You must abide by the conditions of your visa as failure to comply with these conditions may result in the cancellation of your visa. You must comply with the following conditions:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been permitted to do so as part of your visa grant.
- 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.
- Remain with the principal education provider for 12 months unless you are issued with a letter of release from the education provider to attend another institution.

For further information, please refer to the Department of Home Affairs (DoHA) for further information: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia. The level of cover and benefits available may vary depending on the OSHC provider and policy selected. You should review the details of your policy carefully to understand what is covered, any exclusions that may apply, and how to access medical services and make claims. You are responsible for ensuring their OSHC remains valid for the duration of their stay in Australia.

You can choose to take out OSHC with a provider recommended by us (Allianz), or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Allianz Global Assistance OSHC: www.allianzassistancehealth.com.au/en/student-visa-oshc/
- Australian Health Management OSHC: www.ahmoshc.com

- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC may assist with the cost of eligible medical treatment, hospital care, some prescription medicines and certain ambulance services, depending on the level of cover and the OSHC provider selected. You should check the details of their policy to understand the benefits, exclusions and limitations that apply.

For more information about your OSHC cover, how to make a claim, and how to access medical treatment in Australia, refer to your OSHC provider and the Department of Home Affairs website.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments, you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

Unique Student Identifier (USI)

As you are studying nationally recognised training in Australia, you are required to have a Unique Student Identifier (USI) under the *Unique Student Identifier (USI) Act 2014*. Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. KCA Education cannot issue a Statement of Attainment or Qualification unless the student has a valid USI or is exempt under the Act.

For international students studying in Australia you would have been issued with an Australian Visa, this will allow you to use your passport as proof of identification when creating your USI.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone any time. Student Information for the USI Fact Sheets is available to download from https://www.usi.gov.au/students .

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, KCA can assist you in creating a USI during the enrolment or orientation process, with your consent.

Course Credit

Course credit is defined by the National Code 2018 as follows:
'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.'

Credit Transfer

Credit transfer is training credit for a unit of competency or module previously completed by a student. Credit Transfers are only issued if the units of competency are equivalent to those listed on the current training package.

KCA will provide applicants with the opportunity to apply for credit before the enrolment process or during the initial part of the course. You can apply for Credit at any time; however, it is best that you do this as part of your enrolment so that credits are known upfront, and you are not required to do any work that you otherwise may not have needed to do.

Credit can be provided for units of competency that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed. There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

Recognition of qualifications issued by other RTOs

KCA also recognises Qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework (AQF). You may use Qualifications and Statements of Attainment to gain credit towards programs offered by KCA.

Note: approved Credit transfers may also affect the duration of your course study period on CoE.

Recognition of Prior Learning

RPL is an assessment process that assesses an individual's formal, non-formal and informal learning (life experience) to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification. By providing us with the evidence of skills, knowledge and experience, students can gain credit towards all or part of a relevant qualification. Forms of evidence may include: a portfolio of evidence, third party reports, oral questioning, practical tasks, etc. Just like credit transfer, you should ideally apply for RPL at the time of enrolment, but you may also apply for up to 2 weeks into your course. RPL applications are assessed by a qualified trainer & assessor against the requirements of the relevant unit/s of competency, in accordance with the principles of assessment and rules of evidence.

If you think you may be eligible for RPL, contact us and a qualified trainer/ assessor will assist you throughout this process and issue an RPL kit. Once you have completed the kit, your application will then be assessed for suitability, and you will then be contacted by an assessor to progress the RPL process.

Fees are applicable for Recognition of Prior Learning and can be advised to you on application. For more information about submitting an application for RPL, contact the Admissions and Campus Support Officers.

Student Fees and Refund Policy

As a visa requirement, overseas students must maintain their financial viability throughout their chosen courses. Failure to pay tuition fees on time may lead to suspension or cancellation of the students' enrolment from KCA.

Student Tuition Fees

KCA does not require international students to pay more than 50% of course fees prior to course commencement, although students may pay more if they choose. Once a student attends the official orientation session, they have been deemed to have commenced the course.

Tuition fees are charged for each term, and all students will be issued with an invoice two (2) weeks before the commencement of the new term. The invoice will provide a date by which payment is due, which is the commencement date.

Students who fail to pay their tuition fees by the required date will be notified and may be issued with an Intention to Report (ITR) letter for being in default and non-financial. This may lead to the students' enrolment either being suspended or the cancellation of their Confirmation of Enrolment (CoE) via PRISMS.

KCA will also charge additional fees for additional services including:

Reissuing student identification cards	$35.00
Re-printing of qualification	$50.00
Re-printing of course transcripts	$35.00
Replacement or additional uniform	$80.00
Re-sit of assessment	$50.00
Rescheduled workplace visit	$85.00

Refund Policy Snapshot

KCA pays into the Tuition Protection Service (TPS) provided by the Australian Government which assists eligible international students when a provider is in default of paying back pre-paid tuition fees. Students are entitled to refunds as described below. If you wish to apply for a refund, you should complete the Refund Application Form. This applies in all cases except when KCA cancels a course, in which case pre-paid fees will be automatically refunded. All refunds will be processed within 28 calendar days.

Visa Refused (offshore students)	Full refund of tuition fee, less enrolment/ administration fee ($250)
Visa extension is refused (onshore overseas students)	Refund of unused tuition fee
Withdrawal **at least** 28 calendar days prior to course	Full refund of tuition fee, less enrolment/

commencement date	administration fee ($250)
Withdrawal **less** than 28 calendar days prior to course commencement date	50% refund of tuition fee
Withdrawal **after** the course commencement date	No refund
Withdrawal after the course commencement date (where Visa is granted)	No refund
Withdrawal after the course commencement date (compassionate or compelling circumstances) *	Partial/Full refund
Visa cancelled due to breach of visa conditions	No refund
Course withdrawn by KCA	Full refund including enrolment/administration fee ($250)
If the Institute is unable to provide the Course for which the original offer was made	Full refund including enrolment/administration fee ($250)

The refund policy and fee schedule are included in each student's letter of offer and agreement and will set out payment arrangements, refund conditions, tuition fees, non-tuition fees, etc.

8. Campus Support

Our Campus Support Officers (CSO) are dedicated and here to support you with any questions you have regarding your course. You can find your CSO at the reception desk of each campus, or contact them via:

Email: cso@kca.edu.au
Call: 1300 854 011

Campus Support Services

Our CSO can offer support in areas such as:

- Contacting your trainer/assessor
- Change of detail forms
- Re-printing of documents
- Student support
- Timetables and schedules
- Assistance with leave requests
- General enquiries
- Special requests

Student Assistance Program

KCA offers a Student Assistance Program (SAP) to all students. The SAP is a program dedicated to providing new and existing students free and confidential counselling services to help with their mental health and well-being.

As a joint initiative with Access EAP, the program is aimed at helping students address many life challenges, ideally before they become distractions that affect home life as well as studies with KCA. The service will provide access to a dedicated counselling hotline available 24 hours a day, 365 days a year and 3 complimentary face-to-face counselling sessions.

We understand that there is life outside of studying with KCA and want to make sure that all our students' mental health and wellbeing needs are being met. Through the Student Assistance Program, we facilitate our commitment to helping our students grow and be the best they can be when studying with us. Common issues that students can receive assistance with include:

- Personal issues
- Work/Life effectiveness
- Relationship issues
- Interpersonal conflict
- Working relationships
- Substance abuse
- Gambling
- Trauma
- Depression
- Grief and loss
- Financial concerns
- Anxiety
- Parenting
- Legal concerns
- Perinatal counselling

All new and current students undertaking a course at KCA Education will have full access to SAP services. Students' confidentiality is strictly maintained in accordance with privacy legislation, and personal information is not disclosed to KCA Education without the student's consent, except where required by law.

For further information, please contact our CSO on 1300 854 011.

Mental Health and Crisis Support

Lifeline Australia
24/7 crisis support and suicide prevention.
13 11 14
www.lifeline.org.au

Beyond Blue
Support for anxiety, depression, and mental wellbeing.
1300 22 4636
www.beyondblue.org.au

Headspace
Mental health and wellbeing services for young people aged 12–25.
03 9027 0100
www.headspace.org.au

Suicide Callback Service
24/7 support for people at risk of suicide.
1300 659 467
www.suicidecallbackservice.org.au

1800RESPECT
National sexual assault, domestic and family violence service.
1800 737 732
www.1800respect.org.au

MindSpot
Free digital mental health assessments and online treatment courses.
1800 61 44 34
www.mindspot.org.au
SANE Australia
Support for complex mental health issues and carers.
1800 187 263
www.sane.org

R U, OK?
Promotes mental health awareness through meaningful conversations, especially in regional and remote areas.
www.ruok.org.au

Momentum
A free online self-help platform for children and adolescents aged 7 to 17, addressing issues like anxiety, depression, and sleep difficulties.
www.momentumhub.org.au

Kids Helpline
24/7 free, private, and confidential phone and online counselling service for young people aged 5 to 25.
1800 55 1800
www.kidshelpline.com.au

Health and Aged Care Australia

MensLine Australia
Free professional support for men, available 24/7 across Australia.
1300 789 978
www.mensline.org.au

ReachOut Australia
Online mental health support for young people aged 14–25.
www.reachout.com

Butterfly Foundation
National eating-disorder helplines provide phone, email & webchat support.
1800 33 4673
www.butterfly.org.au

Blue Knot Foundation
Counselling & advocacy for adult survivors of complex trauma.
1300 657 380
www.blueknot.org.au

GriefLine
Free grief-and-loss telephone counselling.
1300 845 745
www.griefline.org.au

General Health and Wellbeing

Healthdirect
Government-funded health advice and information.
1800 022 222
www.healthdirect.gov.au

QLife
National LGBTI peer support and referral service.
1800 184 527
www.qlife.org.au

Head to Health
Digital mental health resources provided by the Australian Government.
1800 022 222
www.headtohealth.gov.au

Student Wellbeing Hub
Provides age-appropriate information and resources to support student wellbeing and safety.
https://studentwellbeinghub.edu.au/-

ASK Wellbeing
Offers student wellbeing services through the National Student Wellbeing Program in NSW and QLD.
1300 513 088
https://askwellbeing.au

Alcohol and Drug Support

Alcohol and Drug Foundation
Education and support services for substance use.
1800 250 015
www.adf.org.au

National Alcohol and Other Drug Hotline.
Confidential support for alcohol and other drug issues.
1800 250 015
https://adf.org.au

Counselling Online
Free and confidential online service providing support for people affected by alcohol or drug use across Australia.
https://www.counsellingonline.org.au

Family Drug Support
Offers support for families dealing with drug and alcohol issues, including a 24/7 support line.
1300 368 186
https://www.fds.org.au

Youth Support and Advocacy Service (YSAS)
Provides youth-specific alcohol and other drug treatment services across Victoria.

(03) 9415 8881
www.ysas.org.au

Digital Wellbeing Tools for Students

MindSpot
Free online courses and assessments for anxiety, depression, and stress.
1800 61 44 34
www.mindspot.org.au

This Way Up
Evidence-based online mental health programs (free for students with GP referral).
02 8382 1437
www.thiswayup.org.au

Culturally Inclusive Support

13YARN
24/7 crisis support by Aboriginal and Torres Strait Islander people for Indigenous Australians.
13 92 76
https://www.13yarn.org.au

QLife
Support for LGBTQIA+ students, including peer support via phone and webchat.
1800 184 527
www.qlife.org.au

Multicultural Australia
Supports culturally and linguistically diverse communities through culturally safe, respectful, and inclusive services.
07 3337 5400
https://www.multiculturalaustralia.org.au

Embrace Multicultural Mental Health
Provides a national platform for Australian mental health services and multicultural communities to access resources and services.
131 450
https://embracementalhealth.org.au

Youth Off the Streets – First Nations Cultural Support Services
Offers culturally appropriate referrals and support services for First Nations young people.
02 9330 3500
https://youthoffthestreets.com.au/get-support/cultural-support

Study and Career Support

Study Australia Support Hub
Central hub for international students with information on living, studying, working, and support services.
www.studyaustralia.gov.au

JobAccess

Support for students with disability, including workplace adjustments and services.
1800 464 800
www.jobaccess.gov.au

StudyAssist
Information on financial assistance for VET students.
www.studyassist.gov.au

SYC – Success and Wellbeing Services
Provides one-on-one support services for individuals facing challenges with their studies.

Year13
Helps young Australians navigate life after school with resources on careers, study options, gap years, apprenticeships, and financial literacy.
www.year13.com.au

MTC Australia
Youth Employment and Education Programs. Offers programs to help young people gain skills for education, employment, and entrepreneurship.
1300 232 663
www.mtcaustralia.com.au/youth

Myfuture
Australia's national online career-information service.
www.myfuture.edu.au

Employment and Skills Support

Headspace – Work and Study Support
Provides work and study support for young people, helping them achieve their goals and build skills.
03 9027 0100
https://headspace.org.au

Students Employment Services Pty Ltd
Offers job search assistance and career advice for students and graduates.
(No phone number listed)
https://studentsemploymentservices.com.au

Sonder – Employment Support for Young People
Provides guidance and support for young people seeking employment or study opportunities.
08 8209 0700
https://sonder.net.au

International Student Support

Fair Work Ombudsman – International Students
Information on workplace rights and protections for international students
13 13 94

www.fairwork.gov.au

Overseas Students Ombudsman
Independent complaint handling for international students
1300 362 072
www.ombudsman.gov.au

Australian Federation of International Students (AFIS)
Provides support and advocacy for international students in Australia.
13 22 62
https://www.acnc.gov.au/charity/charities/64bc4d61-3aaf-e811-a963-000d3ad244fd

International Student Help Organisation Australia (ISHOA)
A non-profit organisation run by volunteers to support international students facing hardships.
(No phone number listed)
https://www.ishoa.com.au

KCA Dedicated Student Care and Assistance

Our Student Support team is dedicated to ensuring that any questions you have regarding your course are answered and addressed effectively and efficiently. You can contact our Student Support team through:

Phone - 1300 854 011
This contact number is available to students between 8:30 am and 5:00 pm AEST. The purpose is to provide students with support alongside their Trainer and Assessor. By calling student support, you will immediately speak with support staff and have your enquiry attended to. All phone calls to this hotline are recorded for quality and coaching purposes. Please note: The student support team DO NOT answer academic-based questions; students can contact a Trainer or Assessor for this additional support.

Student Support Email – NSW: cso@kca.edu.au
If you have an enquiry outside of our Student Support Hotline hours or are unable to give us a call, you can send us an email. Student Support will respond to your email within 2 business days.

Campus support officers
Our campuses have dedicated Campus Support Officers who are available to provide students with face-to-face support. Ask at the reception desk for a Campus Support Officer.
Where the Student Support team cannot resolve a student enquiry or issue, it will be escalated to the appropriate person.

Student Surveys

In the interest of continually seeking to improve the quality of our service, you may be asked from time to time to complete an Evaluation Form or Survey. This may occur during and at the end of your course. Please be assured that completed Evaluation Forms or Surveys remain confidential and are used only to improve the

quality of our service. Your employer (if applicable) may also be sent an Evaluation Form or Survey to complete.
We welcome comments that might help us to improve our services, products, and processes at any time. Feedback collected through surveys is reviewed and analysed as part of KCA Education's continuous improvement processes, and outcomes may inform changes to training, assessment, and student support services.

Drug and Alcohol Abuse Assistance

The use and abuse of alcohol and other drugs can impact health, workplaces, resources, families and communities. If students are experiencing problems associated with drug and alcohol abuse, information, counselling and other assistance is available through The Alcohol and Other Drugs Council of Australia help lines: **National Alcohol and Other Drug Hotline Confidential support for alcohol and other drug issues - 1800 250 015 - https://adf.org.au.** Please refer to any other support lines in the previously provided list.

Support Services

We currently offer support in:

Pre-Program interviews	Training premises are accessible to people with disabilities
Flexible Learning Options	Web-site information
One-on-one tutoring	Training needs analysis
Alternative assessment strategies	Other support is required
Recognition of Prior Learning (RPL)	

Welfare and Guidance Services

We will endeavour to provide welfare and guidance to all students/course participants wherever possible. This may include:

Workplace Health and Safety	Provision for special cultural and religious needs; and
Review of payment schedules when requested	Provision for special dietary needs. (If meals are included)

Learning pathways and possible RPL & RCC opportunities	Provision for special learning needs
Recognition of Prior Learning (RPL)	

9. Your Learning Journey

The following section of the Student Handbook is designed to provide you with the relevant information about your learning journey with KCA and to ensure that it is as rewarding and productive as possible.

Studying with KCA requires several skills which you would be expected to be able to demonstrate in your role at work. For example, the ability and discipline to:

- Plan tasks
- Prioritise tasks
- Manage your time
- Organise information in a logical and clear manner

However, the journey begins with our mandatory Orientation and Induction Session that is held during 'O' Week, which is conducted each term and prior to the commencement of your first class.

Student Orientation and Induction

Student orientation day is conducted for all new students at the beginning of each term. It is essential for all new students to attend this session to familiarise themselves with the campus facilities and have the opportunity to:

- understanding the information contained in the International Student Handbook, including your rights as a student and student visa obligations
- ensuring you are familiar with the facilities, classes and resources,
- meeting your trainer & assessor/teacher and additional support staff,
- understanding your course timetable, class requirements and attendance,
- understanding how to access student support services, complaints and appeals processes, and emergency assistance if required
- understanding your overall course assessment requirements, including work placement if applicable,
- providing you with essential evacuation and emergency plan procedures, and
- practical placements (if applicable) and associated assessment requirements,
- emergency procedures,
- knowing where to access more information, as required.

Please note: Students must bring with them a valid passport and current residential address in Australia.

At the end of the orientation day, students will receive all student kits and resource manuals. Students will then be asked to sign a Student Orientation and Compliance Declaration form that acknowledges that they understand and agree to comply with student visa conditions and are aware of their rights and obligations as a student of the KCA.

Our Trainer and Assessors

Each student has an allocated VET Trainer to assist and direct you throughout their studies. Your VET Trainer is your first point of contact for questions regarding your assessments and course content. You will receive your VET Trainer's contact details and are able to contact them within business hours.

To deliver nationally recognised training, our VET Trainers and Assessors must meet rigorous criteria of competency criteria as per the following criteria:

- Hold the TAE40116 Certificate IV in Training and Assessment as a minimum qualification, or its successor; and
- Must be able to demonstrate vocational competencies at least to the level being delivered and assessed; and
- Be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and VET Trainers competency

Student Timetable

All students will be provided with a timetable for their course during their orientation session. The timetable will include the days and times each student is required to attend.

For all international students, classes are scheduled for 20 hours per study week with a break in between terms. Additional breaks will be Australian public holidays. When holiday break occurs at Christmas time (December-January), all dates will be clarified by the KCA upon induction. The return date is generally around mid-January.

Students are advised that in order to achieve prescribed skills and competencies, it will be necessary to practice skills learnt and undertake self-study at home in further addition to class hours spent at KCA.

Monitoring Attendance

While KCA ensures that all international students meet the course progress requirements under Standard 8 of the National Code, we will still monitor attendance as a 'best practice model' in order to ensure that students will complete their studies within their course duration. Furthermore, KCA views attendance as a part of its ongoing duty of care for its students. From a vocational and practical perspective, attendance is also viewed as the key to completing your course.

Course Progress

As per Standard 8 of the National Code, all students are required to meet course progress requirements in order to satisfy visa conditions.
This means you are required to:

- Meet all of your attendance obligations for each unit;
- Submit and undertake all assessment on time; and
- Complete all the requirements for the unit within the prescribed study period.

KCA provides each student with a "program outline" at the commencement of each study period. This outline identifies the units and assessment requirements for each study period. Students must demonstrate competency in 50% or more of the units for the study period. KCA defines a study period as a 10-week term, whereby it will assess each student's progress at the end of each compulsory study period.

KCA is committed to assisting students meet their course progress requirements by monitoring progress and providing relevant support at an early stage. This could include extra time to complete tasks or a reduced study load to study skills programs. However, if after providing you with this support, you continue not to meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support that you may require from KCA to assist you to get back on track.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements as applicable.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DHA for not meeting course progress requirements. Department of Home Affairs (DoHA) will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal KCA's decision to report you to DHA. However, an appeal will only be considered if KCA has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results, or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student, and they have an impact on the student's capacity and/or ability to progress through a course. 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.
- A traumatic experience which has impacted on the student, and which could include involvement in, or witnessing 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 KCA 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 your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Please note that the above are only some examples of what may be considered compassionate or compelling circumstances. The KCA team will use their professional judgment to assess each case on its individual merits. When

determining whether compassionate or compelling circumstances exist and will consider documentary evidence provided to support the claim. KCA will keep copies of these documents, together with a record of why the decision was made, in the students' file.

Completion within the Expected Duration of Study

KCA will at all times monitor the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's CoE.

Furthermore, KCA will ensure students do not exceed more than 25 per cent of the student's total course by distance and/or online learning. In monitoring this enrolment load, KCA will ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning. KCA will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

KCA in limited circumstances may include compassionate or compelling circumstances, where KCA has implemented or is implementing an intervention strategy for a student at risk of not meeting course progress requirements, or where an approved deferment or suspension of study has been granted. Any extension to the expected duration of study will be recorded and managed through the student's CoE and PRISMS, where required.

Complaints and Appeals

A complaint is made when you are dissatisfied with a service offered or treatment received at KCA. This may include KCA's services and activities, for example, our application and enrolment process, marketing information, the quality of training and assessment we provide, training and assessment matters, including student progress, student support and assessment requirements, or the way someone has been treated and the actions of another student

An appeal is made when you disagree with an assessment result decision made by KCA.

KCA invites students to make complaints and appeals as needed. Complaints and appeals are seen as an opportunity to identify potential causes of the complaint or appeal and to then take action to prevent the issues from recurring, as well as identifying any areas for improvement. If you make a complaint or appeal:

- The complaint or appeal will be dealt with promptly; the actual length of time involved may vary in accordance with the complexities of the case. Under normal circumstances, you can expect KCA to begin actioning your complaint or appeal within 10 working days
- You will have the opportunity to present your case at each stage of the procedure.
- You have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor).
- You will not be discriminated against or victimised.

KCA is committed to a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. This means that all complaints and appeals are responded to in a consistent and transparent manner, promptly, objectively, with sensitivity and confidentiality. There is also no cost to students.

Before an issue becomes a formal complaint or appeal

If you have a complaint, you are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are staff available to assist the resolution of issues at this level. You can raise an informal complaint by contacting the Campus Support Officer in person or by phoning 1300 854 011. Please note that it is not mandatory to raise a complaint informally. Attempting to resolve an issue informally does not affect a student's right to access KCA's formal complaints and appeals process at any time.

In the event of an assessment being deemed Not Yet Competent, you have two opportunities to correct and resubmit your assessments. You should, wherever possible, try to resolve concerns or difficulties with your VET trainer & assessor at this time. You may raise an informal appeal, prior to receiving a final assessment result, by contacting Campus Support at cso@kca.edu.au.

Formal Complaints and Appeals Procedure

If you wish to make a complaint or appeal, you should do so within five (5) working days of the incident occurring or the original decision being made. Your complaint or appeal should be in writing using the Complaints and Appeals Form.

KCA will maintain the students' enrolment while the complaints and appeals process is ongoing. This does not necessarily mean that a student will remain in class.

KCA has in place arrangements for an independent external person or organisation to hear the complaints or appeals where the RTO's internal process has been completed, and the student remains dissatisfied.

The student will be granted immediate access to the RTO complaints and appeals process. The process must begin within 10 working days of the formal lodgement of the complaint or appeal.

KCA's documented internal complaints and appeals process must include provision of a written statement of the outcome including details and reasons for the decision.

If the outcome of a student's appeal through KCA's internal or external complaints and appeals handling process is favourable to the student, KCA will immediately advise the student of this and implement any decision and/or corrective and preventive action required.

The process must begin within 10 days of receipt of the formal complaint. It must be completed within a reasonable timeframe which takes into consideration the length of a student's visa and the student's enrolment in future subjects and/or courses.

The complaints and appeal process must give the student the opportunity to:

- formally present his or her case; and
- be accompanied or assisted by a support person.

Until the complaints and appeals process is completed, KCA must maintain the enrolment of the student. To 'maintain the student's enrolment' means the KCA will not notify DET of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

KCA will maintain the students' enrolment throughout the internal appeals process for all types of complaints or appeals. However, in the case of an external appeals process, it will depend on the type of appeal as to whether KCA maintains the

student's enrolment as follows:

- If the appeal is against KCA's decision to report on the student for unsatisfactory course progress, the student's enrolment will be maintained until the external process is completed and has supported or not supported KCA's decision to report.

- If the appeal is against KCA's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, KCA will notify DoHA via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

Once DoHA has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

- leave Australia,
- show the Department of Home Affairs (DoHA) a new Confirmation of Enrolment (CoE),
- provide DoHA with evidence that he or she has accessed an external appeals process.

KCA aims to resolve all complaints received informally to avoid unnecessary stress and disruption to the students and the college.

However, if a complaint cannot be resolved informally, the student is required to submit a written complaint to the KCA within 5 business days of the incident. The written complaint will then be acknowledged by KCA within 5 business days with an outline of the process to be followed and an estimated timeframe for resolving the complaint. Any expected delay is required to be explained. Should a delay be encountered once the complaint handling process commences, this is required to be advised in writing with a revised period. Review of the complaint will begin within 10 business days of KCA receiving the formal written lodgement of the complaint.

There is no cost to students for accessing KCA's internal complaints and appeals process. Any costs associated with an external appeals process will be the responsibility of the student unless otherwise determined by the external body.

A written statement of the outcome, including details and reasons for the decision, will be provided to the student. KCA will immediately advise the student and implement any decision in the event of any favourable outcome to the student.

KCA will maintain the students' enrolment while the internal and external complaints and appeals process is ongoing if there is a threat that the student will be deported. However, if there is no threat that the student will be deported, enrolment may only be maintained during the internal process (enrolment during the external process will be at the KCA's discretion).

Students have 20 working days from the date of the written outcome to lodge an internal appeal. If after the internal appeals process has been conducted, the student is still unsatisfied with the result, they may appeal to the Overseas Students Ombudsman (OSO). This service is free of charge. Further details can be found at: http://www.ombudsman.gov.au/making-a-complaint/overseas-students.

KCA will provide the student with written notification of the outcome of the internal appeal, including the reasons for the decision and details of the student's right to access an external appeals process.

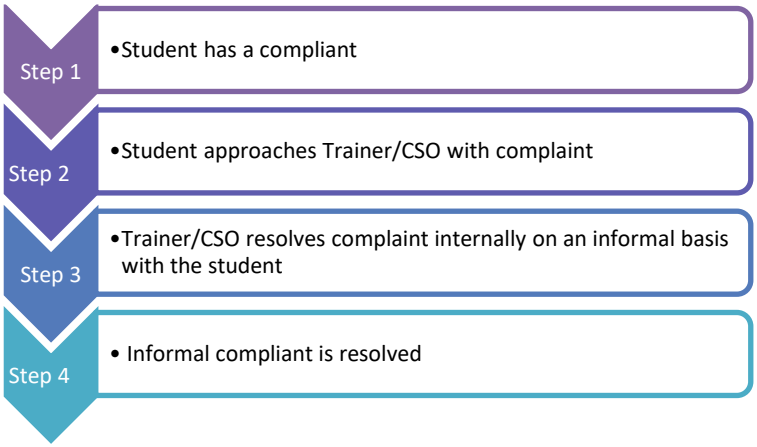
As per Standard 10.3 of the National Code, there is no cost for accessing this process. The outcome of the external appeals process will be final and accepted by both parties.

KCA will provide complete cooperation with any independent 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.

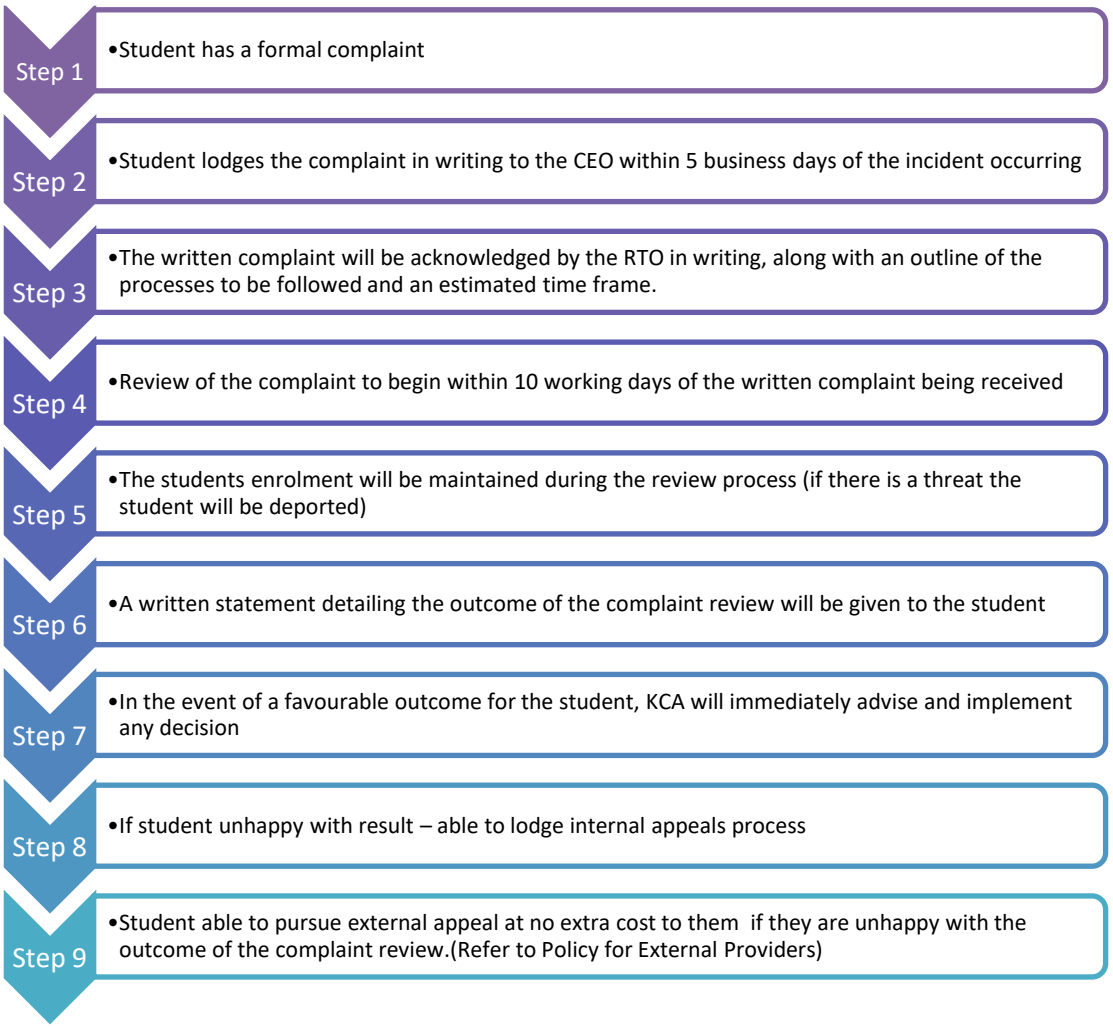
If a student withdraws from a course, the ESOS Act requires that KCA advise the Department of Education and Training (DET) and DoHA through PRISMS within 31 days. This information is transmitted to the Department of Home Affairs (DoHA) and has implications for the student's visa. If a student transfers to another provider, any refunds of course paid to the KCA will be in accordance with the KCA's refund policy.

Summary of Complaint Procedures

Informal Complaint Procedure



Formal Complaint Procedure



Appeals

Internal Appeals

If you feel that KCA's decision to report or suspend you is unfair, you have a right to ask for an internal appeal of the decision. Your request for an internal appeal must be based on the way in which the decision was reached by KCA, and include:

- The grounds for the appeal;
- A statement on the circumstances that you believe affected your attendance rate; and
- Any supporting documentation.

If you are asking for an internal appeal, it must be made in writing, and submitted within 5 business days of receiving the Notice of Intent to Report. To obtain the relevant form, please make contact with the International Campus Support Officer.

KCA will commence assessment of the appeal within 10 working days of receiving the appeal and will finalise the outcome as soon as practicable.

External Appeals

If you are still dissatisfied with the decision, you may have the right to take the matter to the Overseas Student

Ombudsman (OSO) for an external appeal.

Evidence of your submission to the OSO must be provided to KCA within 5 days of the internal appeal decision notice. If you do not provide evidence of your external appeal you will be withdrawn from KCA, and your withdrawal will be reported to the Department of Home Affairs (DoHA).

You will still be enrolled with KCA during the external appeal process and until such time that a decision has been made.

External Parties

Overseas Students Ombudsman (OSO)

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: www.ombudsman.gov.au.

National Complaints Hotline

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8 am to 6 pm nationally.

For more information about the National Complaints Hotline, refer to the following webpage: https://www.dewr.gov.au/national-training-complaints-hotline

Australian Skills Quality Authority (ASQA)

Complainants may also complain to KCA's registering body: Australian Skills Quality Authority (ASQA). However, ASQA will only use the information you provide to inform its regulatory approach and will not act as an advocate for individual students.

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.

Deferring or Suspending Study

As per Standard 9 of the National Code, international students are able to defer or temporarily suspend their studies during their course only for certain limited reasons, on the grounds of compassionate or compelling circumstances. KCA will only consider a **maximum of six (6) months' deferral unless exceptional circumstances can be proved and supported with medical certifications.** Students should seek advice from their immigration agent, regarding the potential impact of a deferral or suspension on their student visa. Deferring, suspending or cancelling enrolment may affect visa conditions and the duration of a student's stay in Australia.

KCA can only defer or temporarily suspend the enrolment of a student on the grounds of:

a. Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
b. Misbehaviour or misconduct by the student.

Students may also have their enrolment suspended due to misbehaviour, which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by KCA to defer, suspend or cancel their studies and KCA will not notify DoHA of a change to the enrolment status until the internal complaints and appeals process is completed.

Deferring a Term

Students who would like to defer their studies must first speak to a member of the Campus Support team. An Application to Defer form must be completed, which will need to be approved by the CEO or their nominated representative. Prior to applying to defer their program, students must ensure that they have paid any outstanding fees.

As outlined above, Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reasons or conduct or misbehaviour by the student.
Students will be required to provide evidence of compassionate or compelling circumstances. Please refer to the definitions of 'Special Circumstance' and note that any deferral may impact on your Student Visa.

Failure to Start Course

Students who are unable to arrive and start their course on time as agreed or no later than seven (7) days of the agreed start date will have to apply to KCA to defer their studies as outlined above.

Suspension Due to Academic Misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another student's work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

Furthermore, students are expected to behave acceptably whilst on campus and also when undertaking work placement. Failure to meet the requirements under the Student Conduct, classroom behaviour and conditions of work placement may lead to suspension and/or dismissal.

Withdrawals

If you wish to withdraw your enrolment prior to the commencement of your course, you must notify us in writing by completing our withdrawal form. If the student fails to notify KCA of their withdrawal in writing, they will be deemed as still enrolled, and they will be liable to pay the course fee in full. Please refer to our refund policy for further information.

Please note that as an international student you may not withdraw from your studies until you have completed twelve (12) months of your principal course. In cases of packaged programs, the principal course is the higher qualification, i.e. if packaged on a Certificate III and Diploma, you may not withdraw until twelve (12) months into the Diploma program. However please refer to the 'Special Circumstance' that may apply.

Effective 2 October 2026, the *National Code of Practice Amendment (Overseas Student Transfers) Instrument 2026* extended that period from 6 months to 12 months, for transfers to a new provider enrolling the student on or before 30 June 2027; it reverts to 6 months from 1 July 2027.

Rights and Responsibilities

Every student has the right to be treated fairly and equitably, and students also have the responsibility to respect the rights of one another and of all KCA personnel and training staff. Students will not be placed in a position that compromises their personal dignity or personal safety. Clear educational rationale and established procedures and protocols form the basis of all activities which students are required to undertake.

Students must always remain aware that discrimination of any nature, including sexual, religious and cultural harassment, and bullying of any nature and on any level or by any medium are all unacceptable and will not be permitted or tolerated. They are socially unacceptable and likely to create an offensive, intimidating or hostile environment, and are contrary to the educational and operational policies of KCA. Every Student of KCA is encouraged to be sensitive to and towards their training environment, their student cohort, their VET trainer & assessors, people working within KCA and with whom they may have contact.

KCA and our personnel and representatives will go out of our way to respect, uphold and protect your rights, and we expect no less of you in return

Your Rights

All students have the right to:

- Expect the education and training they receive will be of a quality consistent with the 2025 Standards for RTOs, and requirements under the ESOS ACT and National Code.
- Be informed about personal information that is collected about them and the right to review and correct that information.
- Access to a provider's consumer protection complaints system.

Your Responsibilities

All students have responsibilities, including but not limited to:

- Provide accurate information to the provider.
- Behave in a responsible and ethical manner.

Our Responsibilities

All providers have obligations, including but not limited to:

- Provide the training and support necessary to allow the student to achieve competency.
- Provide a quality training and assessment experience for all students.

- Provide a clear and accessible feedback and consumer protection system.
- Maintain information and provide feedback.

Access and Equity

KCA provides equal opportunity and affirmative action in employment and education. All of our personnel have a responsibility to uphold and maintain the highest possible standards of access and equity for all learners and clients. All staff are required to act in accordance with our Code of Practice, and all students/course participants/learners and clients are made aware of their rights and responsibilities through this student handbook.

We recognise the principles of access and equity and the rights of all people to be treated in a fair and equitable manner. KCA Education (KCA) undertakes to ensure all students and employees are treated equitably and are not subject to discrimination or harassment.

KCA also ensures that people who make complaints are not victimised in any way. KCA strives to provide full and equal participation for all students and staff and to foster a learning and working environment which values diversity, encourages acceptance, is free of discrimination and free of harassment.

Student Code of Conduct

All students/course participants enrolled in any KCA course or using the services of KCA are required to maintain appropriate standards of conduct at all times. Improper or inappropriate behaviour includes, but is not restricted to:

- Consuming or having consumed alcohol and other drugs,
- Persistent disruptive behaviour,
- Abusive conduct, verbally abusive or hostile behaviour,
- Physical assault on a member of administration or training staff or other students or any behaviour which is perceived to be threatening,
- Smoking or the use of prohibited or illegal substances,
- Deliberate misuse of KCA equipment or materials,
- Behaviour of a discriminatory, bullying or harassing nature,
- Carriage, use or having a prescribed or regulated weapon or dangerous article of any nature,
- Theft from staff or students at any KCA facility,
- Wilful or malicious damage to KCA property or equipment,
- Wilfully or accidentally activating fire or security alarms which result in the calling out of emergency services.

Where behaviour is deemed to be improper or inappropriate, KCA will take necessary action, which could include counselling, verbal warning, written warning and/or removal from the course.

Classroom Behaviour

KCA requires behaviour in any of its Classrooms, including online environments, to be conducive to promoting a positive learning environment, a cooperative spirit and harmony. KCA is committed to providing a learning environment free of discrimination and harassment. Any conduct or behaviour which causes disturbance, affront or offence by any student/course participant may result in that person(s) being removed from the Classroom by an authorised representative of KCA or the KCA VET trainer & assessor.

Studying On-line

KCA offers a blended mode of delivery that includes online study for no more than 25% of your course content. We recommend you prepare a plan in which you allow time for scheduled events such as holidays and also allow time for contingencies. Don't let your assessments build up.

Time management is essential for productive online learning. The time you require to understand and apply the topic will vary depending on your present experience and skills.

A word to the wise: many learners believe that online learning might be easier, but be aware online learning requires the same amount of your time as face-to-face training, if not more.

Expectations of students

The training delivered by KCA is competency-based, which means that students/course participants are assessed on the skills that they can demonstrate, the tasks that they can perform and any underpinning knowledge they have gained to effectively perform their work. It is essential that students/course participants and their employer, where appropriate, be thoroughly familiar with the content of the student handbook.
KCA is to be notified of any changes of circumstances or problems that affect the ability of the student to complete the course. The student is obliged to:

- Notify KCA Education of any changes to your residential address, phone number, email address, emergency contact details or other relevant personal information as soon as possible.
- Comply with the conditions of your student visa and any requirements under the ESOS Act and National Code.
- Maintain contact with your VET Trainer/Assessor via face-to-face visits, phone or email to keep them advised of your progress.
- Gather a range of evidence as you progress through your Course.
- Complete the training and assessment tasks set for you and ensure you have the tasks completed as directed by the VET trainer & assessors and bring the tasks to the next session/visit.
- Seek feedback from your workplace supervisor (if applicable) and the VET Trainer/Assessor on your progress.
- Meet attendance and behaviour requirements.
- Seek assistance if you are experiencing difficulties - refer to the section on Support Services
- As a student/course participant, you are responsible for notifying your VET Trainer/Assessor if you are unable to keep an appointment with a minimum of 24 hours' notice.

Disciplinary Proceedings

KCA actively promotes an environment in which students develop a positive and responsible attitude toward training, VET Trainer/Assessor, to customers and colleagues. To preserve and maintain this environment, KCA supports a system of informed consequences for actions.

A disciplinary procedure exists for the proper management of disciplinary issues. The procedure is designed to ensure fairness and objectivity, and its primary purpose is not intended as a form of punishment but as a means of providing

students/course participants with the opportunity to correct or modify their behaviour through fair and objective means. In this regard, we encourage all students/course participants to refer to the Student Code of Conduct and Class Room Behaviour within this document.

Privacy of Student Information

KCA takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014). Here's what you need to know:

- As a registered training organisation (RTO), KCA will collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority. Please refer to the NCVER Privacy Policy https://www.ncver.edu.au/privacy for more information on how they will handle your personal information.

- The Department of Education, Skills and Employment (DESE) is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dewr.gov.au/vet-activity-data/vet-privacy-notice.

- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the application form and through your completion of administrative-related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

- KCA is required by the *National Vocational Education and Training Regulator Act 2011* to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases KCA will seek the written permission of the student for such disclosure. KCA will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

- You have the right to access information that KCA is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how KCA is managing your personal information, we encourage you to inform our staff and

discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information.

You can find more information about making a privacy complaint at the website of the OAIC located at: http://www.oaic.gov.au/privacy/privacy-complaints

Access to Personal Records

KCA ensures that all information and documents related to you are kept private and confidential. Before allowing access to personal records, KCA will confirm your identity by ensuring you have submitted:

- The access to personal information form has been signed and submitted.
- A current copy of your photo ID

If a third party is requesting information regarding your studies, KCA will ensure:

- The third party provides a signed release of personal information form. This form is provided by the organisation that acts as an agreement between the organisation and the student, allowing the organisation to access their records.

All forms will be saved to your file to ensure that only verified and approved documents and information is released. If you require access to your information regarding your studies, please contact Campus Support.

Electronic Equipment

The use of electronic equipment such as, but not limited to, mobile phones, iPods, Kindels and MP3 players is not permitted in any KCA classrooms by students or staff, unless they are a specific and declared requirement of a class.

Please note the following:

- Laptops or tablets are permitted to be used provided they are relevant to the class.
- The use of a dictionary and calculator by students/course participants in any class is permitted.
- Students may connect their laptop or tablet device or any other portable device to the KCA Wi-Fi access point, where their class requires to have internet access.
- Students may not utilise the KCA Wi-Fi access points for non-course purposes, including but not limited to the download of movie or music files, or any other use deemed inappropriate by KCA staff.
- Where use of the KCA Wi-Fi access points is deemed to be improper or inappropriate, KCA will take necessary action, which could include counselling, verbal warning, written warning and/or removal from the course.
- Students will need to ask their VET trainer & assessor or Campus Support for access details.

Work Health and Safety

KCA is committed to providing a safe and healthy workplace for all students/course participants, clients, employees, contractors and visitors and we adhere to all relevant government legislation. Individuals have a responsibility to take care of the health and safety of themselves and others and to comply with company Workplace Health and Safety policy and risk management procedures. In the interests of staff and student safety, it's important that our enrolled participants ensure that their friends and family members, who are not themselves enrolled, do not attend training sessions facilitated by KCA. All accidents, near misses or unsafe working practices or conditions must be immediately reported to your VET trainer & assessor.

Consumer Protection

Students as consumers play an important role in promoting quality training. This is why it is important for you as a student to know your rights when undertaking training and how to provide us with feedback to help resolve any issues you may have.

Transfer Policy

KCA will not enrol any transferring international students prior to their completion of 6 months of their principal course, unless that student has a valid letter of release from their current institution agreeing to such a transfer and has been released on PRISMS.

KCA will only enrol a student if they have documentation that approximates the letter of release (e.g. the student has evidence that their CoE was conditional on meeting certain entry requirements, and they did not meet the requirements). KCA will note this in PRISMS and keep the documentation in the student's file.

NOTE: A student wanting a CoE for the purposes of applying for a new visa is not considered to be a circumstance that would constitute an approximation of a letter of release.

Transferring Away from KCA Education (KCA)

If a student would like to transfer away from KCA, they must complete the transfer request and provide the relevant supporting documentation. Applications that do not have all the necessary evidence to support the transfer will not be considered until all necessary evidence has been submitted.

If approved, KCA will release the student in PRISMS unless the student has failed to provide a Letter of Offer from another registered provider confirming that a valid enrolment offer has been made. In situations where students are eligible for release, KCA will release the student via PRISMS within 14 working days of receiving the approval.

Refusing to Provide a Letter of Release

KCA will not give a student a release unless the students completed the required Transfer Request Form, with the supporting documentation and provided valid reasons for the withdrawal. When a request for release is refused, the student will be provided with a written response stating the reason for the refusal. The student will be advised in writing that it is possible to appeal the decision if the student so chooses.

Students Withdrawing from a Course

If a student withdraws from a course, the ESOS Act requires that KCA advise DoHA via PRISMS within 14 days, which has implications for the student's visa.
If a student transfers to another provider, any refunds of course fees paid to the KCA will be in accordance with the refund policy.

Transfer Request Rules

The circumstances where a transfer **may be** granted by KCA prior to completing 6 calendar months of your principal course of study include:

- You can provide evidence that your reasonable expectations about the current course are not being met;
- You can demonstrate that you are experiencing a threat to your physical or mental health or safety, and that this will be alleviated through a transfer;
- You can demonstrate compassionate or compelling circumstances which mean you have to transfer to another provider;
- A government sponsor considers a transfer to be in your best interests; and
- You can demonstrate that you are not coping in the program, despite having undertaken an individualised intervention strategy.

Circumstances where a transfer **may not** be granted prior to you completing 6 calendar months of your principal course of study include:

- You have changed your mind about your program of study;
- The transfer may jeopardise your progression through a package of courses;
- KCA believes that you have made decisions regarding accommodation, employment, or travel that are not aligned with the requirements of your course;
- You are experiencing a course scheduling conflict with personal, work, or other non-study commitments;
- You do not have a valid enrolment offer from another CRICOS registered provider;
- You have outstanding fees for the current study period; and
- KCA believes that a transfer will be detrimental to you.

Circumstances that may be considered *as detrimental to you* include:

- You have not accessed support services available for assistance with study or personal issues;
- You have been issued with a Formal Letter of Intent to Report (e.g. for outstanding fees, academic progression, or student misbehaviour); and
- You are trying to avoid being reported to the Department of Home Affairs (DoHA) for failure to meet any of KCA's requirements or breaches of your student visa.

Appeals for any refusals may be made as per KCA's appeals process.

10. Your Assessment Process

Vocational Education and Training (VET) is competency-based training with a focus on applying theory to practice. As such, the assessment tasks designed for completion include written tests, quizzes, role plays, projects, and work-based tasks in either a simulated and/or practical environment, so they may apply their learning.

Vocational competency is defined as broad industry knowledge and experience, usually combined with a relevant industry

qualification. A person who has vocational competency will be familiar with the content of the vocation and will have relevant current experience in the industry. Vocational competency must be considered on an industry-by-industry basis and with reference to any guidance provided in the relevant Training Package or Accredited Course.

In competency-based assessment, you may be deemed as 'competent' or 'not yet competent'. If you are deemed 'not yet competent', additional support will be provided to help you to complete the particular unit and prepare for an additional Assessment event.
Your individual qualification consists of several Units of Competency (UoC), with some being core units and others electives.
Each Assessment in a Unit of Competency is made up of several tasks, and you will need to complete and be found satisfactory in each task to fully complete the Unit of Competency and receive a competent result.

Course Progression

Your progression through your chosen course will be monitored at all times. If you fall behind the benchmarked progress targets, your VET trainer & assessor will contact you to discuss any difficulties you are having and what support we can provide to assist you in maintaining your progress towards completing your training.

Remember, as an international student you must maintain a 50% or above course progression. Please refer to our Course Progression policy for further information.

Each term you will receive outlines that include details of how we deliver the training to you, for example, classroom-based work placement, as well as the assessment methods that will be used to assess, with the due dates. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

At the beginning of each unit, your assessor will go through the arrangements for assessment with you, and you will be given all the details about the assessment requirements.

You will be considered to be making unsatisfactory course progression if you:

- have not engaged in any learning or assessment activities for four consecutive weeks, and/or
- fail to achieve competency in the same unit three times; or
- do not complete your program of learning within the maximum course duration as specified in the course information provided in the relevant course outline, and on the website; or
- are deemed to be an unsafe practitioner at any point during or following work placement/work experience.

If you are at risk of not making satisfactory course progression, you may be offered extra support through the implementation of an intervention strategy and an action plan. The extra support may include one of more of the following:

- Learning support / Academic skilling
- Strategies identified by the LLN instrument completed by the student for the qualification they are enrolled in
- Counselling

- Disability support
- IT support
- Academic program support

Your progression will be monitored on the basis of your course results in relation to your progress and professional practice in relation to work placement/work experience. Primary consideration is given to academic progress and engagement, while support is available for students experiencing difficulties in line with KCA Education policies.

If you are having trouble, please don't wait to be identified as at risk of not progressing. Talk to your VET trainer & assessor about additional support that may be suitable for you or speak to the Student Support team. You can also access the Course Progression Policy available on our website or in this document.

How much time should I spend on my Assessments?

Depending on the level of the qualification you are studying, your VET trainer & assessor will use different criteria to assess your work. Generally, the higher your qualification is the more time will be required to successfully achieve the qualification. The qualification is made up of assessments which comprise of either one unit of competency or a cluster of competencies.

Set yourself a weekly target of approximately

- 3 – 5 hours to complete a Certificate III assessment
- 6 – 12 hours for a Certificate IV assessment
- 10 – 20 hours for a Diploma assessment
- 15 – 25 hours for an Advanced Diploma assessment

Please note, these are guidelines only, you may find you spend more or less time on an assessment depending upon your experience and your direct exposure to or involvement with the subject matter in the workplace.
Generally, participants enrolled in a qualification will be made aware of their course's schedule in advance, including the assessment due dates.

KCA recommends participants work out a study plan, as time management is incredibly important. We fully appreciate that sometimes it's not all that easy to combine work, family and study.

What am I being asked to do?

The table below provides a description of key assessment terms:

Term	Meaning
Analyse	Break the subject down into its parts and then consider each individually and/or the inter-relationships which exist between all or each of those parts
Choose	Carefully consider then pick one
Comment	Make sound, logical and considered critical observations or comments about the subject
Describe	Provide a description of facts, processes and events. Do not attempt to explain, interpret or analyse them, be objective

Discuss	Examine both sides of the concept or theory; for and against. Back up with examples of what happens in your workplace. Or use the "strengths and weaknesses" format to do so
Explain	In your own words, clearly describe the details / facts of the scenario or concept by using relevant workplace examples
List	Make a dot point list of items, one after another (like a shopping list or footy ladder)
Outline	A snapshot or an overview which covers the broad points but without going into too much detail
Review	Re-examine, analyse and comment briefly, in an organised sequence and in an objective manner, on the major points of an issue
State	In your own words, clearly and objectively

Students' responsibilities

The integrity of KCA's qualifications is maintained by the rigorous application of assessment principles. It is the responsibility of students and our trainers to ensure they meet specified course requirements to achieve the desired qualification.

We offer assistance from our qualified staff wherever we possibly can, and they can assist participants with advice and support throughout their program of study.

It is essential that students have the ability to work independently in preparation for assessment tasks. Students who maintain at least an 80% attendance rate have a far greater chance of success in completing their qualifications. Pressures of work and business commitments cannot be taken into consideration in the marking of the assessment, and therefore when attending face-to-face programs at KCA, students should aim to maintain a minimum of 80% classroom attendance.

It is highly recommended that you always keep a copy of your assessments if your work is lost in transit.

What are the trainers and assessors looking for?

This depends on the level of your qualification. Use the table below as a reference to guide you with your assessment. Handwritten work is generally only acceptable up to Certificate III level as it has little emphasis on the use of technology to support business operations; Certificate III onwards requires demonstration of technology which can be supported by submitting your assessments electronically whenever possible.

In the case of handwritten work, it is your responsibility to ensure you have a copy of your work in the event of your assessment being misplaced or lost in transit.

Certificate III (AQF level 3)	• Your answers may include lists using bullet points, sentences and short paragraphs, tables, etc. • Examples of how you perform processes using your developed skills whilst demonstrating discretion and professional judgement within your role. • If you use material from other sources, the material must be referenced. For example: Smith, J (2012) assessment for CHCPRT025.

Certificate IV (AQF level 4)	• Your answers may include lists using bullet points, sentences and short paragraphs, tables, etc. • Examples of how you apply concepts at work are required, utilising a wide variety of contexts. The examples you give must be realistic and achievable for the organisation where you work. • If you use material from other sources, the material must be referenced. For example: Smith, J (2012) assessment for CHCPRT025.
Diploma (AQF level 5)	• Reference to training concepts and how you have applied (or may apply) them at work is expected. Answers may include bullet points; however, descriptive answers are expected. Your work should also be typed. • Work-based examples are expected. A complete description of any attachments is expected. • Examples of how you have analysed, diagnosed, designed and executed accountability and understanding of a wide range of specialised technical, creative and conceptual skills. • Your work must be clearly referenced. For example: Smith, J (2012) assessment for CHCPRT025
Advanced Diploma (AQF level 6)	• Your answers must demonstrate your understanding of the specified knowledge from the area you are studying. • Examples of how you have analysed, diagnosed, designed and executed accountability and understanding of a wide range of specialised technical, creative and conceptual skills. • Work-based examples are expected. A complete description of any attachments is expected. • Your work must be clearly referenced. For example: Smith, J (2012) assessment for CHCPRT025

What is evidence? When do I include evidence in my Assessment?

The term Evidence refers to the collection of documents and possibly other materials that you compile and submit to support your demonstration of competency and will be highlighted in your Course Outline.

Evidence is required for all Tasks/Workplace projects within an assessment, and it is proof that you can put what you are saying into practice. Your evidence should reflect and support your answer for the task and be referenced clearly.

Types of evidence that you choose to include in your assessment may include (but are not limited to):

- Samples of work completed
- Minutes of meetings
- Corporate policies
- Planning schedules
- Calendar notations
- Completed answers within your learning materials provided
- Descriptions by you of relevant experiences

- Copies of emails that demonstrate processes undertaken in the example/s discussed in your assessment responses
- Video of you demonstrating the skills being assessed
- Any other 'evidence' that you feel will adequately demonstrate competency - Please ensure that you reference all evidence that you use.

Helpful tips for Completing Assessments

The following are some tips for completing your assessments.

Be Professional	If the quality of your work would not be acceptable to a manager, then it is unlikely to meet the assessment standards required. Make sure your work is organised and easy to read.
Read the Instructions	Make sure you understand what is required. Read through the tasks when you receive them. If you are unsure of what is required, ask your VET trainer & assessor for clarification. Make sure you are on the right track by asking your VET trainer & assessor for feedback prior to submitting your final answer.
Obtain all necessary signatures and dates	Make sure you and your workplace supervisor, if applicable, have signed and dated your assessment everywhere you're asked to. Signatures and dates are also vital on attached evidence relating to any agreements or action plans made with staff.
Make a Copy	**Make a copy of your assessment**. If your assessment is misplaced, it is your responsibility to provide another copy.
Proofread	Proofread written answers; check that what you've written actually says what you mean.
Participate Fully	Participate fully in any group assessments and ensure your answers are in your own words. Remember, the assessment is designed to prove you have the skills and knowledge required, not that you can get the answers from other people.
Answer ALL the questions FULLY	You are expected to **attempt every question** and task. If you are unable to answer based on your current role, please think into the future. **One-word** answers are **not** acceptable unless asked for. Sometimes a question may have more than one part to it, so always be careful to study and consider the question before preparing your response. For example: 'List the three barriers to communication **and** discuss one method to overcome each of those barriers'.
In your Own Words	Copying directly from the manual or other sources will result in you having to resubmit the assessment. If working with a colleague or in a group, make sure you each answer in your own words. You are not permitted to share or trade answers unless specifically prearranged with your KCA VET trainer & assessor.
Answer from YOUR perspective	**Use "I"** wherever possible because your VET trainer & assessor wants to know what **YOU** did, how **YOU** did it, why **YOU** did it and how well **YOU** did it.
Be specific	When asked to provide an example from your workplace, **be specific**. Try to avoid broad, generalised statements about what happens generally in the workplace. Discuss a specific actual example. Explain clearly – remember that your VET trainer & assessor does not know about your workplace's processes and procedures unless you tell them.
Provide proof	Evidence is proof of what you are saying that you can put into practice. **You MUST provide evidence for all workplace tasks/projects.**
Complete templates	If attaching **templates**, please fill out and complete the templates showing what you have done/would do in the workplace to show how you have/would use the template. Empty templates are not acceptable.
Practice	Practise practical skills so you are comfortable performing the required tasks during your assessment.

Label your evidence clearly	Please label attachments clearly with the unit's code/name, question or task number and add a heading including a brief description (one sentence) to each piece of evidence to explain what the evidence is showing and why or how it is relevant.
Submit your assessment correctly	Make sure you understand how your final answer is to be submitted.
Plan Ahead	Make sure your VET trainer & assessor receives your assessment by the due date. Plan around any family or work commitments and give yourself enough time to complete them. Your Program Outline will give you the dates your assessments are due; if you're unsure, check with your VET trainer & assessor.
Don't Leave it to the Last Minute	If required, give your supervisor as much time as possible to complete any supervisor reports.
Don't Let Assessments Build Up	If you are experiencing difficulties, talk to your VET trainer & assessor
Double Check	Check your assessment before you submit it. Make sure that you have; Completed all the tasks. Put your name on each assessment task, unless submitting it online. Securely attached all documentation, if handing in paper-based assessments.

Submitting your Assessment to KCA

The majority of your assessments will be submitted online via your MYKCA portal. Learning how to access MYKCA will be demonstrated during the mandatory Orientation and Induction Session along with your VET trainer during your first day of class. However, depending on your qualification, there still may be a requirement to submit a hard copy assessment for items such as logbooks and agreements.

Submitting a hard copy assessment

Make sure you have;

- Followed the Helpful Tips provided at Orientation
- Made a copy of your evidence, including all attachments, appendices, evidence and annexures. If your assessment is misplaced for any reason, it is your responsibility to submit it again. If you make a copy, you won't have to redo it.
- Organised and label your assessment and attachments so your VET trainer & assessor can understand what you are submitting
- **Staple all your paperwork together securely**.
- Do not submit assessments in display books, binders, folders or only clipped together.

You can submit your assessments by;

- Handing your assessment to your VET trainer & assessor.
- Handing your assessment to your Campus Support Officer;
- Make sure your documents are addressed to your VET trainer & assessor.

Submitting assessments via MYKCA

Make sure you have;

- Followed the Helpful Tips provided at Orientation
- Keep a copy of any evidence you upload. If these are misplaced for any reason, it is your responsibility to submit

them again. If you make a copy, you won't have to redo it.

- **Make sure you save your assessment**. Click the box "**Save My Answer**" before you click the box **"Submit Assessment"**

Foundation Skills as part of your Qualification

Foundation Skills are the skills that underpin performance in every job and training context, combining core language, literacy and numeracy (LLN) skills with the broader skills needed to find, keep and progress in a job. They are built directly into the units of competency that make up your qualification, rather than taught as a separate subject.

Foundation Skills are drawn from two national frameworks: the Australian Core Skills Framework, which covers learning, reading, writing, oral communication and numeracy, and the Core Skills for Work Developmental Framework, which covers skills such as communication, teamwork, problem solving, planning and organising, initiative and self-management, and using technology.

Each unit of competency sets out the specific Foundation Skills required for that unit, and your trainer will explain how these are built into your training and assessment. A summary of the Foundation Skills for your qualification is available in the Training Package Companion Volume, which you can find by searching your qualification code on training.gov.au, or by asking your trainer or Campus Support.

Re-Submission and Re-Assessment Guidelines

There are two (2) outcomes of assessments: **S = Satisfactory** and **NS = Not Satisfactory** (requires more training and/or assessment).

Students will be awarded C = Competent on completion of the unit when the VET Trainer/Assessor is satisfied that the student has completed all assessments and has provided the appropriate evidence required to meet all criteria. If the student fails to meet this requirement, he or she will receive the result NYC = Not Yet Competent and will be eligible to be reassessed.

Re-Submission

If your assessment task has been returned marked 'Not Satisfactory', please DON'T PANIC!

'Not Yet Satisfactory' could simply mean your VET Trainer/Assessor needs to see more information or it could be that you've missed a part of the questions. You can re-submit your assessment.

You are allowed two (2) re-submissions within your CoE period. If you're unsure or have any questions about this your VET Trainer/Assessor is available and happy to assist you and provide you with a timeframe or action plan for your re-submission.

Re-assessment

Students will be allowed one (2) further attempts at an assessment for which the outcome is Not Yet Competent. No additional fees will be charged.

Make sure you refer to the tips for completing your assessment above; they also apply to any resubmissions. Before re-submitting any assessment, please ensure you also speak with your VET trainer & assessor to clarify anything you may

still be unsure of.
However, if after the third attempt, you are still assessed as Not Yet Competent for a unit, **you will re-enrol in** the unit, which will incur an **additional fee to be advised to you**.

Sometimes serious things happen that are outside your control — like a serious illness, or another difficult personal situation. We call these compassionate or compelling circumstances. If this happens to you, KCA may be able to make extra arrangements for your assessments or your enrolment. You will need to show evidence, such as a medical certificate. Talk to your trainer or Campus Support if this applies to you.

Language, Literacy, Numeracy and Digital Assessment

Language, Literacy, Numeracy and Digital skills are important to be successful in the course you have chosen. In each course, every student/course participant has the opportunity to further develop their skills in these important areas and apply them to their own work.

Based on the level of support identified in the Assessment, and/or subsequent Training, students may be supported by the VET trainer & assessor during the Training and /or be referred to a government agency(s) or a specialist Registered Training Organisations who can assist in Workplace English Language and Literacy (WELL) program, Adult Migrant English Program (AMEP) and Language, Literacy and Numeracy Program (LLND).

Below are the links to some of the relevant Government agencies:

1. Department of Education and Training: www.education.gov.au
2. Centrelink: www.humanservices.gov.au
3. Department of Home Affairs: www.immi.gov.au/amep/
4. Reading and Writing Hotline Telephone: 1300 655 506 Website: https://readingwritinghotline.edu.au/

Plagiarism and cheating

You should not attempt to pass off work of another person as your own. It should be possible for a reader to check the information and ideas which you have used by referring to the original source material. When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

In which regard, you must take note and acknowledge material or content from a third-party source, of any nature, used by you and that notation should be sufficiently accurate to enable the source to be easily located and checked. If you are unsure of how to make an acknowledgement, then please ask your KCA VET trainer & assessor.

In the event that plagiarism is discovered then the offending assessment involved will be deemed as being “not yet competent” and penalties may apply. These can include formal counselling, a verbal and written warning and removal from the course. You will be instructed to resubmit a completed and compliant assessment task should you not be removed from the course.

KCA has a ZERO-tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements

of all resource materials used in preparing the work.
If you are found to have plagiarised, cheated or colluded we will be required to take disciplinary action which is likely to require you to complete the assessment again at an additional cost or may lead to the suspension or cancellation of your enrolment which may affect your visa. You will be allowed to respond to the allegations in a disciplinary meeting if required.

Copyright

KCA adheres to the rules which exist for Training Institutions under the *Copyright Act 1968*. Students should be aware that any reproduction of course materials, textbooks or journals without the prior written consent of KCA Education (KCA) is a breach of Copyright Laws and, where necessary, will pursue the remedies available to us under the Act and its Regulations to protect our rights and entitlements. Unauthorised use or distribution of copyrighted materials may result in disciplinary action and/or charges being laid with the police.

11. Work Placement

Work Placement is an important part of our qualifications and allows students to gain practical hands-on skills, knowledge and experience within their chosen field of study. It also allows students to put into practice the theoretical components of the qualification they are completing.
Work placement is a compulsory requirement of the following qualifications;

Qualifications
CHC30125 Certificate lll in Early Childhood Education and Care
CHC50125 Diploma of Early Childhood Education and Care
CHC33021 Certificate lll in Individual Support (Ageing & Disabilty)
CHC52025 Diploma of Community Services
Work Placement also applies to all packaged programs

While KCA has a full-time Work Placement Coordinator, students are encouraged to find a work placement facility as this often leads to part-time employment. However, if you are unable to secure a work placement facility, our Workplace team will work with you to secure a suitable placement facility. The required number of work placement hours will be outlined in your Training Plan and/or Program Outline.

Working with children/vulnerable people requirements

Before commencing your work placement sessions, you will have to ensure that you have met any State requirements/police checks for Working with Children or Vulnerable People applicable to the industry in which you will be working prior to commencing work placement. The process will be explained at the mandatory Orientation Session by our team. Please note, small costs may be involved with certain checks.

Work placement packs

Before commencing your work placement sessions, you will receive the following:

- Work Placement Pack- including;
  - Your Work Placement Agreement form,

- Your Work Placement Logbook
- Current insurance certificates (KCA Education will advise students of any insurance arrangements in place for work placement, including any limitations of coverage)
- Work Placement Shirt and/or name badge

Your responsibilities while on work placement

While on work placement, or wearing the KCA Work Placement Shirt, you are representing yourself and KCA. As such, you are expected to behave in a respectful, professional manner at all times.

While on work placement you are expected to;

- Follow the host organisation rules and follow all reasonable instructions of the organisation and their staff.
- Be punctual, courteous and act in a manner appropriate to a workplace for allocated shifts and roster times as determined by the host organisation. For example, telephone the host organisation and the KCA contact person if you are going to be absent, preferably in advance, otherwise as early as possible.
- Comply with all legislative and policy requirements of the host organisation. Such requirements may include occupational health and safety matters, maintaining commercial confidentiality or privacy of personal information.
- Comply with all work health and safety policies and legislation, including wearing protective clothing and using safety equipment as directed by the host organisation or their staff.
- Take reasonable care to protect your own health and safety and the health and safety of others in the workplace. This includes not consuming alcohol or drugs, which may constitute a risk to personal safety or the safety of others.
- Report all incidents and accidents to the host organisation and to KCA as soon as possible after the event. A KCA incident form must be completed to document this, as well as any other reporting requirements of the host organisation.
- Obtain all medical treatment deemed necessary by a medical practitioner if you are injured while on placement. (Note that you are responsible for the cost of all medical expenses covered by Medicare, or a combination of Medicare and private health funds, in respect of injuries, including the gap between the cost of medical treatment and Medicare/private health fund payments).
- Always maintain appropriate professional boundaries and ensure the safety, dignity, and well-being of clients, children, or vulnerable persons in your case.
- Complete all required tasks, logbooks and assessments as part of your course requirements.

Please refer to your Work Placement Agreement which fully outlines your responsibilities while on work placement, as well as those of KCA and your host organisation.

12. Your Completion of Studies

Successfully completing your studies and graduating with your qualification is an exciting time and one that allows you to reflect on all your hard work and achievements!

Issuing Qualifications and Statements of Attainment

Assessment will determine whether a student is Competent or Not Yet Competent in their particular course. On successful completion of their course, students will be issued with a certificate and a transcript listing the units deemed competent. A Statement of Attainment is issued to students who have demonstrated competency and satisfied the requirements of one or more Units of Competency short of qualification requirements.

KCA Education will issue the relevant AQF certification documentation within 30 calendar days of a student being deemed competent in all units and signed off by the Trainer and Assessor, provided the student has paid all their required tuition fees.

Reprints of Qualifications

At any time after completing your Course, you may request a re-print of your Qualification or Statement of Attainment. The request must be in writing and a fee of $50 per re-print applies, plus any postage fees. Proof of identity is required when requesting a re-print.
To request a re-issue or re-print of your Qualification or Statement of Attainment, please contact our office. Please allow ten (10) business days for receipt of your replacement Qualification or Statement of Attainment.

Graduations

KCA plans to offer all students that have completed their qualifications an opportunity to attend a graduation ceremony. The dates are generally kept consistent each year in terms of the time of year the graduations are held.

- June/July (for students completing December/January to June/July prior)
- November/December (for students completing June/July to November/December)

Further Education Opportunities

KCA encourages and supports students who wish to progress their studies further. KCA provides the opportunity to start and progress through different education levels to ensure that your education goal is achieved.

On completion of a Diploma level qualification in Early Childhood Education and Care and/or Community Services, students have the opportunity to progress into university.

This is achieved as KCA has built strong pathway relationships with the following universities:

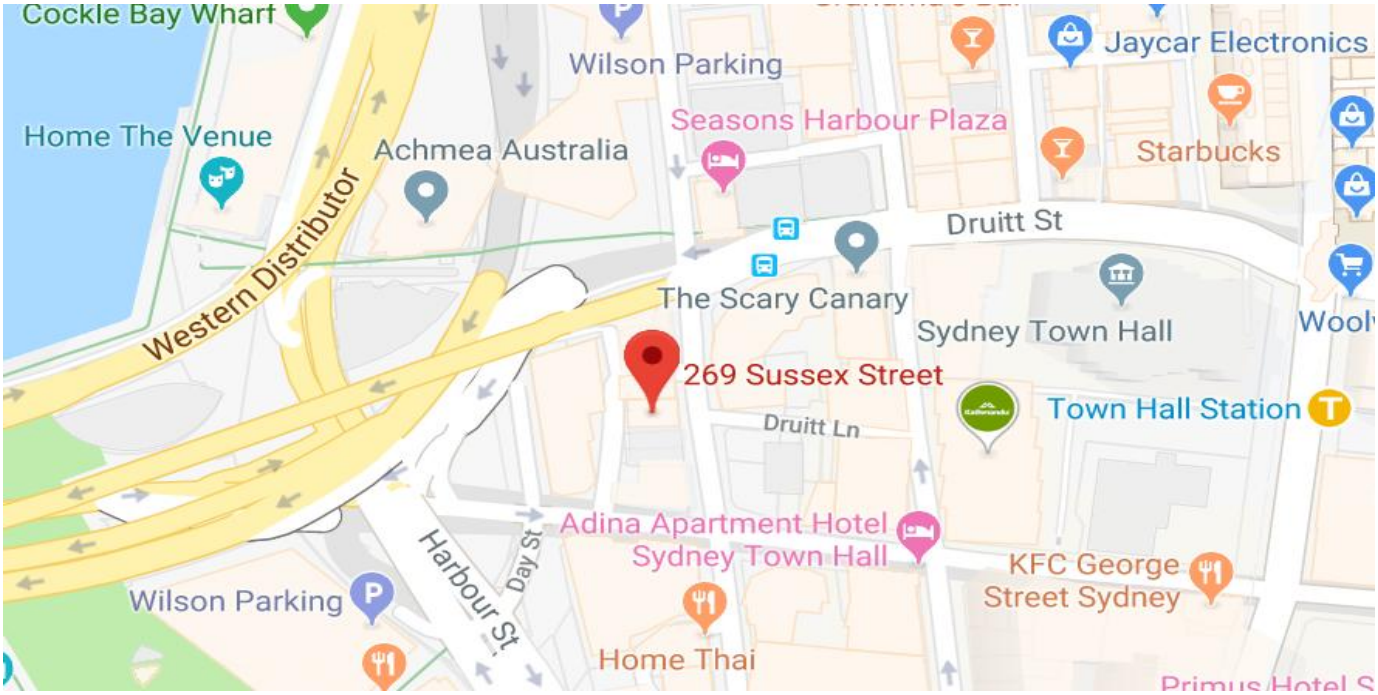
- Western Sydney University
- Southern Cross University
- University of Southern Queensland
- Charles Sturt University

Please refer to our website for a full list our current university and higher education pathway partners.

13. Campus Map

Sydney CBD

269 Sussex Street, Sydney CBD NSW 2000



14. Living in Australia

The following information is taken from the "Study Australia" website. For more information visit: www.studyaustralia.gov.au

Introduction

Australia is so big and diverse that it could never merely be the sum of its icons. The stunning architecture of the Sydney Opera House, the glow of Uluru (Ayers Rock) at dusk, a wave curled above a colourful reef – these are only part of the experience that unfolds once your feet touch the soil of this awesome country-continent.

Australia's natural beauty is one of its biggest attractions. The landscape varies from endless sun-baked horizons to tropical rainforests to chilly southern beaches. Its cities blend an enthusiasm for art and food with a love of sport and the outdoors. Visitors will have to rethink their grasp of geography in this huge country. The sheer vastness gives Australia – and its diverse population – much of its character.

Many things about this faraway island are different, even the things that sound familiar. You may have visited remote places, but not the sublime isolation of the outback, with its dazzling salt pans and sandstone towers. You would have encountered wildlife, but when did you last ride a camel among desert oak trees or have your campsite visited by a Tasmanian devil? Perhaps you've enjoyed seafood, but here you'll taste barramundi fish and delicious Moreton Bay bugs (a shellfish). From rainforest trails to fascinating museums, vibrant multicultural cities to a love of sport, Australia is unique.

Time Zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of

Australia during the summer period. So, it may be a little confusing. If you plan to travel around October and March, be sure to double-check the times of departure and whether daylight saving time affects you.

- **Australian Eastern Standard Time (AEST)** GMT/UTC plus 10 hours: Australian Capital Territory, New South Wales, Queensland, Tasmania, Victoria
- **Australian Central Standard Time (ACST)** AEST minus 30 mins South Australia, Northern Territory
- **Australian Western Standard Time (AWST)** AEST minus 2 hours, Western Australia
- Daylight saving time usually applies from the first Sunday in October to the first Sunday in April in participating states and territories. Queensland, the Northern Territory and Western Australia do not observe daylight saving.

Daylight Saving is only applicable to the following states:

- Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria

Seasons in Australia

Summer	December – February
Autumn	March – May
Winter	June – August
Spring	September – November

The People

Australia is a large and culturally diverse country, with people from many different backgrounds and communities. Most of the population lives in major cities and coastal areas, while regional and remote areas are more sparsely populated. Australia offers international students a unique combination of high-quality education, natural beauty, multicultural communities and world-famous landmarks. Students are encouraged to refer to reliable official sources for current information about living and studying in Australia.

The Places

Australia's states and territories each have unique characteristics. Explore one at a time or, when your studies have finished, visit them all in one big loop! This would mean over 14,000km of highway, not including side trips to beaches, forests, mountains, country towns... If you'd rather not go far from where you're studying, you'll still find there's plenty to keep you entertained.

ATMs, Eftpos, Credit Cards & Bank Accounts

Branches of the ANZ, Commonwealth, National, Westpac and affiliated banks are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks.

Eftpos (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases and often withdraw cash as well.

Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply speak to your preferred and chosen bank to find out what documents you will need to open an account.

Currency & Exchanging Money

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, $1 and $2 coins, and $5, $10, $20, $50 and $100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay.
Changing foreign currency or traveller's cheques (see following) is usually no problem at banks throughout Australia or at licensed moneychangers such as Travelex or Amex in cities and major towns.

Food

Australia is one of the most dynamic places in the world to eat, thanks to international culinary influences and a dining public willing to give anything new ago. Anything another country does, Australia does too. Vietnamese, Indian, Fijian, Italian – no matter where it's from, there are expats and locals keen to cook and eat the cuisine. Due to the country's huge size, the climate varies a great deal from north to south. This means that at any time of the year there's an enormous variety of produce on offer, including Australia's justifiably famous seafood.

Food tourism and food festivals are blossoming. Melbourne, for instance, has its own month-long food-and-wine festival in March. There are harvest festivals in wine regions, and various communities hold annual events, such as Clare Valley's (South Australia) Gourmet
Weekend.

Christmas in Australia, in mid-summer, is less likely to involve a traditional European baked dinner, and more likely to be replaced by a 'barbie' (barbecue), full of seafood and quality steak. Various ethnic groups have their own celebrations. The Indian community brings out delicious sweets during Diwali; the Chinese annual Spring Festival (Chinese New Year) involves sumptuous banquets; and Australia's Islamic community marks the end of Ramadan with the festival of Eid al - Fitr.

A great feature of the restaurant scene, which also makes eating out less expensive, is 'BYO' (Bring Your Own). If a restaurant says it's BYO, you're allowed to bring your own alcohol. If the place also sells alcohol, the BYO is usually limited to bottled wine only (no beer, no casks) and a charge is often added to your bill

Australia for Free

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer.
The list of free or cheap things to do is endless, so there's no need to let a student budget come between you and good times.

Costs of Living

There is no doubt that Australia is the perfect place to enjoy a quality education and outstanding quality of life. What makes it even better is that Australia offers excellent value for money, with living expenses and tuition costs comparable to the United Kingdom and the United States.

Living costs vary depending on location, accommodation, lifestyle and personal circumstances.
Students should check current costs using the official Study Australia cost of living resources and Department of Home Affairs student visa financial requirements.
The Department of Home Affairs student visa page confirms students must meet current visa requirements, and Study Australia states actual living costs vary across Australia and may be higher than visa minimums.

You can seek further information on living costs on our website: www.kca.edu.au

Arranging Travel and Documents to Bring

Costs of travelling to Australia are not included in your course fees, and you will need to arrange and pay for your travel to Australia. You should plan at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by the Institute.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry- on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

15. Useful Links

Living in NSW and Sydney:

Welcome to NSW: http://www.study.sydney/live/welcome-to-nsw

Study Sydney: https://www.study.nsw.gov.au/current-students

Events, things to see and do: https://www.visitnsw.com/events

Sydney attractions: https://www.sydney.com/things-to-do/attractions

Accommodation: https://www.study.nsw.gov.au/current-students/living-in-nsw/accommodation

City of Sydney Safety: https://www.cityofsydney.nsw.gov.au/people-communities/health-safety

Stay Save in NSW: https://www.youtube.com/watch?time_continue=3&v=uFqV0Ec3AJU

Service NSW: Support for international students: https://www.service.nsw.gov.au/guide/support-for-international-students

Health & Wellbeing Blog: https://allianzassistancehealth.com.au/en/living-in-australia/diet-and-nutrition/

International Student Assistance:

Overseas Student Ombudsman: http://www.ombudsman.gov.au/about/overseas-students/international-students

City of Sydney International Student Support: http://www.cityofsydney.nsw.gov.au/community/community-support/international-students

Health and Wellbeing:

It is an overview of OSHC with Allianz Global Assistance: https://allianzassistancehealth.com.au/en/helpcentre/oshc/o-week-video/

Doctors on Demand (24/7 Video/telehealth service): https://allianzassistancehealth.com.au/en/telehealth-service/

General Practitioners: https://allianzassistancehealth.com.au/en/living-in-australia/general-practitioners-video/

Pharmacists and Medicine: https://allianzassistancehealth.com.au/en/helpcentre/oshc/getting-medical-help/

Health Care: https://allianzassistancehealth.com.au/en/living-in-australia/health-care-video/

Mental Health: https://allianzassistancehealth.com.au/en/living-in-australia/mental-health/

Sexual Health: https://www.health.nsw.gov.au/sexualhealth/Pages/default.aspx

Tips for landing a job: https://www.studyaustralia.gov.au/en/work-in-australia

Beach Safety:

Water Safety: https://www.study.nsw.gov.au/current-students/staying-healthy-and-safe/water-safety

Rips: https://www.surflifesaving.com.au/rip-currents

Marine life: https://www.surflifesaving.com.au/marine-creatures

Beach safety: https://www.surflifesaving.com.au/beach-safety-talks

16. Glossary of Terms

Assessment - is a process to determine a student's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration.

Australian Qualifications Framework (AQF) provides the hierarchy of educational qualifications in Australia. It is administered nationally by the Australian Government Department of Education, Employment and Workplace Relations.

Competency - is the ability of an individual to do a job properly. Competency is a set of defined behaviours that provide a structured guide enabling the identification, evaluation and development of the behaviours in individual employees. Course - program of learning, accredited unit and accredited short course.

Credit Transfer (CT) - is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

CRICOS – Commonwealth Register of Institutions and Courses for Overseas Students

Department of Home Affairs (DoHA)- The Department of Home Affairs is the Australian Government interior ministry with responsibilities for national security, law enforcement, emergency management, border control, immigration, refugees, citizenship, and multicultural affairs.

Education Services for Overseas Students Act 2000 (ESOS) - sets out the legal framework governing delivery of education to international students in Australia on a student visa.

Extensions – is a process where students negotiate their assessment timeframes with their VET trainer & assessor or our student support team.

Module/s - An accredited learning component that comprises one or more components (e.g. cluster of units of competency, or an accredited modules or subjects) that has been accredited by an accrediting authority.

Narrative – is constructive format of response, storytelling, written response to set questions.

Recognition of Prior Learning (RPL) - is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit (National Quality Council Training Packages glossary).

Registered Training Organisation (RTO) - is an organisation accredited by the Australian Skills Quality Authority (ASQA) which 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.

Re-submissions – is a process to reassess student's assessment work against expected learning outcomes.

The National Code (NC) - is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. The National Code 2018 commenced on 1 January 2018**.**

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

Units of Competency – are components of a qualification include modules, subjects, units of competency or units, the completion of which leads to an AQF qualification.

Unit Cluster - is components of a qualification sometimes referred to as modules in clustered situations, subjects, units of competency or units grouped together, the completion of which leads to an AQF qualification.

Vocational Education (VET) is an education that prepares trainees for jobs at various levels from a trade to a specialised field, role or position.

17. Further Information

Legislation

As a requirement of the 2025 Standards for RTOs, KCA must ensure it stays up to date with all relevant legislation administered by all State governments in the states where the training is delivered.

KCA is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations, as a Registered Training Organisation (RTO), our obligations to students, and relates to the industry in which we conduct training. This legislation is continually being updated and all KCA Education (KCA) representatives are made aware of these changes as they occur. The legislation that particularly affects the delivery of our training and assessment services at present are discussed below.

The Quality Assurance team at KCA maintains a listing of all applicable legislation affecting the delivery of our services across the country. Our staff are informed of changes to legislation through our internal governance activities (team meetings, professional development sessions, and the company's intranet).

If participants require any further information regarding relevant legislation, please contact KCA. However, we have included a summary of important legislation, and the requirements that KCA Education (KCA) is required to meet under each legislative act.

National Vocational Education and Training Regulator Act 2011

The Act provides a range of sanctions of increasing severity, escalating from enforceable undertakings and additional conditions on registration through to suspending or cancelling the registration of an RTO. ASQA will apply these powers and sanctions with proportion, rigor, fairness and consistency.

Education Services for Overseas Students Act 2000

The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to International students in Australia on a student visa. The Australian Government, through the Department of Education and Training, administers the ESOS Act and its associated instrument

National Code of Practice for Providers of Education and Training to Overseas Students 2018

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code) provides nationally consistent standards for the conduct of registered providers and the registration of their courses.
The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

National Vocational Education and Training Regulator Act 2011

The Act provides a range of sanctions of increasing severity, escalating from enforceable undertakings and additional conditions on registration through to suspending or cancelling the registration of an RTO. ASQA will apply these powers and sanctions with proportion, rigour, fairness and consistency.

National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 (Cth)

This instrument sets the outcome-focused standards RTOs must meet to remain registered, replacing the former Standards for RTOs 2015, and took full regulatory effect on 1 July 2025. It shifts the emphasis toward the actual outcomes RTOs deliver for students and employers, rather than focusing only on providers' internal processes.

National VET Data Policy 2020

This policy sets out how vocational education and training (VET) data is collected, submitted, used and accessed across the sector, including via the national AVETMISS data collection. It requires RTOs to collect and submit data on the nationally recognised training they deliver and sets minimum requirements for the privacy notices given to students about how their data is handled.

Disability Standards for Education 2005

Made under the Disability Discrimination Act 1992 (Cth), these Standards require education providers to take

reasonable steps, and make reasonable adjustments, so students with disability can participate on the same basis as other students — covering enrolment, course delivery, and student support. Providers must consult the student about what adjustment is reasonable and keep it under review, as what's reasonable can change over time.

Student Identifiers Act 2014

The USI will allow all of an individual's training records, entered in the national vocational education and training (VET) data collection, to be linked. The USI makes it easier for students to find, collate and authenticate their VET achievements into a single transcript. It will also ensure that students' VET records are not lost.

Work Health and Safety Act. 2011 (NSW, QLD, NT), Work Health and Safety Act 2012 (ACT, SA, TAS), Occupational Safety and Health Act 1984 (WA), Occupational Health and Safety Act 2004 (VIC)

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by:

(a) Protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work; and

(b) Providing for fair and effective workplace representation, consultation, co-operation and issue resolution in relation to work health and safety; and

(c) encouraging unions and employer organisations to take a constructive role in promoting improvements in work health and safety practices, and assisting persons conducting businesses or undertakings and workers to achieve a healthier and safer working environment; and

(d) Promoting the provision of advice, information, education and training in relation to work health and safety; and

(e) Securing compliance with this Act through effective and appropriate compliance and enforcement measures; and

(f) Ensuring appropriate scrutiny and review of actions taken by persons exercising powers and performing functions under this Act; and

(g) Providing a framework for continuous improvement and progressively higher standards of work health and safety; and

(h) Maintaining and strengthening the national harmonisation of laws relating to work health and safety and to facilitate a consistent national approach to work health and safety in this jurisdiction. (2) In furthering subsection (1)(a), regard must be had to the principle that workers and other persons should be given the highest level of protection against harm to their health, safety and welfare from hazards and risks arising from work as is reasonably practicable.

Competition and Consumer Act 2010

The Competition and Consumer Act 2010 (CCA) covers most areas of the market: the relationships between suppliers, wholesalers, retailers, and consumers. Its purpose is to enhance the welfare of Australians by promoting fair trading and competition, and through the provision of consumer protections.

Broadly, it covers:

- product safety and labelling
- unfair market practices
- price monitoring

- industry codes
- industry regulation – airports, electricity, gas, telecommunications
- mergers and acquisitions.

Disability Discrimination Act 1992

To eliminate, as far as possible, discrimination against persons on the ground of disability in the areas of: work, accommodation, education, access to premises, clubs and sport; and the provision of goods, facilities, services and land; and existing laws; and the administration of Commonwealth laws and programs; and to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

Racial Discrimination Act 1975

Racial discrimination occurs under the RDA when someone is treated less fairly than someone else in a similar situation because of their race, colour, descent or national or ethnic origin. Racial discrimination can also occur when a policy or rule appears to treat everyone in the same way but actually has an unfair effect on more people of a particular race, colour, descent or national or ethnic origin than others.

Sex Discrimination Act 1984

The Act seeks to create recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004 (Cth)

The Age Discrimination Act aims to ensure that all Australians – young and old and everyone in between – are treated equally and have the same opportunities as others. The Act protects you against discrimination in many areas of public life, including:

- employment – getting a job, terms and conditions of a job, training, promotion, being dismissed
- education – enrolling or studying in a course at a private or public school, college or university
- accommodation – renting or buying a house or unit
- getting or using services – such as banking and insurance services, services provided by government departments, transport or telecommunication services, professional services like those provided by lawyers, doctors or tradespeople, services provided by restaurants, shops or entertainment venues.

Anti-Discrimination Act 1977 (NSW only)

It's stated purpose is 'to render unlawful racial, sex and other types of discrimination in certain circumstances and to promote equality of opportunity between all persons'.

Privacy Act 1988 and Australian Privacy Principles (2014)

Australians have a right to know why such information about them is being acquired, and who will see the information. Those in charge of storing the information have obligations to ensure such information is neither lost nor exploited. An Australian will also have the right to access the information unless this is specifically prohibited by law.

Fair Work Act 2009

This is the main legislation that governs the employee / employer relationship in Australia. It provides a safety net of minimum entitlements, enables flexible working arrangements and fairness at work and prevents discrimination against employees.

Competition and Consumer Act (2010)

The main federal law, the Competition and Consumer Act 2010 (CCA) ensures that trading is fair for your business and your customers.

The CCA covers most aspects of the marketplace: dealings with suppliers, wholesalers, retailers, competitors and customers. It deals with unfair market practices, industry codes of practice, mergers and acquisitions of companies, product safety, collective bargaining, product labelling, price monitoring, and the regulation of industries such as telecommunications, gas, electricity and airports.

Copyright Act 1968

Under copyright law, the copyright owner has a number of exclusive rights including the right to publish the work, control copying, prepare derivative works and perform of their work as well as the right to make the material available online.

- Copyright is really a set of rights – copyright owners have economic and moral rights as well as legal rights.
- Copyright law aims to protect the creative work of the copyright owner from unauthorised use by others.
- Copyright law also tries to balance this right with the general public's right to access information.

Copyright protects the written expression of an idea or concept - it does not protect the actual idea or concept itself. Copyright doesn't give the author of a work a monopoly over the ideas or information expressed in that work – anyone can use the ideas contained in a work provided they do not use the exact words used by the author to describe the idea or concept.

Legislation relating to specific courses

Industry/Course	Legislation
Business, Management and Human Resources	• *Income Tax Assessment Act 1997* • *A New Tax System (Goods and Services Tax) Act 1999* • *Business Names Registration Act 2011*

	• *Aged Care Quality and Safety Commission Act 2018* • *Aged Care Quality and Safety Commission Rules 2018* • *National Disability Insurance Scheme Act 2013* • *Work Health and Safety Act 2011 (or relevant State legislation)* • Contract Laws • *Aged Care Quality and Safety Commission Act 2018* • *Aged Care Quality and Safety Commission Rules 2018* • *National Disability Insurance Scheme Act 2013* • *Work Health and Safety Act 2011 (or relevant State legislation)* • *State Industrial Relations Acts* • *Minimum Conditions of Employment Act 1993 (WA)*
Customer Contact and Retail	• *Do Not Call Register Act 2006* • Australian Consumer Law
Aged Care, Early Childhood Education and Care, Individual Support and Community Services	• *Aged Care Act 1997* • Education and Care Services National Law • *Family Law Act 1975* • State Guardianship and Administration Acts, e.g. *Guardianship and Administration Act 2000 (QLD)* • State Health Records Acts, *e.g. Health Records and Information Privacy Act 2002 (NSW)* • State Child Protection Legislation e.g. *Children and Young Persons (Care and Protection) Act 1998 (NSW)* • *Aged Care Quality and Safety Commission Act 2018* • *Aged Care Quality and Safety Commission Rules 2018* • *National Disability Insurance Scheme Act 2013* • *Work Health and Safety Act 2011 (or relevant State legislation)*