



Unique International College

Education for life..

Unique International College (UIC)

CRICOS ID: 02876J

NTIS ID: 91350

Student Handbook

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1. MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

“Dear Students,

I came to Australia for further studies and to try my luck here in 1998. Australia offered me a safe, challenging and adventurous environment and a great place to live, work and study. It also offered me a range of employment opportunities during my studies and after I became the resident of this great nation.



Australia, also known as the land of Kangaroos is a wonderful, amazing and lovely country offering equal rights and a harmonious/friendly/non discriminatory environment to live, work and study, regardless of age/sex/gender or ethnic background. Every year thousands of students from every part of the world come to Australia for their further studies simply because Australia is delivering world class top quality education and maintaining strict high standards at all times. These students are contributing their efforts with the use of their skills in each and every field to accelerate the strength and success of Australia. After successfully completing their studies students gain a range of employment and business opportunities within Australia and around the world.

Australia's biggest attraction is its natural beauty. The landscape varies from endless sunbaked horizons to dense tropical rainforest to chilly southern beaches. Scattered along the coasts, its cities blend a European enthusiasm for art and food with a laid-back love of sport and the outdoors. Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests.

Australia is the sixth largest country in the world and has the lowest population density per square kilometer. Sydney is the capital of New South Wales. It is the largest as well as the oldest city in Australia.

By enrolling into Unique International College you are entering a world of opportunity, a place where dreams come true and often take shape for the first time. Equally important, we have professional attitude and dedication. Our mission is to provide quality vocational education and training. UIC promises absolute devotion and determination towards shaping the future of its students.

For a new future 'the journey begins here ...'”

A handwritten signature in black ink that reads "Amarjit Khela". The signature is written in a cursive style and is placed over a light grey rectangular background.

Amarjit Khela
Chief Executive Officer

2. ABOUT UIC

Unique International Colleg Pty Ltd is an Australian owned company, which operates as a Registered Training Organisation (RTO).

OSTAS

UIC is a member of the ACPET and will be protecting your fees with the Overseas Student Tuition Assurance Scheme (OSTAS). This guarantees that overseas students will receive the education and training for which they have paid. It secures the fees paid by students, so the fees are always protected.

CRICOS

UIC courses for overseas students are listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) this can be accessed on the Internet at <http://cricos.dest.gov.au>. CRICOS approval demonstrates that UIC meets the Australian Government Standard and approved to deliver training to overseas students.

The College is open to students from both Australian and international students (international students who are over the age of 18 at time of enrolment). All staff operates in accordance with the College's "Code of Practice".

The College is recognised by industry and government as a quality training company. UIC is proud of graduates who go on to achieve successful careers on the international stage. The College attracts highly skilled, professional staff from across Australia and the world.

3. COLLEGE PHILOSOPHY

We are committed to providing world class 'Best Practice' in training and assessment.

We believe that every student, regardless of age, race, gender or ability has the right to access support, training and assessment services and facilities of the highest possible quality.

We strive to provide training products, which respond effectively to industry needs and prepare our graduates for a position in their chosen field.

The College team is committed to creating and maintaining a unique supportive learning environment, which encourages a professional and creative approach to learning.

The College encourages individuals to have respect for other people; believe in their abilities and to strive for personal excellence in every endeavour.

The College is built on the belief that effective communication and information sharing are the keys to personal and professional growth.

4. COLLEGE CODE OF PRACTICE

The college will act in accordance with the highest level of industry standards to provide vocational education and training in the field and practice what is outlined in our operational policies and our commitment to our clients.

The College:

- Advertises and markets its training services with integrity, accuracy and professionalism.
- Recruits participants in a responsible and ethical manner.
- Provides accurate, relevant and up-to-date information and states its fees and charges on enquiry.
- Provides qualified and experienced trainers and assessors who:
 - Undertake their duties with honesty, objectively, integrity and diligence.
 - Act professionally and give the highest standards of service to students.
 - Conduct fair, flexible, valid and reliable competency based assessments.
- Provides up-to-date facilities and equipment in a safe and healthy environment.
- Delivers monitors and reviews training and assessment services to ensure that the interests and welfare of students are maintained.
- Provides an appeals and grievance procedure and opportunities for reassessment
- Recognises the rights and dignity of the students observing at all times the tenets of Anti-Discrimination and Equal Opportunity Laws.
- Complies with the requirements of Commonwealth and NSW Legislative and Regulatory Requirements including: the ESOS Act and the National Code, Occupational Health and Safety, Work Cover NSW, Privacy and Personal Information Protection and Vocational Education and Training Act 2005.
- Treats students fairly with professional concern for their interests and refers students to external advice if necessary.
- Acts in a way that promotes co-operation and good relations among the people the organisation works with.
- Maintains accurate confidential and secure training and financial records.
- Encourages feedback and evaluation from stakeholders.
- Observes total discretion and confidentiality in all dealings.
- Provides timely and accurate information to government agencies and funding bodies.

5. COURSE INFORMATION

UIC is a Registered Training Organisation (RTO) with the NSW Vocational Education and Accreditation Board (VETAB). We provide training and assessment services for the hairdressing industry.

A course outline has been developed for all UIC accredited courses. These can be found on our website www.uniquecollege.com.au. Please ensure that you have received a course outline for your course before signing the student acceptance agreement and commencing study. The course outline provides information on:

- Course name
- Course content
- Qualification name and code
- Cost
- Course entry requirements
- Delivery dates
- Nominal length

On successful completion of all units of competency for a course you will be issued with a Training Package qualification. If you do not complete the entire course of study you will be issued with a Statement of Attainment for the units of competency you have successfully completed. To receive a qualification or Statement of Attainment all assessments must be competently completed and a competent decision reached on the totality of your work.

6. ENROLMENT

Students are required to complete an enrolment form before commencing study. This form is used to create a student history file. All personal information is strictly confidential. Students must inform the College of any changes to their current address at all times.

For Unique International College's full enrolment procedure visit www.uniquecollege.com.au and see the relevant course flyer and SMP 133 Student entry requirements, selection, enrolment and orientation policy.

7. COLLEGE INFORMATION

7.1 Advertising

From time to time, the College will advertise courses and training programs. Advertisements will detail the name of the program, qualification outcome and details of accreditation. All advertisements will comply with relevant legislative requirements for equal opportunity and access and equity, as well as the Australian Quality Training Framework national standards and the NSW Vocational Education and Training Accreditation Body guidelines for advertising. Students responding to advertisements should note the course code included in the advertisement.

7.2 Visa Requirements

With the exception of New Zealand citizens, all people wishing to enter Australia require a visa or Electronic Travel Authority (ETA) before arrival in Australia. Non-residents of Australia may be granted a student visa to study fulltime in a CRICOS registered course at the UIC. Overseas students must reach a range of requirements set out by the Department of Immigration and Citizenship (DIAC). UIC can assist students with arranging their visas through the Chief Executive Officer.

7.3 English Proficiency

All courses are delivered in the English language. Learning involves written and spoken English as part of the assessment process. If English is not your first language, you must provide evidence of your English language proficiency. The minimum requirement is English level proficiency: IELTS 5.5 or equivalent for all courses. You may wish to enrol in an IELTS course to acquire the level of English to study other vocations at UIC. UIC will assess your level before your enrolment is accepted so you can be placed at the appropriate learning level. This applies to all courses.

7.4 Overseas Student Health Cover (OSHC)

It is a condition of Student Visas that overseas students take out private health insurance for the duration of their stay. OSHC fees are paid to UIC at the time of enrolment. UIC website has the latest information and charges for our prescribed Australian Health Management (AHM) scheme. We have secured the lowest premiums for our students with full cover for all health situations. If you are coming with family, they must also have private health insurance.

7.5 How to enrol as an Overseas Student

To enrol into a course as an overseas student at UIC, applicants must complete an International Student Enrolment Form.

The form should be completed in full and submitted by mail, fax or email with full payment and evidence of English language proficiency to:

Unique International College PTY Limited
Level 1, 60 South Street
Granville NSW 2010
AUSTRALIA
Tel: 61 2 9367 2006
Fax: 61 2 9637 2009
info@uniquecollege.com.au

When we receive your application, our admissions team will ensure that:

- All parts of the form are completed
- Full payment including OSHC have been confirmed
- Evidence of English language proficiency is suitable.

Upon approval of your deposit payment, an electronic confirmation of enrolment (eCoE) will be generated and forwarded to Department of Immigration and Citizenship (DIAC) and yourself at the address provided on your application with an official receipt for the fees paid (refer payment methods below). It is the applicant's responsibility to apply for a student visa. If your application is not complete, we will contact you.

When you receive your eCoE, it should be taken to the visa section of your nearest Australian Diplomatic Mission (i.e. Consulate, High Commission or Embassy) where you can make application for a student visa. (For information, go to www.dfat.gov.au/missions). You will be unable to apply for a student visa without the eCoE.

7.6 Successful Student Visa

If your student visa application is approved, you should contact UIC and provide evidence and approval. We will contact you to confirm your orientation date and time, start date and all other arrangements for your study with UIC.

7.7 Unsuccessful Student Visa

If your student visa application is NOT approved, you must contact UIC and apply, in writing for a refund of student fees in accordance with our Fee Refund Policy for International Students.

7.8 Payment Methods

Students are required to make PAYMENT in Australian Dollars (AUD\$).

Fees can be paid by:

- a) Bank Draft – all cheques drawn from overseas are to include the fees associated with the draft.
- b) EFT – Electronic Funds Transaction.
- c) International Money Transfer – must include funds to pay for the receipt of the money transfer.

Please note that the eCoE can only be processed when the College has official confirmation of the proceeds of cheques, bank drafts, transfers and/or credit card authorisations.

7.9 Accommodation

The College can help provide assistance to overseas students in arranging suitable accommodation. Sydney has many options for students including home stay, shared accommodation, serviced apartments and private leasing. Many of these accommodation options are close to the College.

7.10 Local Area Information including Cost of Living

Following are some general estimates of the cost of living in Sydney. These have been sourced from www.studyinaustralia.gov.au. We encourage applicants to review this site and online sources of information to calculate how much money will be required to support you whilst in Australia.

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

The average international student in Australia spends about AUD\$450.00 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. This is a guide only. It is important to remember that individual circumstances will vary by location, course and lifestyle. Please note that if you are arriving in Australia with school age dependent children, Australian law states that you must pay for their education whilst in Australia as this is a requirement.

Estimated costs for accommodation in Australia are as follows:

- Home stay AUD\$110 – \$270 per week
- Hostels and Guesthouses AUD\$80 – \$135 per week
- Share Accommodation AUD\$50 – \$160 per week
- Rental Accommodation AUD\$200 – \$450 per week
- Students should make enquiries and arrangements for accommodation before arriving in Australia. Contact UIC direct for more information.

Our college is in South Street, Granville.

Granville is an established suburb located in the western suburbs of metropolitan Sydney adjacent to a major M4 freeway. Granville is approximately 22 km from the City of Sydney and approximately 28 km from the Airport.

The college is well serviced with Public Transport, with the train station 400m from the college, bus stops outside the college and car parking within close walking distance from the college.

Granville is a multicultural suburb with many different ethnic groups residing there, this provides a eclectic mix of cultures making for an exciting and varied local community and shopping experience.

Reals Estate agents are located within South Street who can provide information regarding housing availability.

Current housing pricing, availability and contact details can be view through popular Australian Real Estate websites:

www.realestate.com.au www.domain.com.au

www.property.com.au

Search for Grandville, NSW and surrounding suburbs.

Medical Doctors, Dentists, Chemists/Pharmacies are located within a five minute walk of the college.

7.11 Work Rights

Students from overseas with Student Visa status may apply for work rights after they have commenced their course. When approved, students may work no more than 20 hours per week whilst the course is running and during holiday periods.

7.12 Keeping Us Informed

If your contact details or circumstances change – please advise UIC at reception as soon as possible.

7.13 Course Fees

The course fee is negotiated based on the individual program requirements of the individual. Students are advised of all costs prior to enrolment. Receipts will always be given as fees are paid.

- Application for course enrolment: enrolment application fee AUD \$250.00 (*non refundable*)
- Total fees are to be paid for six months in advance at all times (*unless otherwise stated*).
- Tuition fees are GST exempt

IMPORTANT NOTE: Course fees DO NOT include accommodation, travel insurance, OSHC, airport transfers, visa application fees, work permit fees.

7.14 Refunds

For delivering **Quality Education** to Overseas and Local students Unique International College has formulated the following refund policy on the basis of directions given in Part 3 (obligations on registered providers) Division 2 (Refunds of course money) of ESOS Act 2000.

(In addition to our refund policy, for the protection of international students' course fees Unique International College is a member of the Tuition Assurance Scheme)

For Unique International College's full Refund Policy, please visit www.uniquecollege.com.au and see FP 128 Refund Policy.

7.15 Deferment and Suspension of studies

Students, unable to attend for a period of time, may lodge an Application to Defer/Suspend Studies for approval by the Chief Executive Officer/Head of Studies Suspension is granted once only and for a period no longer than six (6) months. The return date will be at the discretion of the college. A re-entry fee will be charged. Students will be advised of such at the suspension of studies interview. An Application to recommence studies must be completed and approved by the Chief Executive Officer/Head of Studies

A student may only defer commencement or suspend studies of a course on medical grounds (with a doctor's certificate) or other exceptional compassionate circumstances in line with SMP 145 Compassionate and Compelling Circumstances. If a student defers commencement or suspends studies on any other grounds, UIC will report the student to DIAC via PRISMS, as not complying with visa conditions.

For Unique International College's full Deferment and Suspension Policy, please visit www.uniquecollege.com.au and see SMP 129 Student deferment suspension and cancellation policy and procedure.

7.16 Student Induction

All students will have an induction on their first day at the college. At this time, information will be given to allow your stay to be as fruitful and successful as possible. Most of your questions will be answered at this time, however always feel free to ask about anything you are unsure about.

All students are required to complete a declaration of understanding. This will happen as part of your induction. This declaration is a statement that:

- You have understood and accept student requirements while at the college
- You understand and accept all the details provided in this handbook
- You have been offered the opportunity to request learning support.

7.17 Attendance and Academic Progress

Regular attendance and satisfactory academic progress is a requirement for all students.

UIC monitors academic progress for visa purposes. You will be assessed for satisfactory course progress at the end of each study period. If you have not achieved competency in at least 50% of the course requirements for that period, your trainer will work with you closely to help you achieve competency.

If you do not achieve competency in at least 50% of the course requirements for a second consecutive term, you will be notified in writing that UIC intends to report you to the Department of Immigration and Citizenship (DIAC) for unsatisfactory progress.

Attendance will be recorded at the beginning of class and hourly thereafter by the teacher. International Students who fail to meet attendance requirements may be reported to the Department of Immigration and Citizenship (DIAC).

For Unique International College's full Attendance and Course progress monitoring procedures, please visit www.uniquecollege.com.au and see:

- SMP 120 Attendance
- SMP 144 Student Course Progress Policy

7.18 Absentee

Students who are unable to attend a scheduled lesson or assessment activity must contact the receptionist or nominated trainer before the scheduled time to advise absenteeism.

Students are required to maintain the college's facilities in good order. Damage to any facilities should be reported immediately to a trainer or the Head of Studies

7.19 Student Resources

The College provides students with access to a comprehensive range of written, video, audio texts and resources. These materials may be borrowed for study use. Trainers will arrange for loans on request. Students are reminded to return borrowed materials by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources.

7.20 Student Counselling

If you feel at any time you require assistance or counselling related to study or personal difficulties, speak initially with your trainer for referral to appropriate support. UIC can suggest access to specialised support for those who may need such help. All discussions regarding this are in the strictest of confidence.

Our preferred provider of counselling and support is:

Life Explored

Level 4, 91 George Street, Parramatta, 2125.

Phone: 02 96331789.

Website: www.lifexplored.com.au

Other support services:

- **Reachout:**
www.reachout.com.au
- **Lifeline:**
131 114
www.lifeline.org.au
- **Student Services In Australia, Social Life and Settlement Consulting:**
www.studyingaustralia.com/australia-contact-people.html
- **International Student Support:**
www.studyingaustralia.com/study-in-australia-international-student-support.html

7.21 Feedback

As part of the College continuous improvement procedures you will be asked to complete a survey about your time at the College. This is your opportunity to provide the College with feedback on the course, the trainers and assessors, course administration, the training facilities, resources and materials and assessment procedures. The information gained is invaluable as a tool for the College to better maintain course quality and relevant in delivery.

7.22 Student Complaints and Appeals

It is essential that participants have a clear process for sharing any complaints or grievances, and if such grievances are related to assessment outcomes, participants should have a fair process for appealing against assessment outcomes they do not agree with.

UIC will deal with complaints, grievances and appeals in a constructive and timely manner. It is our policy to ensure that:

1. Each complaint, and appeal and its outcome is recorded in writing;
2. Each appeal and complaint can be heard by a mutually agreeable independent person or panel;
3. The complainant or appellant has an opportunity to formally present his or her case;
4. The complainant or appellant is given a written statement of the complaint or appeal outcomes, including reasons for this decision; and
5. The CEO ensures action is taken by UIC to rectify and/or prevent a reoccurrence subject of any substantiated complaint or appeal, through the Colleges continuous improvement process.
6. Wherever necessary CEO will personally see the complaint or appellant and explain the reasons for the decision.

This policy ensures that:

- a) All disputes or grievances will be handled professionally and confidentially in order to achieve a speedy resolution.
- b) All parties have a clear understanding of the steps involved in the grievance policy.
- c) Participants and staff are aware of the policy and procedures for handling grievances and are informed of those in writing at induction.

Definitions

A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of the RTO in relation to the following processes:

- a) Enrolment
- b) The quality of training delivery
- c) Training/competency assessment, including recognition of prior learning

- d) Issuing of results, certificates and/or statements of attainment
- e) Any other activities associated with the delivery of training and assessment services
- f) Other issues such as discrimination, sexual harassment, participant amenities, etc.

A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is made in writing to the CEO.

For Unique International College's full Student Complaints and Appeals Procedures please visit www.uniquecollege.com.au and see SMP 119 Student Complaints and Appeals Procedure.

7.23 Disciplinary Procedures

Verbal Warning

Minor breaches of policies or procedures, will result in a verbal warning given to the student. Verbal warnings will be recorded on the student's file notes.

Formal warning letter

Significant or repeated minor breaches shall result in a formal written warning being issued to the student. Should the student so wish, an opportunity to refute the allegations will be given and fully recorded in the presence of a colleague selected by the student, and at UIC's discretion, a further employee selected by UIC. A copy of any warning will be retained in the student's administration file notes. The CEO will issue written warnings.

Final warning letter

Continued unsatisfactory behaviour or the first incidence of a serious matter, shall result in a final written warning being provided to the student.

The student will be given an opportunity to respond to the allegations in the presence of a colleague selected by the student, and at UIC management's discretion, a further employee selected by UIC management. This will be recorded. A copy of any final warning will be retained in the student's file. The CEO will issue final warnings.

For Unique International College's full disciplinary procedures visit www.uniquecollege.com.au and see SMP 130 Student misconduct policy.

Expulsion

In serious cases of misconduct or if unsatisfactory behaviour has continued, expulsion of the student may occur. In this situation the student's CoE may be cancelled and DIAC notified. A student may only be expelled by the CEO and the dismissal will be authorised in writing.

The student will be given an opportunity to respond to the allegations in the presence of a colleague selected by the student, and at UIC's discretion, a further employee selected by UIC management. This will be recorded.

8. LEGISLATIVE AND REGULATORY REQUIREMENTS

The College is bound by and operates within the following legislative and regulatory requirements:

Legislative Requirements

UIC shall comply with all regulatory requirements. In particular, compliance must be established for the following legislative and regulatory requirements:

- Hairdressers Act 2003
- Australian Quality Training Framework Standards (AQTF)
- Occupational Health and Safety Act (NSW) 2000

- Occupational Health and Safety Regulations (NSW) 2001
- Anti-Discrimination Act (NSW) 1977
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004
- Vocational Education and Training Act 2005 (NSW)
- Apprenticeship and Traineeship Act. 2001 (NSW).
- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code)
- Education Services for Overseas Students (Registration Charges) Act 1997
- ESOS Assurance Fund Act
- Privacy Act 1988 (Cth)
- Privacy (Private Sector) Regulations 2001 (Cth)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Commission for Children and Young People Act 1998
- Child Protection (Prohibited Employment) Act 1998
- Child Protection (Prohibited Employment) Regulation 2004
- Child Protection Legislation Amendment Act 2003

The CEO has the responsibility to monitor legislation and to advise of any changes.

For up to date changes and information on NSW or Federal legislation visit:

<http://www.legislation.nsw.gov.au/maintop/search/inforce>

<http://www.comlaw.gov.au>

The principle legislation is paraphrased below:

Occupational Health and Safety Policy

The NSW Occupational Health and Safety Act 2000 describes UIC's duty of care to provide a safe and healthy working environment for all staff, and the staffs duty of care to take reasonable care for the health and safety of others within the work place.

This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,

- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid trained staff,
- Display first aid and safety procedures for all staff and students to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that all staff and students feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example. We will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and students should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all staff/staff/contractors of Unique International College.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls,

emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

All staff and students have a right to work in an environment free of any form of harassment and discrimination,

- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination, it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Privacy

UIC takes the privacy of our students very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

In some cases as required by law and as required by the AQTF we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out our functions efficiently.
8. Anonymity - Wherever possible, we will provide the opportunity for the individual to interact with external agencies without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Vocational Education and Training Requirements and Policies

These are described in more detail in the VET act (Vocational Education and Training Act 2005) but basically confirm the right of VETAB to audit UIC, apply penalties for non compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO etc.

Apprenticeships and Traineeships

UIC does not deliver traineeships (also known as “New Apprenticeships”) and we will ensure that we comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005 and the NSW Apprenticeship and Traineeship Act. 2001.

These acts define our obligations to comply with Department of Education (DET) requirements for funding of the Apprenticeship Traineeship Training Program (ATTP) and Approved Provider List (APL) funding, including our reporting and other obligations.

Working with Children

UIC does not accept any international students under the age of 18 into our college.

However in the event that UIC changes its policy we will ensure we comply with all Federal and State working with Children legislation such as the NSW Commission for Children and Young People Act 1998.

A list of all relevant State based legislation is available from the Federal Police Website:
<http://www.aifs.gov.au/nch/policechecks.html>

Further information on the NSW “Working with Children’s Check” is available from UIC’s CEO.

Copyright Laws

All students must comply with copyright laws.

Infringement of copyright is not permissible. All staff should note the following conditions:

- You may copy one or more articles in each issue of a newspaper or magazine relating to the same subject matter,
- You may copy up to 15% of the number of pages in a collection of works, as long as the works being copied have not been separately published, or, whether the work is separately published or not, it is not more than 15, pages long,

- You may copy the whole of any work if you check with the supplier that the work will not be available for purchase within 14 days (or six months for textbooks) at the price you would normally pay,
- You must also acknowledge the copyright holder by stating the title of the work, its author/artist, and the name of the publisher,
- You must register details of the copies being made,
- Participants may copy up to 15% of a chapter of work.

Access and Equity

The college provides equal access to training and delivery services for local and international students. Where possible, we conduct flexible training to meet specific needs of individual students.

The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course.

The learning support strategies used by trainers at the College include:

- UIC is an English only workplace.
- Pre-teaching technical terminology.
- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Encouraging students to work at their own pace.
- Where necessary inviting students to record training session on an audiotape.
- Providing written learning material and illustrations to reinforce the learning.

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Recruitment to the UIC is carried out in an ethical manner in accordance with Access and Equity principles

Your trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies.

Privacy

UIC operates in compliance with all current privacy legislation. All training staff have current knowledge of privacy policies as they relate to the operation of a college.

We will ensure that all required procedures are followed to ensure your rights to privacy. Any information gathered is strictly confidential and all personal details will be handled with the utmost care. This information will only be utilised for the purposes of delivery of training and assessment services and meeting our compliance requirements under the AQTF and other contractual requirements of funded training.

Under no circumstances will information about a student or their records be given to a third person without the student's written permission. Students are however allowed to have access to their own records and files at any time and may request updates to be made to incorrect information.

9. TRAINING AND DELIVERY SERVICES

9.1 Trainer and Assessor Qualifications

College trainers and assessors are selected against strict criteria, which ensures that they possess both academic and industry qualifications in the subject areas they are involved with. Students can have full confidence in the skills, knowledge and professional standing of our team.

Trainers and assessors are required to participate in an ongoing skills development program to maintain and update their technical knowledge. This ensures that students receive the best possible instruction and assessment.

The College only employs staff with:

- appropriate formal specialist qualifications relevant to the qualification in which they are training and assessing
- TAA40104 Certificate IV in Training and Assessments or equivalent
- recent industry experience and demonstrated competence at least to the level of training delivery and assessment.

9.2 Student Recruitment

Recruitment to the College is carried out in an ethical manner in accordance with Access and Equity principles. All enquiries for participation are provided within the course information sheets. Access to the courses is open to all applicants subject to payment of fees and the extent to which the course outcomes and pre-requisites match the needs of the student. Enrolment is ongoing where places are available.

9.3 Enrolment Procedure:

- Student contacts school by telephone, fax, email, on-line or in person.
- Student is sent course and college information detailing information on the school, fee structure and refund policy.
- School follows-up with a student interview to identify needs.
- Student completes enrolment form.
- On receipt of deposit student is issued receipt.
- Student is given an identification number and a database record is established.

You are provided with a course outline for the course you are completing.

For Unique International College's full enrolment procedure visit www.uniquecollege.com.au and see SMP 133 Student entry requirements, selection, enrolment and orientation policy.

9.4 Training Delivery

Training delivered by the College meets national standards and requirements for registration as a training organisation. Each course delivered by the College has specific resource requirements for delivery. The College has in place a system for ensuring that suitable resources are available before training commences.

Accredited training is delivered against competency standards and course outlines set by industry. Students are advised of the units of competence they are studying.

Courses and programs delivered by the College are continually updated through industry consultation. This ensures that graduates have access to the most current information and learning strategies.

Training is delivered in group workshops, lectures, on a one to one basis and using self-paced materials and technology. This range of learning strategies provides students with opportunities to select learning methods that best suit their needs.

9.5 Conduct of Assessment

The College conducts assessments for all courses in accordance with the Assessment Guidelines of the National Training Packages. Your trainer will outline the assessment method and requirements for your course as part of your course induction. If your trainer fails to provide this information, please request details.

Assessment methods may involve you in:

- Demonstrating your skills
- Producing a piece of work
- Answering written and/or oral questions
- Participating in group discussions
- Developing a portfolio of work
- Making oral presentations to the group

Because of the flexible delivery options available, some subjects involve projects, assignments and a range of other learning activities. Trainers will provide written project and assignment outlines for these activities. Trainers will also indicate the due date for project/ activity completion when distributing outlines. Please talk to your trainer about the requirements for your course. Students are encouraged to plan their study activities to ensure that projects are completed on time. Due dates may be negotiated by discussion with trainers.

All assessments are based on units of competency developed by industry. Student's abilities are assessed against these units of competency on a 'can do' basis. When a student can demonstrate competency or show that they can demonstrate their understanding or ability, they can be assessed as competent. If a student is not successful on the first attempt, they are provided with feedback, given advice on additional evidence required to demonstrate competence and further opportunities to demonstrate competency.

For conditions relating to assessment and re-assessment, please visit www.uniquecollege.com.au and see SMP 126 Student Assessment, Reassessment and Repeating Units of Competency Guidelines

9.6 Assessment Appeals

If you are not satisfied with the outcome of an assessment you may appeal the decision. The focus of the appeals process is to listen to the student's reasons for appeal and provide explanations for how the outcomes were determined. A summary of the procedure follows:

- Student makes an arrangement for a meeting with the Head Teacher at a mutually convenient time.
 - Interview with the Student and Head Teacher
 - Review assessment results/ projects/ assignments
 - New result / end appeal
- OR
- Set new assessment as required
 - Complete re-assessment
 - New result / end appeal

Students presenting with an appeal are welcome to bring a third party to any interviews or discussions relating to the appeal.

For Unique International College's full student complaints and appeals procedure visit www.uniquecollege.com.au and see SMP 119 Student Complaints and Appeals Procedure.

9.7 Recognition of Prior Learning (RPL)

A process where previous learning, experience or skills, gain formal recognition. Students complete an RPL application form and submit this to administration. This is a fee- based service. (This is a separate process from mutual recognition as under the AQTF.) To follow is a summary of the process for RPL:

1. Self Assessment
2. Application
3. Interview with Assessor
4. RPL granted, and/or
5. Relevant assessment exercises set and completed
6. Outcome advised
7. Appeal if required

If RPL is granted prior to the issue of a visa, the net duration of the course (as reduced by RPL) will be indicated on the eCOE issued to the student.

If an international student is granted RPL after they commence the course, then their study load will be increased by the amount of study load reduced by the successful RPL application to ensure they maintain their intended study load.

DIAC will be notified regarding any changes to the student's visa resulting from successful RPL applications.

9.8 Recognition of Other Qualifications

Recognition of Other Qualifications is a form of Recognition of Prior Learning. The College recognises relevant qualifications issued by another RTO under the Australian Qualifications Framework (AQF). The college reserves the right to contact the issuing body to ensure authenticity. This is an 'automatic' recognition rather than going through a RPL process. The RTO may have non-endorsed courses which do not come under Mutual Recognition. However, in these cases, you will be able to apply for RPL. The Head Teacher is the person you need to see for Mutual Recognition. Please discuss this with the Principal for any clarification and decision in your circumstances.

9.9 Qualification Issue

To receive a qualification or Statement of Attainment all assessments must be completed and a Competent decision reached on the totality of your work. The Head Teacher completes all paperwork and requests a qualification be issued. The Chief Executive Officer validates this request. The Qualification or Statement of Attainment is issued as per AQF guidelines and is nationally recognised.

9.10 Records Maintenance

Students may access their records on request. Records are kept confidential and require written permission by the student prior to release of any information in their records. Students under 18 years of age, by signing the Declaration of Understanding, give consent for the College to contact parent or guardian, if required. Personal details of International students are provided to the relevant state and commonwealth agencies as required.

Records of attendance, assessment outcomes and qualifications issued are kept accurately, up to date and secure. Copies of electronic records are kept for a period of 30 years. You must bear the cost for re-issue of records and awards.

All students are required to notify the College immediately when their name, address or contact details change.

9.11 Facilities and Equipment

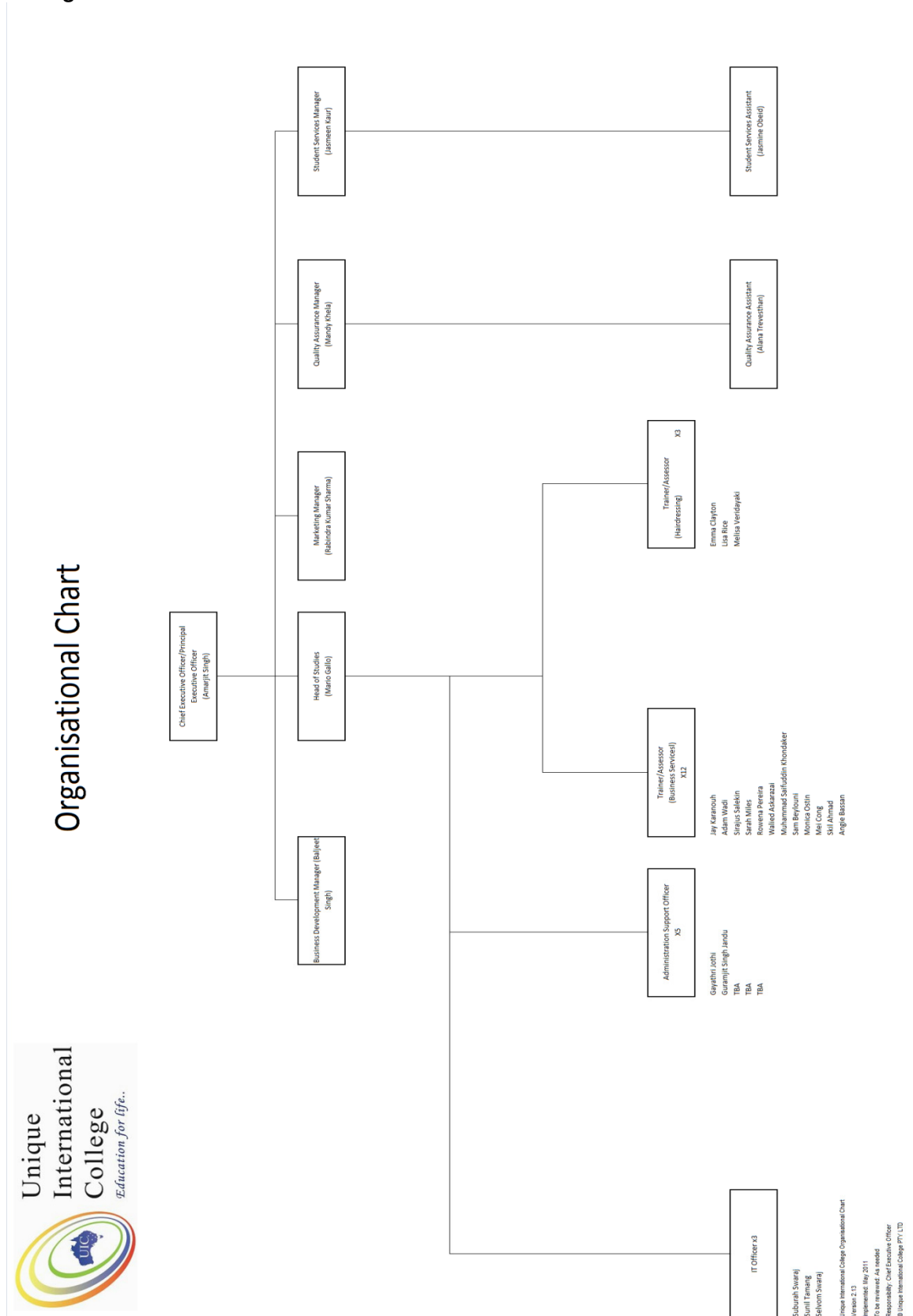
The College provides classrooms as well as fully equipped practical facilities. All consumables, equipment, materials, textbooks and uniform are provided in the course costs.

UIC will always give students sufficient notice (at least 3 weeks) of intent to relocate its premises. UIC will provide students with all relevant information to ensure the relocation is as smooth and confusing free as possible.

9.12 Grievance Procedures

If at any time whilst at the College, you are not satisfied with any feature of your course, or the College, please speak to your trainer or the Head of Studies. If the grievance cannot be addressed at this level, ask to see the Head of Studies. At this stage, Unique International College's SMP 119 Student Complaints and Appeals Procedure will be activated.

10. Organisational Chart



11. WHO CAN HELP ME?

PHONE: (02) 9637 2006

Not sure what to do and whom to speak to for any issues?

ISSUE	ROLE	CONTACT
<ul style="list-style-type: none"> Admissions Fees Visa Forms 	Marketing Manager	Rabindra Kumar Sharma rabindra@uniquecollege.com.au
<ul style="list-style-type: none"> RPL/Credit Transfer Timetables Academic Appeals/Complaints Re-assessment 	Head of Studies Chief Executive Officer	Mario Gallo mgallo@uniquecollege.com.au or Amarjit Singh Khela amarjithkhela@hotmail.com
<ul style="list-style-type: none"> Course Progress Suspension Deferment Leave Refund Attendance General complaints and appeals 	Chief Executive Officer or Head of Studies	Amarjit Singh Khela amarjithkhela@hotmail.com or Mario Gallo mgallo@uniquecollege.com.au
<ul style="list-style-type: none"> I.T. Issues Forms Change Of Address 	Reception/I.T. Support	Admin admin@uniquecollege.com.au
<ul style="list-style-type: none"> Student Support Classroom issues General or grievance Cultural Settlement issues Work related issues 	Talk to your Trainer first then Student Services Manager	Jasmeen Kaur jkaur@uniquecollege.com.au
	Chief Executive Officer	Amarjit Singh Khela amarjithkhela@hotmail.com
	Student Support Services Team Ph: (02) 9637 2006 Ph: 0432326775	Jasmeen Kaur jkaur@uniquecollege.com.au Mandy Khela mkhela@uniquecollege.com.au Baljeet Singh bsingh@uniquecollege.com.au Rubbal Jandu rubbal@uniquecollege.com.au Alana Trevesthan atrevesthan@uniquecollege.com.au Jasmine Obeid jobeid@uniquecollege.com.au